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REPORT
ON
PROTOCOL DIVISION

*Part I - Mr. LONGTIN
Part II - ~~Miss Bates~~ *Miss Bates**

VOLUME IV

LIBRARY OF THE DEPARTMENT OF EXTERNAL AFFAIRS
MINISTERE DES AFFAIRES ETRANGERES

ORGANIZATION AND METHODS UNIT
DEPARTMENT OF EXTERNAL AFFAIRS

MARCH 1969

VOLUME FOUR

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Dept. of Foreign Affairs
Min. des Affaires étrangères

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FOREWORD

Part I of this volume contains the procedures presently followed by Mr. A. Morin, position No. EXT. 245 - CR 5. Thirteen specific proposals for improvement of these procedures are included as comments within the text.

Part II of this volume contains the procedures followed by Miss S. Boles, position No. EXT. 392 - A.T. Twenty specific proposals for improvement of these procedures are included as comments within the text.

Further proposals of a more general nature are to be found in Volume I.

PART I

ARRIVALS AND DEPARTURES

I Consuls General, Consuls, Vice-Consuls

Notes (three per month) are received from Missions in Ottawa informing the Department of the arrival or departure of consular officers, the majority of whom are not resident in Ottawa.

1. Note arrives in Registry
2. Mr. Morin updates the lists for the Publications.
3. The reply note is composed as shown under the section on "Exequatur", and reference to this section should be made at this time.
4. These appointments are published in the Canada Gazette. A pre-typed form is used to inform the Queen's Printer together with requisition form number P11-27.

The Q.P. replies after publication giving the date and issue number in which the notice appeared.

The incumbent then informs the mission of these facts by means of a preprinted form note.

5. On departure, the note acknowledging this event is drafted and the publication list is updated. The return of the tax and identity cards is requested.
6. The reply notes are signed by the supervising officer.

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II Trade Commissioners and Other Non-Ottawa Officers

The reply to the arrival note (two per month) concerning these persons is the same as that for consular officials except that no reference is made to definitive recognition or exequatur.

III I.C.A.O. Personnel

The reply to the letter concerning the appointment of a representative to I.C.A.O. or of an officer ranking P-4 and above, takes the form of a letter addressed to the Secretary General of I.C.A.O. The key statement in this letter is that the above name "has been added to the list of representatives and senior officials entitled to privileges and immunities under the Headquarters Agreement".

The name of the individual is added to the R.O.O.C. publication. About two such appointments occur per month, requiring a total of one-half hour.

IV Honorary Consuls

Honorary Consuls are not career members of a foreign service and are usually Canadian citizens. They may perform all consular functions and in the performance of these duties, honorary consuls are accorded "such protection as may be required by reason of his official position" (Article 64).

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The appointment of an honorary consul may involve the opening of a consular post, and the two procedures are very similar.

1. Note from the mission is received which requests the Department's (Government's) approval of the appointment of an individual. The note should include the curriculum vitae.
2. The reply states that the mission will be advised as soon as a decision is reached.
3. At this time, to DL(2), Consular Division and to the political division, a memorandum is sent advising them of the proposed appointment. A copy of the curriculum vitae is sent to DL(2) only.
4. A negative response is very unusual and the mission is informed accordingly. If the request was for the opening of a consulate, and it was refused, Ambassador - Political Division talks result.
5. The divisional responses being favourable, the mission is informed by a note which is similar to the usual exequatur note, but from which reference to visas, tax exemption, and ID cards is omitted.

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The frequency of the appointment of honorary consuls is about one per month, and the procedure requires a total of one hour to complete.

The reply to a note of resignation of an honorary consul does not differ significantly from that in reply to a departure note.

EXEQUATUR

Article 12 of the Vienna Convention on Consular Relations
is as follows:

1. The head of a consular post is admitted to the exercise of his functions by an authorization from the receiving State termed an exequatur, whatever the form of this authorization.
2. A State which refuses to grant an exequatur is not obliged to give to the sending State reasons for such refusal.
3. Subject to the provisions of Articles 13 and 15, the head of a consular post shall not enter upon his duties until he has received an exequatur.

In the reply to the foreign missions' note concerning the arrival and appointment of an individual as consul general, consul, vice-consul or honorary consul, it is stated that: "His Excellency the Governor-General has been pleased to accord definitive recognition to (name) as (designation) at (city), and a notice to that effect will appear in a forthcoming issue of the Canada Gazette". Copies of this reply to the arrival note are sent to DL (2), National Revenue and Government House.

A formal exequatur document is not issued unless specifically requested, and only upon the submission of a formal consular commission document signed by the head of state. In 1967, 50 and in 1968, 20 exequaturs have been printed at a direct cost of \$.77 each.

Procedure:

1. Mr. Morin prepares a worksheet which indicates what is to be printed on the exequatur document.
2. The worksheet, a covering memorandum and a blank document (from the supply of them held by the incumbent) are sent to Mr. McCann of the Secretary of State Department.

3. The S.S.D. enters on the document the information from the worksheet and returns the document to Protocol Division in 10 days.

4. The incumbent then sends the exequatur to the Minister's Office for signature by the SSEA.

5. On return, the exequatur is sent to Government House for the signature of the Governor General.

6. On return, the exequatur is sent to the mission (in Ottawa) concerned under a covering Note.

The incumbent usually handles exequaturs in batches, and the procedure requires not more than a total of one hour for each exequatur.

The sentence in the "reply note" according definitive recognition is thought to be sufficient legal basis for the operation of the consul. This view is reinforced by Article 12.1 quoted above which says "...whatever the form of this authorization". It is suggested that this authorization would be more satisfactory to the consular official concerned were the accordance of definitive recognition to be the only subject of a separate, vellum, letter signed by the Chief of Protocol. This letter then would be an exequatur and would be sent under cover of the reply to the arrival note. (See attachments A and B).

Given the provision of an exequatur as above, it may be relevant to question the value of the formal exequatur document. As noted above, this document is produced and processed at significant, although not considerable, cost. It does require the

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involvement and time of the Secretary of State Department; of the SSEA and his office; of the Governor General and his office; and of Protocol Division. As this document is provided only upon specific request, as it requires the attention of those persons mentioned above, and as it would appear to be unnecessary, it is suggested that consideration be given to the elimination of the formal exequatur document in its present form; and that it be replaced by the separate exequatur proposed above.

Consular commissions may or may not be received with the arrival note. If one is received, it is sent to Production Services in order that three copies (reduced) of it may be made. These are placed on the diary file, the "exequatur" 22-10-6-1 file, and on the consular post file(s). If, at a later date, a request is received for an exequatur, the consular commission must be submitted and copies of it are made and filed as above.

COMMENT: The reply to the arrival note invariably states that "the Governor General has been pleased to accord definitive recognition...", and this statement is made whether or not the consular commission has been seen. Therefore, the rationale is not clear as to (a) why the consular commission must be submitted prior to the granting of the formal exequatur document and (b) why the consular commissions are photographically reduced, copied and filed.

.../8

Why does the Governor General enter into the act - even theoretically. Is not the SSEA specifically empowered by the Dept of E.A. Act to dispose of consular matters?

cc. DL(2) with copy of curr. vitae
Govt. House
National Revenue

File: 22-10-JPN-MTL-6

Note No. B. 3323

The Department of External Affairs presents its compliments to the Embassy of Japan and has the honour to acknowledge receipt of the Embassy's Note No. E-2087 of December 13, 1968, informing the Department that to replace Mr. Teruo Okada, Vice-Consul of the Consulate General of Japan at Montreal, Mr. Takao Namura, Consul, arrived in Canada on December 1, 1968. The receipt of Mr. Namura's curriculum vitae is acknowledged.

His Excellency the Governor General has been pleased to accord definitive recognition to Mr. Takao Namura as Consul at Montreal and a notice to that effect will appear in a forthcoming issue of the Canada Gazette.

The relevant Canadian authorities have been informed accordingly in order that Mr. Okada may be extended the privileges with respect to free entry and exemption from taxes which are accorded under Item 706 of the Customs Tariff.

Identity cards will be issued in the names of Mr. and Mrs. Namura and will be forwarded to the Embassy under separate cover together with their passports in which appropriate multi-entry visas will be inserted as requested.

The return of Identity Cards Nos. C-963 and C-722 issued in the names of Mr. and Mrs. Okada on September 12, 1966, and December 27, 1966 respectively, would be appreciated. Also, the Department would like to be informed of the exact date on which Mr. Okada left Canada.

The Department of External Affairs avails itself of this opportunity to renew to the Embassy of Japan the assurances of its highest consideration.

OTTAWA, December 19, 1968

D.P.C.



The Department of External Affairs presents its compliments to the Embassy of _____ and has the honour to inform the Embassy that His Excellency the Governor General has been pleased to accord definitive recognition to

as

at _____ and a notice to that effect will appear in a forthcoming issue of the Canada Gazette.

The Department of External Affairs avails itself of this opportunity to renew to the Embassy of _____ the assurances of its highest consideration.

Chief of Protocol

OTTAWA,

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Income Tax

Annually (February), at the request of the Department of National Revenue, the incumbent prepares and sends a Circular Note to Heads of Mission requesting that the Department be provided with salary data in respect of the locally-engaged staff of their missions. This includes all Canadian citizens and permanent residents of Canada. (Refer file 22-2-1).

COMMENT: No reference is made to consulates, and the note is not sent to consulates which do not have embassies in Ottawa. It is suggested that the desirability of these omissions be examined.

A few of the larger missions deal directly with National Revenue. Of the 60 remaining missions, half of them reply promptly, another dozen do so reluctantly, and 16 to 18 fail to comply. The information is given voluntarily or on the basis of reciprocity; therefore little can be done regarding the delinquents.

The present procedure involves retaining the originals and the covering letters, while photostats of these are made and forwarded under cover of a letter to National Revenue.

It is considered that this information is of no pertinent value to this Department. It is therefore proposed that the covering letter and the information be transmitted directly to National Revenue. All that need be retained is a list of missions, date of their reply, (date of subsequent query) and date of transmittal to National Revenue.

Not so!

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.../9

An annual request for similar information concerning non-diplomatic staff is made by the incumbent of position EXT-1562, Miss Burns. The possibility of combining these two requests under one Note will be discussed elsewhere.

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Monthly Bulletin

The "Monthly Bulletin" is a corner-stapled monthly publication giving information regarding changes in the Diplomatic, Consular and Trade and Information Officer representation in Canada. Each of these three sections is divided into "appointments", "departures" and "miscellaneous". The bulletin is arranged alphabetically by country. The distribution of the 310 copies is comprised of 120 copies within the Department, 100 copies to missions and the remainder to interested persons within the Government and to companies or institutions. The distribution is made by Production Services on instruction from Protocol Division.

Procedure:

As notification of arrivals, departures, promotions, changes of address, changes in telephone numbers, deaths, and of corrections are received, the incumbent notes these by hand on a foolscap pad by country. On the first of each month, the definite changes are arranged according to the appropriate sections of the Monthly Bulletin. The "pending" changes are held for the next issue. The draft is typed and sent to Production Services under cover of a requisition for 310 copies. About 125 copies are made on vellum paper and are sent in vellum envelopes to the missions, Government House, etc. The pre-addressed envelopes are presently maintained in Protocol Division and are sent to Production Services for stuffing and mailing.

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It is suggested that the reasons for the use of vellum paper and envelopes be determined to be sufficient, and if they are not, that ordinary paper and envelopes be used.

Diacend

Secondly, it is proposed that pre-addressed envelopes not be made by Production Services and then be retained by Protocol Division only to be returned to Production Services for stuffing. Rather, the requisition should also require the production of addressographed envelopes at the same time as the Monthly Bulletin is reproduced.

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Enquiries

The incumbent replies to enquiries, made either in writing or by telephone, on matters such as:

- (1) requests for copies of the two divisional publications;
- (2) entitlement of individuals to tax privileges queried by the Department of National Revenue and by private companies;
- (3) enquiries as to precedence, names and addresses of individuals, addresses of missions.

Officer Assigned Work

Occasional short-term projects are assigned by the supervising officer which are concerned with extra-divisional enquiries in the areas with which the incumbent is familiar.

PUBLICATIONS

"Diplomatic Corps"
"Representatives of Other Countries in Canada"

A. Present Practices:

Protocol Division is responsible for publishing each of these two publications three times a year. In addition, a Monthly Bulletin of recent changes in the main publications is produced.

Procedure:

The procedure followed at present by the incumbent of position EXT.245, Mr. Morin, is detailed as follows:

1. Information regarding a change of personnel is received by the incumbent by means of an "arrival" or "departure" note, or is derived by inference from these and confirmed by telephone, or by some other means.
2. The change is noted in the previous English language version of both publications.
3. The change is noted separately for the Monthly Bulletin.
4. About two and one half months prior to the next publication date of each publication, the missions are queried by means of the following procedure:
 - (a) A form letter is prepared to all missions (and consulates) asking them to update their entry in the publication.



CANADA

CIRCULAR NOTE
NO. B. 341

The Department of External Affairs presents its compliments to the Diplomatic Missions accredited to Canada and has the honour to refer to its publications "Diplomatic Corps" and "Representatives of Other Countries in Canada".

The Department will no longer forward to Missions excerpts of the above-mentioned publications for amendment. It will therefore be the responsibility of each Mission to advise the Department of any proposed changes or corrections which should be made to these Departmental publications. It is also essential that the order of precedence of diplomats and consuls be specified in their Note of arrival.

Copies of both these publications will, in future, be sent in bulk to Missions instead of to individuals at their residence. Missions may then distribute them as required. This is the procedure which has been followed previously with respect to the publication "Representatives of Other Countries in Canada".

OTTAWA, March 12, 1969

D.P.C.

- (b) The incumbent disassembles one copy of the publication and pastes each mission's entry on a larger blank sheet of paper, known as a "paste-up".
- (c) The letter of (a) above and the paste-up of (b) above is sent to the missions.
- (d) The mission makes such alterations concerning precedence and designations as it sees fit on the paste-up and returns it to Protocol Division.
- (e) The incumbent must check the mission alterations against available information. Differences arise with missions concerning the inclusion of certain personnel.

COMMENT: The incumbent agrees that this sub-procedure serves no useful purpose: it is very time-consuming and it is considered that the occasional correction of value would be made known to Protocol Division by the mission concerned in any case other than by the present means. It is therefore recommended that this portion of the procedure be eliminated.

- 5. The incumbent prepares two further sets of paste-ups, one in each official language, no later than eight weeks preceding the publication date.
- 6. On each of these two sets of paste-ups, the incumbent makes alterations according to the information received by means of notes, paste-ups and other sources.

7. No later than 6 weeks prior to publication, these paste-ups are sent to the Queen's Printer.
8. The Queen's Printer sets up the individual pieces of type according to the "letter-press" process and prints two proofs. This step requires three weeks.
9. During the creation of the proofs the incumbent must maintain records of further changes and, when the proofs return must enter these changes as well as proofreading the proofs. This step requires seven days.
10. The altered and corrected proofs are returned to the Queen's Printer who makes further changes and prints the publication. This step requires fourteen days.

COMMENT: Steps Nos. 9 and 10 in this procedure delay publication by at least three weeks, and it is said that fewer than six typographical errors are identified on average by this process of proof-reading. Changes due to the delay caused by proof-reading which are made at the end of this period are not themselves proof read. It is considered that the above mentioned frequency of error is not unacceptable in a publication which is produced every four months. It is therefore proposed that arrangements be made with the Queen's Printer which preclude the process of proof-reading and the resulting delay.

Distribution:

The precise distribution of these publications is not readily ascertainable as they are distributed from three locations and also as the lists are currently under review. Some copies of each publication are also sold to the public through the Queen's Printer Bookshops.

The distribution of the Diplomatic Corps is roughly as follows:

- (a) By Production Services: (i) to the 550 addressees in the publication; (ii) to all divisions in the Department - 458 copies.
- (b) By the Queen's Printer: (i) the "free list" - to heads of each mission and to universities, libraries, newspapers, M.P.s, senators, some Government departments, some Canadian missions abroad, and to some others; (ii) on behalf of External Affairs to some V.I.P.s, I.C.A.O., I.L.O., missions in Ottawa, various civic and provincial authorities. Total 650 copies.
- (c) By Protocol Division - 150 copies but as there is presently a surplus of 200 copies some discrepancies in these figures is apparent.

The distribution of Representatives of Other Countries in Canada is similar to the above except that additional copies go to Canadian missions abroad. There were 2675 copies printed for the last issue but it is understood that the requirements have been reduced to approximately 2000 copies.

COMMENT: It is clear that the above decentralized means of distribution contributes to a certain degree of confusion. A recent Organization and Methods survey has proposed that a "distribution centre" be created within Materiel Management Division. However, since the Queen's Printer has adequate distribution facilities, it is proposed that the Queen's Printer make the distribution now carried out by Production Services.

This would mean that Protocol Division would be more fully responsible for distribution of information: a complete distribution listing would be maintained and the Q.P. would be informed on each change as it occurs. If the distribution centre is created, it would be responsible for maintaining the list by liaison with the Q.P.

It is further proposed that the Q.P. make some of the distribution presently done by Protocol Division.

It is also proposed that the distribution requirements be given further study. It may be found that copies need not be sent individually to addressees in the Diplomatic Corps but rather direct to the appropriate mission together with the other copies currently so distributed. The number of copies, 460, distributed within the Department is considered to be possibly excessive. A policy should be formulated governing this, for example: (a) two copies for each division, (b) one copy for every three officers in the division and (c) other copies as required. Savings of a few hundred copies would be substantial over a period of time.

Finally, it is considered that the distribution of the Diplomatic Corps is too extensive in view of the fact that much the same information is included in the more complete publication Representatives of Other Countries in Canada. The Diplomatic Corps should be received by: (i) those persons listed in it (550),⁽²⁾ (ii) by missions in Ottawa (150), (iii) by members of the Department (say 300), and by M.P.s, Senators and various other V.I.P.s (400); yielding a total of perhaps 1400. It is therefore proposed that a policy to this effect be determined.

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(X)
Each dip. office requires 2 copies
Minims need to send to
their HQ 2 - 10 copies.

COSTS:

The Representatives of Other Countries in Canada was published in June 1968 in 2675 copies at a direct cost of \$2519.35. The per unit cost was \$0.942. The estimated annual cost of three editions is \$7558.05.

The Diplomatic Corps was published in May 1968 in 1850 copies at a direct cost of \$2685.72. The per unit cost was \$1.45. The estimated annual cost of three editions is \$8057.16.

The estimated annual direct costs to the Department of printing these two publications is \$15,615.21.

It was also roughly estimated that each edition of each publication requires a clerical input by the incumbent of approximately 100 hours. The resulting total of 600 hours represents forty percent of one man year: at the level of the present incumbent this amounts to \$2,000.

B. PROPOSALS

The objective in producing the Diplomatic Corps is to conform with the international practice of providing such information to the diplomatic corps. The objective in producing the Representatives of Other Countries in Canada (R.O.C.) is to provide information on diplomatic and consular representation in Canada to the missions, to government departments, to

provincial and civic authorities, and to various organizations and individuals concerned with trade, information, and with consular matters. All the information contained in the Diplomatic Corps, with the exception of individual addresses and telephone numbers, is also contained in the R.O.C.

It is clear that the purpose of each publication is similar, that the information contained in each is similar and that most of the recipients of one also receive the other. If these two publications were to be combined into one it is considered that the objectives stated above would continue to be met.

Further, were the publications to be combined, considerable direct savings in publication costs as well as significant indirect savings in terms of clerical input and in distribution costs could be anticipated.

The publications are presently produced both in English and in French "back to back". This method requires double the amount of work required to maintain them, doubles the possibility of error, and doubles the size of the publication: both the direct and indirect costs are therefore affected proportionately.

RECOMMENDATION: It is recommended that the publications Diplomatic Corps and Representatives of Other Countries in Canada be combined; and, that the resultant publication be bilingual.

The above recommendation, if accepted, raises some further considerations. First, how should the two publications be combined? A direct combination, with both diplomatic and consular listings together, would be the most efficient. However, such a combination would not be entirely satisfactory as there are in effect two groups of users as outlined previously. It is therefore proposed that the new publication be divided into two sections; the first containing "diplomatic" information and the second listing "consular" information. In this regard, it is further proposed that there be no duplication of listings in the two sections.

The second consideration is that of the shape of the publication and as there is no internationally accepted convention there are no restrictions other than that it be in good taste and convenient.. The generally accepted means of making such a listing bilingual is to arrange the information as follows:

First Secretary.....Georges M. Schmid.....Premier Secrétaire
2043 Cabot Ave.

Even though the "copy" can be reduced photographically, such reduction is limited to 35% which means that the width of the page should be at least 7 3/4" in order that the print be easily readable. The nearest standard size paper (as recommended by T.B. 667239) is 5 1/4" by 7 3/4". This means that the book would be wider than it is high and that it

would be bound on the 5 1/4" side. This variation from the norm would not appear to present any difficulties. Each country would begin a new page. It is estimated that the total number of pages required would be 180; there are 260 pages in the current issue of the Diplomatic Corps. Further study of the technical aspects may suggest alternatives. Nevertheless, it is proposed that, given that the publication is to be bilingual, it appear in the above format. Exhibits I and II are sample pages.

The present printing method of hand set "letter press" is difficult to correct and to amend, is relatively expensive and is rather time-consuming (six weeks). In addition, as is evident in the procedure described earlier, the present means of updating the information and of providing it to the Queen's Printer is also unsatisfactory and time-consuming. The principal complaint regarding the publications is that they are inaccurate by the time they are received.

An alternative to present practices would be to make use of an automatic typewriter, which operates by means of either paper or magnetic tape. Typing of the material produces a tape which will then accurately produce a second copy at the rate of 180 words per minute. Corrections, additions and deletions are made at normal typing speed (the tape is updated at the same time).

The essentials of the procedure which would be followed in conjunction with an automatic typewriter are as follows:

- (a) Information requiring a change would be received by means of (i) arrival or departure note, or (ii) note or telephone regarding a correction of current material.
- (b) The incumbent would update a master copy of the publication by clearly printing in the change; or by having the new information typed, cut and pasted over (or in addition to) present material. These altered masters would be sent to the automatic typewriter station two days before new master plates were required by the Queen's Printer.

OR

The incumbent would transmit, for each change as it occurred, typewritten "delete" and "add" information to the operator of the automatic typewriter. This alternative would be feasible only if the automatic typewriter were able to "skip" large portions of the tape when updating it.

- (c) The operator of the automatic typewriter would type the changes on the new master as it is produced from the tape of the old master (and thereby creating a new tape at the same time).

The time required for this step would be approximately two days.

- (d) The changes only would be proof read by the incumbent, and corrections made by the operator as in step (c). Time required would be approximately one-half day.
- (e) The typed masters would be sent to the Queen's Printer for setting-up, printing, collating and binding. Time required would be between two and four weeks depending upon adherence to scheduled dates and upon the type of binding used. Early delivery of, say, one quarter of the copies could be arranged.

The costs of producing the automatic typewritten "copy" for the Queen's Printer if "time" were to be rented, would amount to an estimated 15 hours time, say \$4.00 per hour or \$60. per issue.

The Queen's Printer estimates that to produce 2000 copies of a 5 1/4" by 7 3/4" publication of 180 pages, landscape style and cerlox bound, would cost \$1440. The estimated total cost per issue using the above method of production is \$1500.

The present combined costs per issue of the two current publications combined is \$5200. It is evident therefore that direct annual savings, to this department, of approximately \$11,100 ($\5200×3) - ($\$1500 \times 3$) would be realized by the adoption of these proposals. As the Queen's Printer produces an equal number of these publications for its own purposes, the total annual savings would be approximately \$22,200.

The difference which has not been brought out so far is that the style of type in the proposed consolidated publication would be that of typewriter type as opposed to the variable "letter press" typeface presently used. The former is the style of the Washington Diplomatic List and may therefore be considered to be acceptable. However, if an I.B.M. Selectric Automatic typewriter is to be used, the style of type may readily be altered within the publication, and it is considered that the style of type as illustrated in the sample is entirely acceptable.

The Organization and Methods Unit has recently completed an "ad hoc" survey of five other similar departmental publications and is in the process of recommending that the Department of External Affairs acquire an automatic typewriter to be used in the production of these publications. Pending departmental acquisition of such a machine (rental about \$225/mo.) an IBM machine is available through Mr. Dubois, 6-8516, of the Bureau of Public Printing and Stationery. Mr. Dubois has stated (telephone) that sufficient machine time can be made available for the purpose of creating the "file" in the first instance and also for producing issues as required.

RECOMMENDATION: It is therefore recommended that the new consolidated publication be produced by the use of an automatic typewriter.

C. IMPLEMENTATION

The Administrative Publications Section of Central Services Division, headed by Mr. W.E. Haner, is charged with certain responsibilities in connection with departmental publications. It is proposed that the assistance of this section be sought in connection with the implementation of these recommendations.

Implementation will involve deliberations and decisions concerning a number of significant details and several of these are raised here.

- (i) Are the suggested dimensions of the publication the most suitable? Is the present size of type-face best? The two factors are directly related. The sample was made up using an "8 point" type on an Automatic typewriter and would require no photographic reduction in the photographic "plate" making process.
- (ii) Is the style of type the most suitable - others are available in the same and other sizes.
- (iii) Changes of type, size and style in the publication should be avoided as each change from one to the other involves stopping the machine and changing the "ball". The sample uses two different type faces, one for the text and one for the cross-referencing of countries in addition to the varityped main country headings which must be pasted on the

final copy. Perhaps the "cross-referencing" could also be varityped together with the main country headings.

- (iv) Conventions concerning the bilingual aspects of the publication will need to be adopted. It is suggested that the listings for French-speaking countries appear under the French spelling of that country. It is also suggested that addresses not be bilingual, rather they appear in the predominant language of the city in which they are located.
- (v) It is suggested that the second and third lines of the designation of each individual listed be indented rather than beginning at the same margin as the first line as is generally the case in the sample.
- (vi) In the consular section, the names of the cities should be capitalized, and perhaps a series of dots should be inserted just above each city address where these appear in a series.
- (vii) The "alignment dots" may be considered to be unnecessary or they may be extended.
- (viii) The following symbols and conventions, if adopted, would eliminate a significant number of "lines" and therefore effort, and give the publication a less cluttered appearance.

- No dagger - Married and accompanied by spouse
- † - Single
- ‡ - Married, not accompanied by spouse
- * - Consular officers who are not officers of career or citizens..
- Street - The word "street" is omitted but "road" "Avenue", etc. are denoted.
- Ap. - Apartment, appartement.
- Telephone - Brackets () enclose telephone numbers.
- Information concerning the above should be explicit in the publication.

MEMORANDUM

The Under-Secretary ^{of State} for External Affairs.

SECURITY
SécuritéUnclassified

Chief of Protocol.

DATE

January 23, 1969.

NUMBER
NuméroREFERENCE
RéférenceSUBJECT
Sujet

Publications: "Diplomatic Corps" and "Representatives of Other Countries in Canada".

FILE	DOSSIER
OTTAWA	
MISSION	

ENCLOSURES
Annexes

DISTRIBUTION

Protocol Division is responsible for the production, through the Queen's Printer, of the booklets "Diplomatic Corps" and "Representatives of Other Countries in Canada". Each booklet is printed in two sections, identical in information, one in the French language and the other in the English version. The booklet "Diplomatic Corps", has a total of 129 leaves while the other bilingual publication, which, besides the diplomatic corps, lists UN specialized agencies, consular and trade officials, consists of 60 leaves. Thus, the two publications comprise in total 189 leaves or 378 numbered pages.

2. One of the tasks of the O & M survey conducted in Protocol Division has been to investigate the office procedures and expenditures in the production of these two publications with the object of effecting savings in man hours and costs. As a result of these findings it is proposed that the two publications be amalgamated into one of 90 pages, each page showing the French and English versions side by side rather than upon separate pages and in two separate sections as in the present booklets. The proposed page lay-out is shown on the attached photostat illustrating in bilingual form the listing of the Swiss Embassy.

3. The proposed amalgamation of these two publications would produce savings of time and money which would be considerable, approximately \$11,100 annually in printing costs and an economy in man-hours through the simplification of office procedures in Protocol Division in the preparation of the material for publication. As this consolidated publication would be set-up for printing by the IBM "Automatic" typewriter process there is the added advantage of reducing considerably the time in production thereby making the information more current than it is with the present time-lag.

.../2

.../2

4. Submitted with this memorandum is a "mock-up" of the proposed booklet. This is printed upon paper 5 1/4" by 7 3/4", one of the stock sizes established by Treasury Board. Further investigation into costs and the technique of production may enable the booklet to be reduced slightly in width.

5. The proposal of amalgamating these two publications in the format submitted is, therefore, recommended for your concurrence.

*yes
good* / *hnd*



N.F.H. Berliss



**Diplomatic
Corps
and
Consular
and other
Representatives
in Canada**

**DEPARTMENT OF
EXTERNAL AFFAIRS**

**Corps
diplomatique
et
représentants
consulaires
et autres
au Canada**

**MINISTÈRE DES
AFFAIRES EXTÉRIEURES**

JUNE/JUIN/1969

#90435

153
51

Keith F.

AFRIQUE DU SUD - voir SOUTH AFRICA

ALGERIE - ALGERIA

Embassy - Ambassade (1964)

200 Rideau Terrace, Apt. 205,
Ottawa 2 (749-1121, 749-3221).

Chargé d'Affaires

Tayeb SEDDIQI
200 Rideau Terrace, Apt. 409,
(749-1121).

Chargé d'affaires

Attaché

Ali MAMMARI
207 Hannah (745-1166)
Mme MAMMARI.

Attaché

ALLEMAGNE - voir GERMANY

REPUBLIQUE ARABE UNIE - voir UNITED ARAB REPUBLIC

ARGENTINA - ARGENTINE

Embassy - Ambassade (1941)

211 Stewart, Ottawa 2 (236-2351)

Ambassador,
His Excellency

Constantinos RAMOS
699 Acacia-Ave.,
Rockcliffe Park (746-0206)
Mrs. RAMOS

Ambassadeur,
Son Excellence

Minister

Carlos BASTANCHURI
27 Henderson, Apt. 806 (234-6488)

Ministre

Naval Attaché,
Rear-Admiral

Juan Carlos GONZALEZ LLANOS
(Resident in Washington)
Mrs. GONZALEZ LLANOS

Attaché naval,
M. le Contre-Amiral

Air Attaché,
Commodore

Candido Martin CAPITAN
211 Stewart (236-2351)
Mrs. CAPITAN

Attaché de l'Air,
M. le Commodore

Second Secretary

Alberto M. VILELA
150 MacLaren, Apt. 1113 (237-3143)
Mrs. VILELA

Deuxième secrétaire

AUSTRALIA - AUSTRALIE

MONTREAL, P.Q.
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1155 ouest, boulevard Dorchester (875-2000)

Trade Commissioner	James McKay KEDDIE	Délégué commercial
Assistant Trade Commissioner	Peter LORSCHY	Délégué commercial adjoint

.....

VANCOUVER, B.C.
6th Floor, Burrard Bldg. (684-1177)

Trade Commissioner	J. L. CHAPMAN	Délégué commercial
Assistant Trade Commissioner	John B. GRAVES	Délégué commercial adjoint

PART II

Position Number 392 - Administrative Trainee

TRAFFIC VIOLATIONS

I Parking

All persons who have diplomatic rank are immune from enforcement. The police issue tickets in all cases and this practice is reasonable from the point of view of morale of both the police and the general public. The frequency of all parking violations is 100 per month.

(a) The normal, but not usual, procedure is for the mission to send the ticket together with an explanatory note to Protocol Division (frequency 20 per month). Protocol then sends the ticket with a covering, partially typed, form letter to the Police. A copy of this letter and the Mission's letter are filed on 22-8-2-16.

(b) There is a second form letter, EXT 751, for non-diplomats who were on official duty at the time of the infraction (frequency, 10 per month).

(c) Parking violations incurred outside of Ottawa (frequency 5 per month) are dealt with by letters which follow a standard pattern.

(d) The usual case however is for the infraction not to be reported (frequency estimated at 60 per month) to Protocol Division by the mission. These are brought to the attention of Protocol Division by means of a list prepared by the Ottawa Police Department each month of all parking infractions. Those for which a letter has been received from Protocol by the Police are indicated on the list. The name of the individual and the Mission are indicated on the police list and the mission(s) with the largest number of infractions is informed of this fact by telephone.

COMMENT:

- (1) Those diplomats who do report infractions must write and, from their point of view, this has no effect different from those who do not report.
- (2) The number of unreported infractions per mission presumably bears some relation to the relative size of the Mission - thus chronic offenders of small Missions may never be contacted.
- (3) If certain missions have a policy of not intervening on behalf of their C.D. staff, and only the mission with the "high score" is notified, then such missions are not made aware that a member of their staff is incurring and not settling violations.
- (4) The police take no action on either reported or unreported infractions - except by way of differentiating between them on their monthly list supplied to Protocol Division.

The objective of this procedure presumably is to reduce or contain the number of infractions. It does not appear that the present procedure is as effective as it might be and in addition, considerable paperwork is required.

It is proposed:

- (a) That the procedure concerning the individual representations by missions on behalf of non-diplomats on duty at the time of the infraction (EXT. 751), or for non-Ottawa infractions, be continued. In this regard, it is further proposed:
 - (i) that the spaces "issued to" and "staff of" be deleted from EXT. 751;
 - (ii) that the entries for "date" and "tag No." be legibly handwritten;

- (iii) that the envelopes used to send these to the Ottawa Police be pre-addressed by means of an addressograph plate;
- (iv) that an officer need not sign these. *Done. Circ Note B-145 Feb 46*
- (b) That missions be informed that letters to Protocol Division regarding diplomatic infractions in Ottawa will no longer be necessary.
- (c) That on receipt of the monthly Police list of all C.D. parking violations:
- (i) that a form letter be sent to each mission with one or more infractions. A text for such a letter is suggested as follows: *3rd person note*

"During the past month, the drivers of vehicles with the C.D. licence plate numbers listed below have committed parking violations which have not been settled as reported by the Ottawa Police Department. All efforts you may make towards reducing the number of infractions would be appreciated. For these particular infractions, we will undertake to have the proceedings discontinued.

- in cases where reported offences occur

Licence No.	309	-	2	violations
"	"	311	-	3
"	"	315	-	1

(Signed)"

- (d) That a letter be sent once a month to the Police Department, *Done* together with a copy of their list of infractions, certifying that appropriate measures have been taken.

- (e) That it may also be appropriate to send an appreciative letter to Missions who have not been reported by the Police as having had infractions.

*Also in cases of
marked improvement*

Lt. Turner of the Ottawa Police has agreed with these proposals and has obtained the approval of a Deputy Chief providing that a memorandum on the proposals is sent to him. The Police Department should also be informed that the date of infraction and name of offender as presently shown on their list, are no longer necessary for Protocol Division purposes. The Police Department should also be asked to prepare their list by mission rather than by date as is presently the case. If these changes are instituted, it is further suggested that a reworded version of Note B-2 of September 29, 1967, be forwarded to the missions.

47.

II Moving Violations

Protocol Division is notified, by a Lt. Turner of the Ottawa Police, of all moving violations by means of a letter in each case. These average 10 per month.

Miss Boles: :

- (1) Receives the letter;
- (2) Updates a hand-written list of violations (date, name, mission);
- (3) Checks this list for recent violations by the same person;
- (4) Checks the rank of offender in the Diplomatic Corps Booklet;
- ✓ (5) Telephones the Mission if (the offender is not of senior rank) Mr. Cole agrees;
- ✓ (6) Notes action on police letter and files on 22-8-2-16.

COMMENT: It would appear that the objective of limiting such violations might be better served if a letter were prepared and forwarded to the Mission concerned, as opposed to the present telephone call. If a standard format were to be used - even a form letter - it is considered that this method would consume no more time than is presently spent in telephoning. Copies of such letters should not be made or retained, but the action should be noted on the letter from the Police. It is also considered that the Ottawa Police would appreciate receiving a monthly letter summarizing the infractions and indicating that appropriate action had been taken. This letter could be compiled as each action is taken and were copies of such letters retained, the above list (2) would be unnecessary.

II - missing part of phone

II

III Outside Ottawa Infractions

There are relatively few out-of-town infractions (two per month) and they are dealt with in a manner similar to the above with the exception that a letter is sent to the different police departments concerning each infraction.

General Comment: As of August, 1968, there are twelve volumes of registry files on hand concerning both Parking and Traffic violations. It is considered that, with the exception of specific items such as the monthly police listings, such correspondence is of no lasting value to the Department. It is therefore suggested that correspondence on parking and traffic violations in general be retained as working papers by the employee concerned for twelve months only and then be destroyed. II
Therefore, the present file on policy, 22-8-2-16-1, should be assigned the number 22-8-2-16 and thus replace the present twelve volumes which should be destroyed.

distroy
April 1968
(1968)

Proposed Procedures

TRAFFIC VIOLATIONS

Note: All correspondence is retained on a working file for no longer than 12 months. File 22-8-2-16 is reserved for O.P.D. lists and policy.

I Parking

(a) Non-C.D. infractions: (10 per month)

- Receive ticket and note from Mission.
- Complete EXT. 751 by hand and sign.
- Attach ticket to EXT. 751 and insert in pre-addressed envelope.

(b) Non-Ottawa C.D. infractions; (5 per month)

- Receive ticket and note from Mission or may be notified by the particular police force.
- Draft for typing, then sign, the standard *Done* reply to the police force.

(c) All C.D. infractions in Ottawa: (80 per month)

Note: Diplomats are no longer required to forward parking tickets to Protocol Division. Such tickets should be destroyed if received.

2 Receive two copies of the monthly listing, by mission, of infractions from the Police Department which shows the

- (i) Parking tag number,
- (ii) C.D. licence plate number and
- (iii) the name of the mission.

of Note B - 145 2/5/9

- Give the police list to the typist.
- Typist enters the licence number(s) and the number of infractions in the space provided on the form letter for each mission. *3rd person note*
- Returned to check accuracy.
- To Mr. Cole for signature.
- Form letter to the missions.
- The original of the police list is filed on 22-8-2-16.
- The copy of the police list is returned to the Ottawa Police together with the covering letter, also signed by Mr. Cole.

II Moving Violations

(a) Non-C.D. violations (rare).

- Receive ticket and note from Mission.
- Complete EXT. 751 by hand, change word "parking" to "traffic", and sign. *Not enough to warrant form letter (check letter sent.)*
- Attach ticket and insert in pre-addressed envelope.

(b) Non-Ottawa violations (two per month)

- Receive ticket from Mission or may be notified by a police department.
- Draft for typing the standard reply to the police force. *Done - as at out.*

- Draft the note to the mission concerning the incident according to the standard format.

After necessary to phone mission for additional info. This serves as hot file

- Both letters to Mr. Cole for signature.

(c) All C.D. Traffic Violations in Ottawa (10 per month).

- Receive letter and perhaps an explanatory phone call from the O.P.D.

- Prepare standard note (or form letter).

- Add the ticket number, name and mission to the monthly list for the O.P.D.

- To typing.

- To Mr. Cole for signature.

Note: In the event that, upon checking the past listings of moving violations sent to the O.P.D., it is found that the individual is a frequent offender, a specifically worded letter may be considered appropriate by Mr. Cole.

see page 32 (Note) by phone.

- Once a month, a list of the ticket numbers, name and mission, and certifying that appropriate action was taken is sent to the Ottawa Police Department. A copy of this list is filed on 22-8-2-16.

monthly - at some time as list returned to Police Dept.

J.A. Cavan, K.M.,
CHIEF OF POLICE

TO: *Hio Morrow*
FROM REGISTRY
DEC 23 1968
FILE CHARGED OUT
TO:



ADDRESS ALL CORRESPONDENCE
TO THE CHIEF OF POLICE

22-8-2-16-1		
8	1	8

IN REPLY PLEASE QUOTE

OFFICE OF THE CHIEF OF POLICE
OTTAWA

REFERENCE _____

I-4

December 19th, 1968.

Under-Secretary of State
for External Affairs,
OTTAWA, Ontario.

Attention: H.F. Clark.

Dear Sir:

I acknowledge receipt of your letter of December 16th, concerning the procedural arrangements relating to parking and traffic offences committed by operators of motor vehicles bearing CD license plates.

I can further inform you that I am in full agreement with your proposals and have issued instructions that the present procedure followed by this Force be revised to comply with your suggestions.

You can be assured of my full co-operation in all matters of mutual interest.

Yours truly,

JAC/jw

J. A. Cavan, K.M.,
Chief of Police.

SOVIET TRAVEL REQUESTS

See page 38 - allocation

Soviet Embassy and Consulate personnel must submit, 48 hours in advance, notice of intention to travel further than 75 miles from their mission. This is a reciprocal requirement.

The notice is submitted by hand (in Russian), on Form EXT. 366, Notice of Intent to Travel, in duplicate to Miss Kinnear who notes the receipt time on the envelope. Miss Boles, as soon as possible:

- (1) Translates date and time of proposed journey;
- (2) Completes "Time" and "Date" received as well as "Received by" and "Department of";
- (3) Sends C2 to DL-2 with Urgent Tag;
- (4) Retains C2 until the Friday following the travel and then sends it to European Division.

If there is less than 48 hours advance notice, Mr. Brook of DL-2 Division is contacted and he advises regarding refusal. The estimated frequency is forty per month and they involve at most five minutes each to deal with.

If there are any queries (frequency 2 per week) by DL-2 regarding these requests as to translation, intent, or refusal, Miss Boles is the means of communication between DL-2 and the Soviet Embassy. If a difficult situation arises, Mr. LaFlèche may become involved (frequency 1 per month).

Correspondence re refusals is filed on the Soviet Travel File.

March Shipping of Montreal

This agency is required to conform to the Soviet Travel Regulations. Notification of travel is sent by telex to the Department. Protocol Division receives the ACTION copy which is filed as DL-2 and European Division also receive copies.

If there is a refusal, Miss Boles is informed by telephone by DL-2 and she telephones the individual in Montreal after informing Mr. LaFlèche (frequency 1 per month).

COMMENT

Discussion with the individuals concerned has determined that these procedures are satisfactory. However it is undesirable that one person (Miss Boles) should be responsible to two officers (Mr. Cole and Mr. LaFlèche). Further, Mr. LaFlèche's duties require that he create an agreeable and cooperative image and it is considered that the disagreeable duty of discussion with the Soviets regarding refusal is incompatible with his principal duties. The liaison required with DL-2 is more akin to that associated with the function of protection of embassies.

It is therefore proposed that the officer responsible for the protection of embassies also be responsible for Soviet travel requests. ||

If the above proposal is accepted, it is considered that routine operation of completing the entries of step (2) above need not be done by an officer, and that the sending of the request to and from the officer increases delay before DL-2 is informed. In principle the Divisional Secretary should not be burdened with unnecessary duties but in this instance an exception may be considered to be justified.

Therefore, it is proposed that the by hand delivery of Soviet Travel Requests be made to the Divisional Secretary and that she perform the brief duties as outlined for Miss Boles above. The time involved should not exceed ten minutes per day.

DECORATIONS

I Foreign Decorations and Awards

The "Decorations Committee", which is chaired by Mr. Steele of the Department of Secretary of State and on which sit Mr. Berliss and Mrs. Corbet, administers the regulations which in effect state that no Canadian citizen may accept an award or decoration offered by a foreign government without the prior approval of the Canadian Government. Most foreign governments are aware of this and they usually bring such matters to the attention of the Canadian Government via Protocol Division. Occasionally, Canadian Missions may forward information.

- (a) Requests are forwarded directly to the Decorations Committee together with a covering letter in which a recommendation of Protocol Division may or may not appear as decided by Mr. Cole.
- (b) The Committee may request additional information which is sought from the mission in Ottawa by means of an official Note.
- (c) Occasionally the foreign government may request the assistance of Protocol Division in making the physical arrangements for the presentation of the award. Estimates:
 - (a) above twice per month at 20 minutes each;
 - (b) above once per 6 months at 20 minutes;
 - (c) above is rare and may take several hours.

See file 22-14-Country.

II Order of Canada

The Order of Canada is presented to distinguished Canadians under the direction of the Governor General's staff. The involvement of Protocol Division is limited to performing a liaison function between Canadian missions abroad and foreign governments and the Governor General's staff. The amount of time involved was considered to be one percent.

III Lost Decorations

Canadian citizens abroad or foreigners, who were recipients of Canadian decorations occasionally enquire of our missions abroad about replacement. Protocol Division acts as the liaison with the appropriate authorities. The amount of time involved was estimated at less than one percent.

OFFICER DIRECTED DUTIES

1. Reciprocity: 22-8-3-Ctry

Considerable searching and correspondence is carried on under the direction of Mr. Cole concerning replies to Canadian missions abroad who make enquiries regarding

- (a) Motor Vehicles (purchase, importation, sale, licensing, parking);
- (b) Duty Free Entry Privileges; and
- (c) Taxation Exemption.

The information required for the reply to the Canadian mission is usually limited to that on conditions concerning the corresponding foreign mission in Ottawa.

2. Research on Taxation: 22-8-2-Ctry

Questions concerning Canadian Federal Excise Tax practices vis-à-vis foreign missions has led to a current review of the situation. Protocol Division prompted this review and is co-ordinating efforts made by Legal Division, Co-ordination Division, and the Department of Finance.

3. Specific Parking Problems

These problems usually originate with missions in Ottawa and involve

- (a) ensuring that the Canadian mission in that country receives corresponding privileges and
- (b) attempting to obtain reciprocal privileges for the Ottawa mission.

4. Royal Photographs

All Canadian posts abroad have signed photographs of the Queen. The posts request these photographs through Materiel Management Division. At the request of M.M.D., Protocol Division asks Government House if the Queen will sign a photograph, and transmits the affirmative reply to M.M.D.

5. Special Requests

Requests are occasionally received from members of the public for such things as assistance in arranging for attendance at Royal Garden Parties and for Royal or Prime Ministerial acknowledgement of 100th birthdays.

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Report on Protocol Division
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