



Agenda item 11: Update Report – Standard Operating Procedures: Supporting Members' Operations (Discussing SOP Workshop Findings)

Recommendations

The PIDC Regular Annual Meeting is invited to:

- a) **welcome** the update report provided by the Secretariat regarding work undertaken at the Regional PIDC Seminar to develop draft Model Immigration Standard Operating Procedures (the "PIDC Seminar");
- b) **consider** for endorsement recommendations developed by the participants of the PIDC Seminar;
- c) **strongly** encourage Members to develop effective Standard Operating Procedures that are aligned or consistent with the draft Model Regional Standard Operating Procedures;
- d) **endorse** the draft Regional Model Standard Operating Procedures as a useful resource to be adapted by Members where appropriate to support the development of national Standard Operating Procedures; and
- e) **task** the Secretariat to support Members upon request to introduce or strengthen national immigration **standard operating procedures**.

Purpose

To update Members on efforts to develop draft Model Regional Standard Operating Procedures through a Regional PIDC Seminar and guide discussions on recommendations made by seminar participants.

Background

2. PIDC has long recognised that effective border management requires appropriate, streamlined and robust legal frameworks and procedures that are aligned to international standards and best practices. For this reason, PIDC plays an active role in coordinating the provision of technical assistance to support Members in developing these legal frameworks and procedures.

3. However, while support has been provided through the development of a regional model framework to guide the development of national immigration legislation, no similar resource was developed to provide guidance for the development of standard operating procedures. In recognition of this need, Members agreed at the 2017 Regular Annual Meeting to hold a regional seminar to develop model standard operating procedures in five priority areas for Members to adapt as appropriate. On this basis Members identified that priority areas for the development of immigration SOPs included:

- a) issuing of passports and visas;
- b) passenger processing at airports;

- c) passenger processing at seaports;
- d) immigration investigations and deportations; and
- e) managing cruise liners, criminal deportees, and outlaw motorcycle gangs.

Regional Seminar on Standard Operating Procedures

4. The Seminar was hosted from 13 – 17 November 2017 in Port Vila with the support of the Department of Immigration of Vanuatu and was attended by representatives of fourteen PIDC Members. The ultimate objective of the Seminar was to : (a) have all Members develop modern, streamlined and standardised standard operating procedures where appropriate; and (b) build the capacity of PIDC Members to modify and improve standard operating procedures in the future according to internal reviews, national circumstance, and emerging priorities. The seminar allowed PIDC immigration expert participants to share experiences and best practices and based on their discussions the participants agreed on several recommendations to advance the development of national immigration standard operating procedures in the region.

5. Key outcomes from the seminar included:
- a) the development of draft Model standard operating procedures based on national standard operating procedures previously developed with Kiribati;
 - b) identifying possible approaches for the development of SOPs to manage criminal threats such as cruise liners, criminal deportees, and outlaw motorcycle gangs;
 - c) identifying a number of best practices to provide additional and innovative approaches to key immigration activities;
 - d) acknowledging the importance of maintaining flexible and updated SOPs that give clear guidance to immigration processes and interventions;
 - e) noting the importance of utilising technology in developing processes and ensuring processes were as far as possible future proofed;
 - f) participants strongly encouraging Members that had yet to develop national SOPs to adapt the Regional Model standard operating procedures as appropriate; and
 - g) participants requesting that the Secretariat engage with larger PIDC administrations and partner law enforcement organisations to support the development of Members' national immigration standard operating procedures.

6. The Secretariat is currently working to finalise the draft Model Standard Operating Procedures which will be made available to Members prior to the 2018 Regular Annual Meeting.