

15th February 2023.

Dear Diplomatic Mission Staff,

Heathrow Notice to all Diplomatic Mission Staff operating at Heathrow Airport:

It has come to our attention that the behaviour of several Diplomatic Mission staff is causing significant disruption in the immigration arrivals halls. This behaviour is impacting on the important border security work conducted by Border Force. The purpose of the letter is to clarify the process that must be followed in the immigration halls.

Medical Lane Protocol:

May we kindly remind you that our medical lanes located in the immigration hall are only to be used by the following plus **one guest**:

- passengers who have booked to use the assistance service and are therefore escorted by Wilson James (Heathrow's PRM Assistance Service provider)
- unaccompanied minors with an appropriate airline escort; and
- passengers who present themselves to a Team Heathrow colleague (HAL, Border Force, Wilson James staff) asking for help due to their disability.

We kindly remind you that only trained Wilson James staff, that work on the Heathrow PRM (Passengers with Reduced Mobility) product, are authorised to operate a wheelchair at Heathrow airport.

VIP passengers must proceed to other lanes according to their class of ticket, frequent flyer status or nationality, unless they satisfy the criteria for using the medical lane as identified above. They must follow the queue process of their respective lane. If a VIP passenger requires assistance, they should book it at least 48 hours in advance of their scheduled departure via their airline or travel agent.

Diplomatic Mission staff are not permitted to facilitate passengers through the medical lane unless they are eligible to do so (refer to the Medical Lane Protocol criteria above that outlines who is permitted to use the medical lane).

The medical lane is not to be misused as a 'fast track' style service. Furthermore, it is not permitted that any Diplomatic Mission staff falsely advertise the medical lane as a 'fast track' service.

Diplomatic Mission staff are not permitted to disrupt the queue maze system in the BF area by trying to move their passengers to the front of the queue or assist with more than one group of passengers at one time.

Any Diplomatic Mission staff found in breach of these Operating Protocols will be subject to investigation which may result in the removal and possible termination of their Airport ID.

UK Border Processes:

Diplomatic Mission staff must comply with the following process for presenting passengers.

1. Diplomatic Mission staff will approach a BF officer (which ever lane the passenger through their airline ticket, frequent flyer category, medical status or nationality is entitled to use) and identify themselves as a Diplomatic Mission staff member.
2. They will then present the passenger (at the individual desk that has selected) and allow the necessary clearance checks to be undertaken.
3. Diplomatic Mission staff will not interact with the clearance process unless requested to do so by a BF officer. Diplomatic Mission staff are to always treat BF and other Heathrow colleagues with respect.
4. The Diplomatic Mission staff must then vacate this area and use the staff route to wait behind the UK border away from the desks.
5. The Diplomatic Mission staff should reunite with the passenger(s) after the immigration controls or at the entrance of the baggage reclaim hall. Please note, Diplomatic Mission staff are prohibited from waiting near the Border Force desks.

If a passenger is entitled to use the eGates, Diplomatic Mission staff will direct the passenger to the appropriate access lane.

The Diplomatic Mission staff will use the designated staff access point to pass through border control and once the passenger has been cleared to enter the UK via eGates, they will accompany the passenger to the baggage reclaim hall.

Diplomatic Mission staff must not direct non-eligible passengers to use the eGates.

Thank you for your continued support.

Yours sincerely,
Pedro Pages

Service Manager – Airline Engagement