



Note No. 253/24

Protocol Directorate of the Foreign, Commonwealth & Development Office presents its compliments to all diplomatic missions in London and would like to refer to its Note No. 303/23 of 8 December 2023 about out-of-hours emergency contact details.

Protocol Directorate is grateful for the responses it has received so far and wishes to remind those missions who have yet to provide emergency contact details to do so at the earliest opportunity. Protocol Directorate takes the UK's international obligations very seriously and requires emergency contact details so that it may communicate with diplomatic missions, at the appropriate level, on matters requiring extreme urgency, such as major incidents that may affect missions and/or foreign nationals, or issues relating to the diplomatic immunities and privileges of mission staff. The Directorate would expect to use these emergency contact details rarely and only for exceptional circumstances.

Protocol Directorate reminds diplomatic missions to provide the following information as soon as possible and no later than the end of June 2024 in a Microsoft word document:

- An out-of-hours contact (mobile) telephone number and email address for the Ambassador or High Commissioner;
- An out-of-hours contact (mobile) telephone number and email address for the Deputy Head of Mission, Chargé d'Affaires, or Acting High Commissioner;
- An out-of-hours (mobile) contact number and email address for the Consul, Vice Consul or Consular Section;
- A mobile telephone number (for example of a Duty Officer) which can be used for any urgent enquiry out of the Mission's normal business hours.

Missions with consulates outside of London may similarly wish to provide emergency out-of-hours contact details for those consulates. Where these details are not provided, Protocol Directorate will continue to direct any emergency communications relating to those consulates or consular districts through the London mission's emergency contact.

Protocol Directorate would be grateful if diplomatic missions would send updated contact details for the above emergency contacts throughout the year, as and when there are key staff changes, so that the emergency contacts list remains current and fully up to date.

The Directorate assures missions that any information which they submit will be kept securely and only used by officials of His Majesty's Government in situations requiring urgent communication, and in accordance with the FCDO Privacy Notice: <http://www.gov.uk/government/publications/fcdo-privacy-notice-foreign-diplomaticstaff-in-the-uk> .

Protocol Directorate requests that responses should be e-mailed to protocol.enquiries@fco.gov.uk. Please add the country of the mission and "Emergency Contact Details" in the subject line.

Protocol Directorate of the Foreign, Commonwealth & Development Office avails itself of this opportunity to renew to all diplomatic missions the assurances of its highest consideration.

FOREIGN, COMMONWEALTH & DEVELOPMENT OFFICE

LONDON SW1A 2AH



29 May 2024