

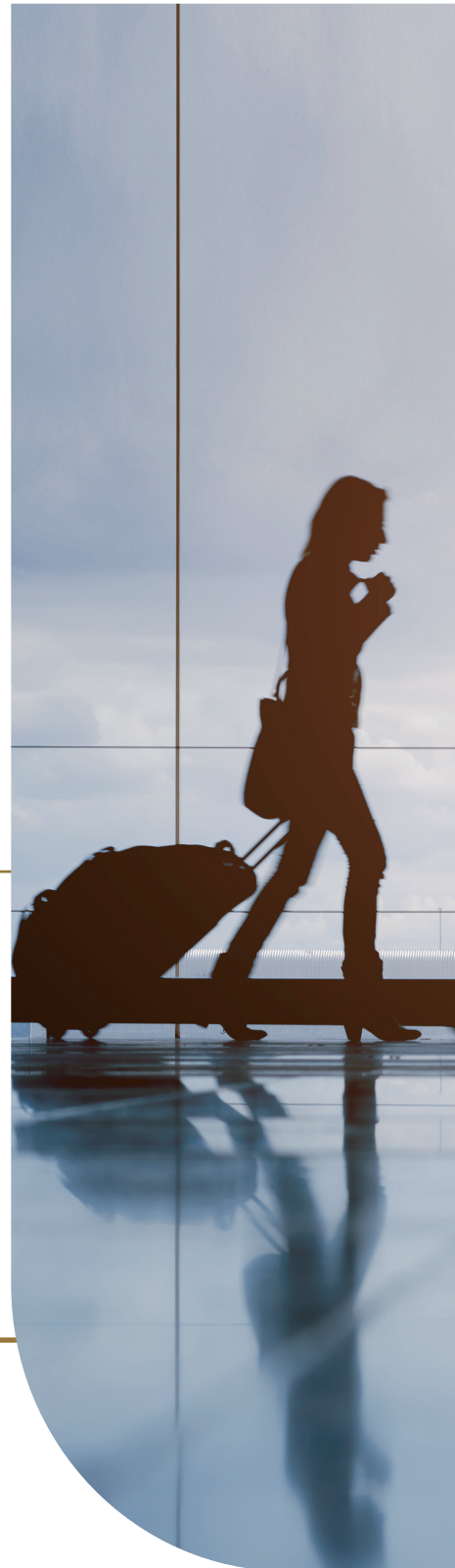
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Strengthening Consular Services

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DIPLOMATIC WHITE PAPER

Chapter 1

Protecting Overseas Korean Nationals and Promoting their Rights



1. Strengthening Measures to Protect Overseas Korean Nationals

With the number of overseas travelers reaching sixteen million in 2014, activities of overseas Korean nationals are more vibrant than ever. The Ministry of Foreign Affairs (MOFA) has devised a number of measures to prevent accidents for overseas Koreans and to promptly respond to emergencies. In particular, in 2014 MOFA put forth its best effort into publicizing its systems for preventing overseas incidents, utilizing various media including TV, radio, websites, Facebook, Twitter, Internet blogs, and mobile applications. In addition, MOFA has also continued its close cooperation with relevant authorities including the Office of the President, the National Intelligence Service, the National Police Agency, and the Ministry of Justice

in both preventive and responsive measures to protect overseas Korean nationals.

1) Preventing Overseas Accidents

(1) Safe Travel Campaign

The key to preventing Korean travelers from being involved in overseas incidents is to raise awareness among them on their own safety so that they refrain from exposing themselves to precarious situations. The most effective way to do so is to provide travelers with essential informations for a safe trip, for which MOFA has implemented numerous measures through various media.

First of all, MOFA has run the Travel Safety website (www.0404.go.kr) to timely provide Travel Advisory and Safety Information for each country, and introduce safety measures to prevent the most common types of accidents.

In addition, MOFA utilized TV (YTN's "Safe Travel Information" program, YTN's scroll news) and radio (KBS's World Radio) to reach out to a wide range of potential travelers, and ran the Facebook and Twitter accounts to promote real-time communication on the latest safety information. It also developed Safe Travel mobile application which provides travelers with easy access to guidelines for safety and accident response.


Lastly, MOFA conducted Safe Travel Campaigns at the airports during the peak season for tourism, and distributed travel safety brochures at local passport-issuing agencies, travel agencies, and universities. In 2014, MOFA also delivered customized safety brochures for two major international sports events: Sochi Winter Olympics and Brazil FIFA World Cup.

(2) Travel Advisory System

MOFA adopted the Travel Advisory System in 2004 to categorize countries and regions into four different levels of risk. In 2014, MOFA added a traffic lights feature to the Travel Advisory System to help people recognize risk levels more visually and intuitively.

Under this new system, four colors represent different levels of risk: the Blue Alert signifies the level of 'Precautious'; the Yellow, 'Highly cautious'; the Red, 'Recommend Withdrawal'; the Black, 'Prohibited.' The Travel Advisory System is to promote safety awareness for travelers by providing appropriate and up-to-date advice on risk factors of each travel destination.

MOFA will continue to further improve the Travel Advisory System by reflecting suggestions from travelers, travel agencies, and other potential beneficiaries.

Travel advisory		Nationals living abroad	Travellers
	● Precautious	take care of personal safety	-
	● Highly cautious	take special care of personal safety	predence in travelling
	● Recommend withdrawal	return to Korea unless for emergent cases	cancel or postpone travel if possible
	● Prohibited	immediate evacuation	travel prohibited

(3) Travel Prohibition System

The Passport Act (revised in 2007) states that a Korean national obtain special permission for the use of passport when he or she visits or stays in countries under travel prohibition. The permission is approved only for exceptional cases, such as permanent residence, urgent humanitarian causes, official duties, and business activities. Koreans who visit countries under travel prohibition without obtaining special permission can be subject to prosecution.

(4) Memorandum of Understanding on Crisis Cooperation between ROK and the UK

The Republic of Korea and the United Kingdom of Great Britain and Northern Ireland signed the Memorandum of Understanding (MOU) on Crisis Cooperation in London on December 3, 2014, on the occasion of the first ROK-UK Ministerial Strategic Dialogue, to institutionalize cooperation on crisis management.

The two countries agreed to continue cooperation on emergency evacuation, to share information and best practices on overseas safety, and to hold the annual senior-level meeting in this Memorandum.

(5) Safe Travel Volunteers

Launched in 2010, the Safe Travel Volunteer Program has greatly contributed to promoting Koreans' safety awareness. Based on the tendency that younger travelers often travel alone or in smaller groups, and pay less attention to safety issues, MOFA has recruited volunteers among university students as a means to effectively deliver safety information to their peer groups.

In 2014, MOFA recruited 60 volunteers each for the Safe Travel Volunteer Program in May and the Safe Travel Volunteer Program in November. They held numerous



safety-promoting activities such as conducting Safety Travel Campaigns in Incheon and Kimpo airports; operating blogs on travel safety; and making User Created Contents (UCC) clips on safety tips. Overall, the volunteers' creative ideas and active engagement have made a significant contribution to enhance people's safety awareness and have become a valuable asset for overseas Koreans' protection.

2) Accident Response System

(1) Consular Call Center

The Consular Call Center provides 24-hour counseling services for overseas accidents and other consular assistance, such as passport services, apostille, etc. In 2014, the Consular Call Center handled over 260,000 incoming calls. It has won national recognition in Korea by maintaining the first place among all government call centers for the eight consecutive years since 2006 according to the Korea Service Quality Index (KSQI) research.

To meet the growing need for consular assistance on the part of Koreans, MOFA plans to expand the Consular Call Center in 2015 to provide real-time SMS services and interpretation services in English, Chinese, Japanese, Russian, French, and Spanish in emergency situations.

(2) Rapid Deployment Team

In order to respond quickly and effectively to overseas crisis, MOFA dispatches the Rapid Deployment Teams that consist of specialists from the MOFA headquarters in Seoul and/or from Korea's overseas missions located close to the location of the crisis.

In 2014, MOFA dispatched the Rapid Deployment Team to deal with a number

of large-scale incidents including the kidnapping of the head of the KOTRA Trade Center in Libya (in January), the bus terror attack in Taba area in Egypt (in February), evacuation of Korean nationals from Libya (in August), the sinking of *Oryong* vessel in Russia (in December), and the plane crash in Indonesia (in December).

(3) Consular Assistants

Since March 2007, MOFA has appointed consular assistants in regions where Korean missions are not established or not located nearby. When accidents occur, consular assistants are to take initial responses in place of Korean consuls. The number of consular assistants has been increasing continuously; as of December 2014, MOFA appointed approximately 160 consular assistants around the world, enabling prompt initial response to overseas accidents.

(4) Rapid Overseas Remittance System

Rapid Overseas Remittance System provides assistance to Korean travelers who are in urgent need of cash due to robbery, loss, or other unforeseen circumstances. When a traveler faces such economic difficulties, family members or acquaintances of the traveler in Korea can transfer money up to \$3,000 (USD) to the Consular Call Center's domestic bank account. The Consular Call Center would then inform the relevant overseas mission to provide the same amount of money immediately to the applicant. In 2014, the system was utilized 675 times, amounting to ₩540 million (KRW). In 2015, MOFA is providing the quick remittance service under the MOU with Nonghyup Bank, Suhyup Bank and Woori Bank.

(5) Emergency Financial Assistance

Emergency Financial Assistance is a monetary aid provided to overseas missions and

Korean nationals under crisis situation. In 2014, Emergency Financial Assistance was provided to help Korean nationals in the bus terror attack in Taba, Egypt.

(6) Regional Conference of Consuls

MOFA is annually holding the regional conference of Korean consuls in each continent or region so that they are equipped with better knowledge and capability to cope with emergency situations. It is also to share information and best consular practices among overseas missions and to promote every consul's understanding of the MOFA's existing policies and system for overseas Korean protection.

In 2014, MOFA held nine round of consular conferences in total: China and Mongolia (in January), Middle East (in April), Latin America (in May), Russia and CIS region (in July), Japan (in September), Southeast Asian region (in September), Europe (in October), Southwest Asia-Pacific region (in November), Africa (in December).

2. Major Overseas Incidents and Accidents of 2014

1) Overview

Every year, more and more Koreans take overseas trips or settle abroad. The number of Koreans traveling overseas increased significantly from 14 million in 2012 to 15 million in 2013, and to 16 million in 2014. The number of Koreans involved in overseas accidents has also increased; in 2014, 10,664 Korean nationals (5,952 victims and 1,552 assailants, 3,160 others) were involved in a variety of incidents abroad, a remarkable increase compared to 2013 (9,100 nationals in total, 4,967

victims and 1,431 assailants).

2) Major Cases of Accidents and Incidents in 2014



(1) Kidnapping of the Head of KOTRA Trade Center in Libya

On January 19, 2014, the head of KOTRA Trade Center in Tripoli, Libya was kidnapped by four unidentified armed men on his way home. Immediately after the kidnapping, the MOFA headquarters set up the Task Force on Overseas Koreans Protection, and dispatched a Special Envoy of the Minister of Foreign Affairs and the Rapid Deployment Team.

The Embassy of the ROK to Libya contacted Libyan government authorities and local militia right after the incident to seek cooperation for the safe release of the Korean. With these efforts, the kidnapped was safely rescued three days after the incident.

(2) A Bus Terror Attack in Taba, Egypt

On February 16, 2014, a bombing terror attack took place against a bus where 33 Koreans were on board in Taba area near the border between Egypt and Israel. Three Koreans died, and thirteen were injured. Directly after the incident, the MOFA

headquarters held a meeting with relevant authorities to cope with the situation. MOFA also dispatched the Rapid Deployment Team to apprehend the field situation closely and to secure support from the Egyptian government for the early returning of the victims. The Embassy of ROK to Egypt dispatched four staff members including Consul General to the hospital where the injured were evacuated to ensure appropriate treatment. The Embassy of the ROK to Israel also dispatched three staff members including its Minister to Egypt to support the entry of the uninjured Koreans to Egypt and transfer them to local hospitals. Furthermore, MOFA issued a Special Travel Alert over the Sinai Peninsula in Egypt to prevent further accidents.

(3) Protection of Korean Nationals in Iraq

Prohibition to visit (Black Alert under the Travel Advisory System) has been issued to Iraq since 2007 where public order has been unstable due to frequent terror attacks. On June 10, 2014, the Islamic extremist terrorist group ISIL seized Mosul, the second largest city in Iraq, and advanced to the area near Baghdad to occupy a strategic area in western part of Iraq. Immediately after the occupation, the MOFA headquarters and the Embassy of ROK to Iraq urgently evacuated Korean nationals from dangerous areas in Iraq to safe places, and thoroughly re-checked the safety measures and evacuation plans for the remaining Koreans.

Since the crisis, MOFA has held several meetings with relevant authorities to discuss safety measures for Koreans in Iraq. It has conducted daily safety check-ups for Koreans, held safety meetings, and has tried to induce Korean companies to voluntarily cut down the number of its employees stationed in Iraq.

(4) Evacuation of Korean Nationals in Libya

As the interim government in Libya has failed to dissolve its innumerable militias, the public security in Libya has deteriorated ever since. Consequently, MOFA issued the Black Alert, which has the effect of prohibition of travel, over the entire areas in Libya on July 30, 2014.

Since then, the MOFA headquarters supported the rapid and smooth evacuation of Koreans in Libya by King *Munmu* vessel of the *Cheonghae* Unit of the ROK Navy in cooperation with the Ministry of National Defense on August 16, 2014. Furthermore, the MOFA headquarters and the Embassy of ROK to Libya have been exerting every effort to come up with safety measures for Koreans who have been staying in Libya since the crisis.

(5) Sinking of the *Oryong* 501

On December 1, the *Oryong* 501, a fishing vessel carrying 60 crews which included eleven Korean nationals, went down in the Bering Sea. Right after the incident, the MOFA headquarters held an emergency meeting with relevant authorities to deal with the situation. The Rapid Deployment Team, two patrol aircrafts (P-3) and 5000-ton vessel of the Korean Coast Guard were dispatched to search and rescue missing crews following the decision of the meeting.

3. Promoting the Rights of Overseas Koreans

1) Introduction and Implementation of the Overseas Voting System

In June 2007, the Constitutional Court declared the Public Official Election Act

Article 37 and 38 which had denied overseas Korean nationals the right to vote, unconstitutional, ruling that the Act be amended to guarantee them equal suffrage, one of the basic constitutional rights as citizens. Following the court's decision, the National Assembly revised the Public Official Election Act and introduced an overseas voting system on January 29, 2009. It was a historic amendment that made Presidential as well as National Assembly Elections open to all overseas nationals, regardless of whether they have domestic residence registration or not.

After years of thorough preparation and testing on the overseas voting system, the 19th National Assembly Election, which was held from March 28 to April 2, 2012, became the first election to witness the actual operation of the voting system. In the Election, 56,456 out of 123,571 overseas absentees and overseas voters exercised their right to vote at 158 diplomatic missions abroad, recording a turnout of 45.7 percent. As awareness of the overseas voting system grew among overseas Koreans, more overseas voters participated in the 18th Presidential Election, held from December 5 to 10, 2012; 158,235 out of 222,389 overseas absentee and overseas voters cast their votes at 164 overseas diplomatic missions to mark a 71.2 percent turnout.

Following the successful operation of overseas voting in the two major elections in 2012, the Korean government embarked on measures to further improve the voting system in the direction that facilitates electoral participation of overseas voters and fixes systematic imperfections. To that end, it had a series of consultations with overseas diplomatic mission that had managed the voting process, as well as relevant government ministries. It also ran a larger case study of other countries' practices such as a mail ballot system, while listening to the voice of the overseas Koreans community.

MOFA is currently making efforts to secure flawless execution of overseas

voting for the coming National Assembly Election scheduled in April 2016 in close cooperation with the National Election Commission, the constitutional agency in charge of fair management of elections and national referendums.

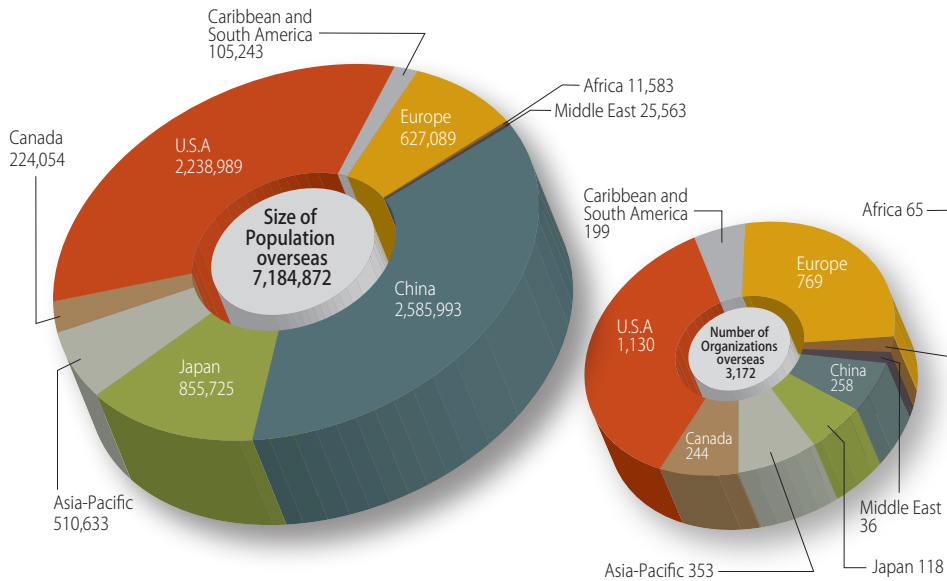
2) Committee on Overseas Koreans Policy

The Committee on Overseas Koreans Policy was established, under the Prime Minister's Office, in 1996 for whole-of-government coordination and planning of various policies towards overseas Koreans. The 15th Committee and the 23rd Working-Level Committee were held in 2014, where the representatives from ministries gathered to discuss a range of issues, including a) plans to tailor the policy to the different needs of each five major region: North America, Japan, China, Russia-CIS, and other regions, b) strategies for empowering the overseas Korean community to become one of the major supporters of the reunification of the Koreas, c) ways to further assist overseas Koreans visiting or staying in their homeland Korea with possible inconveniences.

The Korean government will continue to expand the role of the Committee on Overseas Koreans Policy, in pursuit of more effectiveness in both planning and implementation of overseas Koreans policy.

Korean Population and Organizations Overseas

(Population in December 2014, Organizations in December 2013)



3) Celebration of Korean Day

In response to the years-long aspirations of the overseas Korean communities for a government celebration dedicated solely to seven million overseas Koreans, the Korean government designated the fifth of October as 'Korean Day' in 2007.

The Government has held a number of events and festivities in celebration of Korean Day since its designation, including Korean Festivals, policy seminars, and medal award ceremony for those of merit who contributed to overseas Korean communities. The celebration of Korean Day has contributed greatly to promoting the significance of overseas Koreans to Korean society at home, and consolidating

the ties between Koreans at home and abroad.

The Eighth Korean Day Celebration in 2014 was held jointly with the 2014 World Korean Community Leaders Convention for the first time, under the slogan "Proud World Koreans, You are the Republic of Korea." It hosted over 800 guests, including around 400 Korean community leaders from 80 countries and over 200 Korean returnees from Sakhalin.

President Park Geun-hye, for the first time since the designation of Korean Day, attended its celebration and awarded medals and prizes to seven Koreans that represented 97 people of merit who made great contribution to overseas Korean communities.

In her congratulatory speech, she extended gratitude to the entire overseas Koreans community that held out helping hands to their home country in time of difficulties, gave explanations on the government's policies on overseas Koreans, and delivered words of congratulations to the ethnic Korean society in the Russia-CIS region, which in 2014 celebrated the 150th anniversary of Korean migration to Russia.

The first joint celebration of Korean Day and World Korean Community Leaders Convention brought together those who represented overseas Korean community, who returned to their motherland from Sakhalin, who contributed to overseas Korean society, and other distinguished guests from all spheres of Korean society, which served as an opportunity for all of the Koreans at home and abroad alike to feel the strong sense of unity as Koreans.

The Government plans to actively promote Korean Day as a means to



The 8th Korean Day Celebration
(Seoul, October 7, 2014)

enhance mutual understanding and exchanges among world Koreans as a whole.

4) Supporting the Overseas Korean Communities

The Government has been carrying out multiple support programs for overseas Korean communities through its affiliated organization, the 'Overseas Koreans Foundation'(OKF), in order to reach the objective of overseas Koreans policy: Overseas Koreans successfully settling in their countries of residence while maintaining the sense of identity as a Korean.

To that end, OKF has been operating a wide range of support programs and projects under the government mandate: from education support programs that sponsor overseas Korean teachers who try to pass the Korean language, history and culture down to the next generation, to civil rights support projects that help promote the efforts and activities aimed at advancing the political powers of overseas Korean communities.

It has also been running programs to build and expand the networks of Koreans of younger generation by finding young Korean leaders who play an active role in their mainstream society all over the world. Furthermore, OKF is making efforts to support the activities of overseas Korean businesses, holding the annual 'World Korean Business Convention,' which serves as a platform for Korean businessmen around the world to form worldwide networks and to enhance their business capabilities.

In 2014, in particular, OKF sponsored a variety of memorative projects and events held by ethnic Koreans in the CIS region and their related organizations that celebrated the 150th anniversary of Korean migration to Russia, thereby recalling the significance of the Koreans' first migration in modern history.

Chapter 2

Improving Benefits for Overseas Koreans



1. Simplification of Visa Requirements with Foreign Countries

1) Visa Waiver Agreements

Visa waiver agreements allow nationals of each contracting party to visit the territory of the other party for a certain period of time without a visa. As of March 2015, Korea made the agreements with 102 countries.

In 2014, MOFA signed the visa waiver agreements with Cape Verde (applied to diplomatic, official or service passport holders), Kazakhstan (to ordinary



Korea-Oman Visa Waiver Agreement
Signing Ceremony

passport holders), China (to diplomatic, official, or service passport holders), and Oman (to diplomatic or official passport holders).

MOFA plans to further make visa waiver agreements with other countries Koreans often travel to, in order for the Koreans to travel the world more freely.

2) Simplification of Visa Requirements

MOFA has put much effort to simplify Koreans' visa issuance from other countries, to facilitate Koreans entering foreign countries or staying abroad without difficulties. In 2014, it concluded the Korea-Kazakhstan Agreement on Temporary Labor Activities. The agreements grants Korean resident workers Kazakhstan sojourn permits for up to three years, reducing the burden of renewing the permit annually. MOFA also initialized the Korea-France Agreement on the Mobility of Professionals and Trainees, which exempts Korean businessperson from obtaining prior work permits. When this agreement becomes effective, a French visa for Korean businessperson is to be issued in 30 days, and more Koreans become eligible for a sojourn permit valid for up to three years.

2. Expansion and Strengthening of Working Holiday Programs

In order to provide young Koreans with more opportunities to go abroad, MOFA seeks to run working holiday programs with more countries. Starting in 1995 with the agreement with Australia, Korea has concluded bilateral agreements or MOU's on working holiday programs with 20 countries so far. In 2014, MOFA signed

working holiday agreements with the Netherlands, Portugal, and Belgium.

MOFA plans to continue to expand and strengthen working holiday programs so that young Koreans can have more opportunities to advance into the world and enrich their global experience.

Establishment of Working Holiday Agreements or MOU's

	Australia	Canada	New Zealand	Japan	France	Germany	Ireland	Sweden	Denmark	Hong kong
Date of Conclusion	Mar. 1995	Oct. 1995	Apr. 1999	Oct. 1998	Oct. 2008	Apr. 2009	Dec. 2009	Sep. 2010	Oct. 2010	Nov. 2010
Period of Stay	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months
Annual Quota	unlimited	4,000	1,800	10,000	2,000	unlimited	400	unlimited	unlimited	500
	Taiwan	Czech	Italy	UK	Austria	Hungary	Israel	Netherlands	Portugal	Belgium
Date of Conclusion	Nov. 2010	Dec. 2011	Apr. 2012	June 2012	July 2012	Apr. 2013	Nov. 2013	Mar. 2014	Apr. 2014	Apr. 2014
Period of Stay	12 months	12 months	12 months	24 months	6 months	12 months	12 months	12 months	12 months	12 months
Annual Quota	400	300	500	1,000	300	100	200	100	200	200

In 2014, MOFA held 32 Working Holiday Information Sessions in universities and high schools across Korea. These sessions provided the students with essential informations on the working holiday program such as visa, living, jobs, and safety. For more country-specific information, MOFA also hosted information sessions on Australia, the United Kingdom, Japan, and Ireland. Furthermore, it opened internet websites on which participants can share their experience with others, and operated working holiday preparation groups for intending participants. MOFA also produced and distributed a video on the myths and realities of working holiday in an effort to

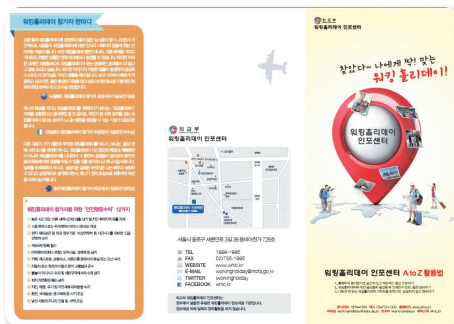
prevent possible accidents.

Amid the growing concern among Koreans over the participants' safety after the murders of Korean working holiday makers in Australia in 2013, MOFA conducted surveys on working holiday experience in January and December 2014, and utilized their results for providing more sophisticated assistance to the participants. Additionally, overseas missions regularly hold meetings with working holiday makers and provide regional information on safety and jobs online. In particular, the 'Hello Working Holiday' Center, operated by the Korean Embassy in Australia, offers help and customized services to over 30,000 working holiday program makers.

MOFA will continue to provide useful information on working holiday programs



Working Holiday Information Session



Working Holiday PR brochures

to help the participants succeed in the program and achieve their dreams all over the world.

3. Mutual Recognition of Driver's Licenses

As a part of its efforts to provide customized consular services to overseas Koreans, MOFA has been expanding its agreements on the mutual recognition of driver's licenses. These agreements allow Korean citizens to exchange their Korean driver's license with that of their residing country without going through the local driver's license acquisition process.

In 2014, MOFA signed the Agreement with Lithuania, Hungary, and Israel and with two states of America: Arkansas and South Carolina. Currently a Korean driver's license can be mutually recognized in 130 different countries and regions.

MOFA is presently negotiating with Guatemala, Nicaragua, and Honduras to conclude mutual recognition agreements, and plans to continue to expand the agreements with more countries.

4. Simplifying Passport Issuing Process and Improving Customized Services

1) Developments in Passport Issuing Process

In 2012, MOFA launched the passport application simplification project, which aims for a full paperless passport application process.

This project consists of three key elements: simplified application form, live image acquisition and electronic payment receipt. The electronic receipt system was implemented in June 2013 in all local government offices and overseas missions. As of October 2014, the simplified application form is available in 97 local government offices while both the simplified form and the live image acquisition system are implemented in 59 overseas missions.

MOFA aims to introduce the simplified application form in all domestic passport offices by 2015, and to implement both the simplified form and the live image acquisition system in all overseas missions by 2016.

2) Issuance of 24-Page Booklet Passports

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수수료 인하 3천원

외화절약

산림자원 보존

[여권발급 수수료 안내]

유효기간	48면 여권	24면 알뜰여권
5년	45,000원	42,000원
5년 초과 10년 이내	53,000원	50,000원

[알뜰여권?]

여권 사증권(여권 내지)을 받으면 종인 여권입니다. 우리 국민은 대외부의 국가 (116개국)를 입국시종(비자)없이 방문 할 수 있으므로, 여권은 알고 기꺼워진 알뜰여권으로 여행하세요.

24-Page Passport PR Poster

MOFA has started to issue 24-page passports since April 2014, in addition to its existing 48-page passports. As of March 2015, Korea has signed visa waiver agreements for ordinary passport holders with 66 countries; and 56 other countries also allow Korean nationals to enter their countries without a visa. In addition, some countries do not physically stamp passports. These factors lead to a reduced demand for thick 48-page booklet passports. Introduction of 24-page passport reduced passport

manufacturing costs, saved natural resources, and also contributed to preserving the environment. Furthermore, as the 24-page booklet passport is cheaper than the 48-page version, it also helps to reduce the burden on the part of applicants.

Since the introduction of the 24-page booklet passport, 70 percent of the applicants have chosen this new option, saving ₩4.3 billion (KRW) of passport fees and ₩2.1 billion (KRW) of manufacturing cost. The 24-page passports will save more fees and costs in the years to come.

3) The Expansion of Passport Offices and the Launch of Passport Education Research Center (PERC)

MOFA has steadily increased the number of passport offices in Korea; and the number has significantly increased in 2007 with the introduction of the centralized passport issuing system. As of March 2015, Koreans can apply for their passport in virtually all regional government offices, and collect it in four to five days.

To provide the best possible passport services to the public, MOFA has been running the Passport Education Research Center (PERC) since March 2014. PERC has seven researchers and provides approximately 1,700 passport staff members in 239 domestic passport offices and 172 overseas missions with a continuous and systematic training on passport laws and regulations.

In 2014, PERC hosted group education sessions in the PERC HQ for 317 passport



Passport Education Research Center
Training Session

office staff members, and held on-site training in 95 passport offices and 14 overseas missions.

5. Improving Consular Services

1) Introducing New Consular Services

MOFA seeks to expand the existing services and develop new consular services, in order to make practical contributions to the daily life of Koreans staying abroad.

In 2013, the family register certificate issuance service was expanded to 77 overseas missions in total, and the service for renewal and re-issuance of driver's licenses to 71 overseas missions. In 2014, the number of overseas missions which issue accredited electronic certificates to Korean nationals increased from 7 to 42. Since January 1, 2014, all overseas missions began to issue criminal record certificates via an electronic document system. This expedited the process significantly (from six weeks at least to no more than two weeks) and also abolished the postal fees, previously paid by applicants. In addition, all overseas missions began to issue entry and exit certificates starting April 2014, which reduced the burden on the part of overseas Korean nationals to visit Korea in person or use a proxy in order to issue and renew civil affair documents.

2) Consular Agreement between Korea and China

With the increase in personal exchanges between Korea and China and also in the number of incidents and accidents related with Korean nationals in China,

MOFA signed the Korea-China Consular Agreement in 2014 in order to strengthen the institutional framework for the protection of Korean nationals in China. The agreement stipulates that a contracting party should notify the other party's consular agencies of the arrest or detention of their nationals within four days and arrange meetings between the consular officers and their arrested or detained nationals if the consular officers so request. In addition, a contracting party should notify the other party's consular officers without delay of a death sentence imposed upon their nationals and the intended execution of the sentence as well as any change regarding the intended execution. This agreement contains regulations more detailed and strengthened than those in the Vienna Convention on Consular Relations (1963); and it will further improve consular cooperation between Korea and China.

3) Performance Evaluation of Consular Activities

To improve the quality of consular services, MOFA is annually conducting an evaluation on the overseas missions consular service performance, including a survey on consular service satisfaction. It established an evaluation guide for a more objective and fair assessment of consular activities and evaluated the performance of all overseas missions. In 2014, MOFA conducted a survey on customer satisfaction on the consular services of 160 missions.

4) Bilateral Meetings on Consular Affairs

MOFA has been regularly holding consular consultations with partner countries. In 2014, Korea held nine bilateral meetings with Japan, Mongolia, Kazakhstan, Russia,

Thailand, the Philippines, China, Uzbekistan, and Vietnam. In these meetings, MOFA strived to improve mutual understanding between consular authorities, to improve the benefits of the Koreans residing in the respective countries, and to settle bilateral consular issues.

5) Strengthening Circuit Consular Services

Overseas missions have been providing circuit consular services for Korean nationals residing in remote areas or in countries with no Korean diplomatic missions. In 2014, 157 overseas missions provided 1,225 rounds of circuit consular services handling approximately 46,000 cases, including passport issuance, notarization, and conscription consultation. Circuit consular services have also been a good occasion for holding consultative meetings with overseas Koreans, local police or immigration officers. MOFA will continue to make efforts to strengthen circuit consular services.

Chapter 3

Earning the Public's Support for Foreign Policy



1. Overview

The Ministry of Foreign Affairs (MOFA) has tried to earn public support for and understanding of its policies. MOFA makes full use of Social Network Services (SNSs) for interactive communication with the public. MOFA has also increased direct contact with the public through various programs, such as the 'Visit MOFA' and 'Visit Schools' Programs. MOFA has selected two to three important foreign policies or activities and launched public relations (PR) campaigns on these topics in a more focused way.

2. Using New Media Tools

MOFA has tried to communicate with the public through on-line media such as

'Twitter,' 'Facebook,' and 'YouTube.' To help people understand foreign policy more easily, MOFA has produced various online contents on major issues and trends in international affairs, including presidential overseas trips, the ASEAN-Republic of Korea Commemorative Summit, overseas travel safety, job opportunities at international organizations, as well as topics regarding Dokdo and the sexual slavery victims drafted by Japan's Imperial Army during World War II. It also periodically holds online quiz events to enhance people's understanding of foreign policy.

Since MOFA launched 'Live MOFA,' a social broadcasting system, in September 2012, a total of 42 episodes have been broadcast on 'Live MOFA' by December 2014. 'Live MOFA' deals with important and interesting foreign issues and contributes to fostering interactive communication between policy-makers and the public. In 2014, 18 episodes were broadcast on 'Live MOFA,' attracting an average of 5,593 viewers and 6,848 visitors per episode. In its third year, the program continued to attract the public's keen interest and is seeing a steady increase in viewership. In particular, two episodes covering the Korea National Diplomatic Academy for future diplomats and foreign policy towards the Middle East attracted wide interest.

MOFA provides vivid stories of Korean diplomats overseas through its intra social networking service called 'MOFA Story' and 'MOFAin Column,' where they contribute their own stories. In 2014, MOFA built 'MOFA Story 3.0,' which gives users access to all the stories posted real-time from both the headquarters and diplomatic missions around the world.

Through an e-mailing platform called Policy Customer Relationship Management (PCRM), MOFA provides professionals in the academia, press, and public arena with information regarding foreign affairs, including results of important international meetings and presidential overseas trips. In 2014, MOFA started sending texts of speeches delivered by the Foreign Minister, because such speeches included

information on the policy, main values and direction of the Ministry.

As a result of various efforts to communicate with the public through on-line media, MOFA has significantly increased the number of SNS clients, thereby enhancing its communicative power with the public. MOFA will continue to provide customers with information that they need through various channels.

Overview of MOFA SNS Accounts in 2014

SNS Medium	Customers (Jan. 2014→Dec. 2014)	Rate of Increase
Twitter	Followers 27,910 → 36,818	131.9%
Facebook	Fans 37,476 → 85,355	227.7%
YouTube	Hits 107,075 → 1,045,163	976.1%



Live MOFA Talk Show

3. Outreach through Websites, Blogs and Other On-line Platforms

MOFA runs more than 370 Korean and foreign-language websites for its headquarters and overseas missions. The Ministry promotes its foreign policy activities by keeping updating new contents on its official websites. In 2014, MOFA enhanced the function of its websites to make it easier for websites visitors search for information they need.

The Ministry has been continuously expanding its foreign language online service that provides up-to-date information about Korea and its foreign policy. As of the end of 2014, it is operating a total of 196 websites in 32 languages: 87 websites are in English and 109 in other languages. MOFA will continue to improve the function of its foreign language websites and diversify their contents in order to provide Koreans abroad with useful information and help keep them updated on the news back home. Also for those interested in Korea, MOFA websites aim to become a resourceful gateway to information about the country.

MOFA also operates a mobile phone website (m.mofa.go.kr) optimized for a mobile environment and a website for young people. In addition, it maintains a policy blog 'MOFARANG,' which provides news and information on foreign policy for college students.

4. Public Outreach Programs

MOFA has organized a variety of public outreach programs to communicate with the public directly. The 'Visit MOFA' program is conducted twice a month

for students and adults and contributes to enhancing the public's understanding of major foreign policy agendas. In 2014, a total of 2,654 students and adults participated in the program.

MOFA has also been promoting the 'Visit Schools' program, where Korean diplomats speak about foreign policy to middle and high school students. In 2014, 235 schools and about 30,000 students took part in the program. This program has served as a good opportunity for a lot of students to raise their understanding of the Ministry's work and diplomat as a career. Moreover, MOFA's senior officials visit schools located outside of Seoul, giving students in provincial areas chances to meet diplomats and learn from their experiences as diplomats.

MOFA has assisted in various activities of 'Friends of MOFA,' a supporters group of college students. In 2014, 'Friends of MOFA' played a significant role in promoting activities of the Ministry and foreign policy agendas by posting articles on the Ministry's official blog and monitoring overseas mission websites. In particular, 'Friends of MOFA' had a valuable opportunity to experience the Ministry's work by participating in off-line promotional activities for the 'Day of Dokdo' and 'the ASEAN-Republic of Korea Commemorative Summit.'

In addition, MOFA and 'Friends of MOFA' have held talk concerts titled 'Diplomacy Talk Talk' covering a range of topics on international relations that are of interest to college students. In 2014, a 'Diplomacy Talk Talk' was held to discuss foreign policy towards Africa and the Middle East, attracting participation of a large number of college students and the public with keen interest.



「Diplomacy Talk! Talk!」

5. Reinforcement of Press Relations Services

MOFA has been making multifarious efforts to provide better press relations services. Through its multifaceted services to domestic and foreign media outlets, MOFA has been able to help relevant parties at home and abroad better understand the foreign policy of the Republic of Korea and win their support in that regard.

The press relations services offered by MOFA in 2014 alone include a combined 27 press briefings by the Minister and the Vice Ministers; a total of 149 regular briefings by the Spokesperson and those on MOFA schedules by the Deputy Spokesperson; 55 meetings with media outlets; and a combined 145 policy background briefings

and brown-bag seminars. By providing such services, MOFA sought proactively to reach out to the press.

With regard to such sensitive issues as those concerning North Korean defectors, the abduction of ROK nationals, for example, the head of the Libya unit of the Korea Trade-Investment Promotion Agency (KOTRA), the terrorist attack on a bus carrying ROK tourists in Egypt and Japan's provocations over Dokdo and history, MOFA has sought to provide accurate information in a swift manner, inducing media outlets to cooperate. If necessary, MOFA has given the off-the-record briefings and embargoed press releases.

In addition, the Ministry held press interviews and contributed articles, 388 in total, and issued 975 press releases in 2014 alone, helping the press provide the public with accurate information.

Also, MOFA, through two-way exchanges with and among media outlets, has sought to win public support for its foreign policy and other relevant matters and to create public opinion abroad favorable toward them.

MOFA held in 2014 three brown-bag seminars in the form of media training sessions on ways to write press releases, on the Islamic State (IS) and the situation in the Middle East, and on strategies for stepping up policy communication through SNSs, thereby contributing to high-quality articles.

MOFA also conducted a number of invitation programs for foreign journalists in 2014, as can be seen from its invitation of 43 journalists from 22 media outlets to the ROK on the occasion of the eighth ROK-Central Asia Cooperation Forum, the High-Level Forum on Korea-Latin America Partnership and the ASEAN-ROK Commemorative Summit.

These foreign journalists had a total of 56 reports produced by leading media outlets of their countries, helping their peoples better understand the advances in

the ROK's foreign policy.

Along with such invitation programs, MOFA has held exchange programs among journalists from China, Japan and other neighboring countries of the Korean Peninsula as well as ASEAN for the better understand the ROK's main diplomatic issues.

Except for the Chinese journalists who had to postpone its participation for reasons of its own, seven Japanese journalists visited the ROK in 2014 to take part in an ROK-Japan exchange program for journalists held from May 19 through 24. Meanwhile, on the occasion of the 2014 ASEAN-ROK Commemorative Summit, 30 journalists from ASEAN member states visited the ROK from December 7 through 14.

6. Increasing Public Outreach in Relation to Protocol Affairs

In response to the public's growing interest in protocol affairs since the 2010 Seoul G20 Summit and the 2012 Seoul Nuclear Security Summit, the Ministry has expanded its public outreach programs concerning protocol affairs.

As part of these public diplomacy efforts, which target the diplomatic corps as well as citizens, the Ministry hosted an annual excursion for the diplomatic corps in November and a charity concert with the diplomatic corps in December. By increasing interactions with honorary consuls in Korea, MOFA underscored the important role of citizen diplomats.

Moreover, a Facebook fan page (www.facebook.com/protocoloffice) has been established to share information on summit diplomacy with a view to increasing communication between the general public and the Protocol Office. Also, through

its Protocol Academy, the Ministry continued to offer protocol lectures for local governments, civil institutions and universities. Twenty institutions joined the Protocol Academy in 2014.

To invite opinions and feedback from various segments of society on ways to improve protocol-related policies and practices, the Ministry's Protocol Office also maintains an advisory committee on protocol affairs.

From July 7 to 9, the Ministry hosted the second Global Chiefs of Protocol Conference. It provided opportunities for interaction between chiefs of protocol from around the world and business people who deal with protocol-related issues.

7. Focused Public Relations Campaigns

MOFA has annually selected two to three important foreign policies or activities and launched public relations (PR) campaigns on these topics in a more focused way since 2011, when it conducted a campaign on the assistance provided by the ROK's emergency response team to the victims of the earthquake and tsunami in Japan. Since then, it has promoted the eradication of global poverty, Youth in International Organizations and Working Holiday Programs (the expansion of Korean youth's presence in international organizations, the Working Holiday program) and public diplomacy as flagship policies or activities of MOFA.

In 2014, MOFA selected the topics of overseas travel safety, official development assistance (ODA) and the ASEAN-ROK Commemorative Summit. It conducted overseas travel safety campaigns with promotional videos, YouTube ads, mobile comics and interactive on-site activities targeting 14 million overseas travelers from the ROK each year. MOFA also promoted its ODA policy and hosting of the 2014

ASEAN-ROK Summit, making use of documentary and other promotional video clips on these topics. With the topics closely associated with the lives of the Korean people, MOFA accordingly channeled its public relations resources into providing relevant information to the general public.

There has been a marked increase in the public's awareness and favorability levels concerning the foreign policy agendas after the aforementioned campaigns on them. MOFA will continue efforts to help raise the public's appreciation of foreign policy and its significance to their lives.

Media Category	Main Activities (in 2014)
SNS	<ul style="list-style-type: none"> • Operate Twitter and YouTube accounts and Facebook page in Korean and in English - Provide real-time information on major foreign policy issues and events - Engage in interactive communication with the public
Blog	<ul style="list-style-type: none"> • Post essays, videos and photos regarding various diplomatic events, global issues, and stories from overseas missions - Operated by college student reporters - Approximately 30,000 visitors a month
Website	<ul style="list-style-type: none"> • Operate a total of 374 websites for headquarters and overseas missions Enhance search function and update main page contents - 87 websites in English, 109 in local languages
Newsletters / e-mails	<ul style="list-style-type: none"> • 40 newsletters • Policy e-mails sent on 23 occasions
Online Events	<ul style="list-style-type: none"> • 12 online quiz competitions
Visit MOFA Program	<ul style="list-style-type: none"> • 30 sessions (2,654 participants)
Visit Schools Program	<ul style="list-style-type: none"> • 235 school visits (26,673 students)

