

City of Atlanta PROTOCOL MANUAL

2017





City of Atlanta

PROTOCOL MANUAL

2017

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LETTER FROM MAYOR KASIM REED

Since the day I took office, my administration has been hard at work ensuring that the City of Atlanta remains globally competitive. Atlanta is a leading international city and home to Hartsfield-Jackson Atlanta International Airport, the world's busiest and most efficient passenger airport. The international terminal alone serves 10 million foreign visitors per year and provides direct flights to more than 70 international destinations in more than 45 countries.

The airport's global connectivity and the City of Atlanta's economic competitiveness have led to our city's worldwide recognition and to many foreign companies establishing their operations in Atlanta. In recent years, foreign direct investments have accounted for more than 135,000 jobs and have greatly contributed to our city's economic growth. We have the third highest concentration of Global Fortune 500 headquarters in the U.S. and 2,700 international business facilities.

Atlanta also has one of the fastest growing immigrant populations in the nation; more than 700,000 people in metro Atlanta are foreign born. This has led to a large and diverse diplomatic presence in our city. Atlanta is home to more than 75 consulates and foreign trade offices and approximately 40 bi-national chambers of commerce, and it maintains 17 sister-city relationships. Atlanta is a global, cosmopolitan city and we are proud of our international footprint.

Atlanta is drawing such widespread interest because the world now realizes what I've always known: that our city is a culturally conscious, world-class place to live, work and play. In order to continue raising Atlanta's global profile, we must build and maintain relationships with our international counterparts. The relationships we forge today will yield results for years to come.

I encourage you to contact our protocol officers when welcoming foreign delegations and to take advantage of protocol training. Thank you for all that you do, every day, to make Atlanta a thriving international city.



A stylized, handwritten signature of Kasim Reed in black ink.

Kasim Reed
Mayor of Atlanta



WHAT IS PROTOCOL?

The City of Atlanta, the economic and cultural capital of the Southeast, is home to the world's busiest and most efficient airport: Hartsfield-Jackson Atlanta International Airport (ATL). The airport reached a milestone of 100 million passengers in 2015, and of this number, 10 million were international passengers. ATL currently has direct flights to more than 70 international destinations in more than 45 countries. The airport also welcomes more than 100 foreign delegations a year.

The City of Atlanta's various departments and the airport interact with a large number of cultures and languages, so it is important to make our guests feel welcomed and provide them with assistance. In order to understand our international passengers and improve our cross-cultural communication, we must take into consideration different cultural components including language, greetings, gift exchange, attire and titles. It is important to acknowledge all these cultural differences to ensure a respectful, amicable exchange between diverse parties.

Protocol refers to customs and rules of politeness and courtesy between individuals and society that is, the rules of official and social behavior. For government, nations and provinces, protocol is a system of conventions, procedures and symbols that express identity and facilitate relationships between parties. The Mayor's Office of International Affairs and Hartsfield-Jackson Atlanta International Airport provide protocol services. In addition to information on countries' cultural characteristics, this manual is intended to outline steps involved in receiving and presenting foreign dignitaries as well as explaining proper etiquette.

WELCOMING DELEGATIONS TRAINING: MAYOR'S OFFICE OF INTERNATIONAL AFFAIRS

Since re-opening in 2013, the Mayor's Office of International Affairs (MOIA) has welcomed more than 300 international delegations. The delegations met with various city departments and exchanged best practices with their Atlanta counterparts. The office provided guidance to these city departments on how to greet, welcome, exchange gifts, seat and interact with international delegations.

Our office's mission is to maintain the city's relationships with the international community and raise the global profile of the City of Atlanta through various initiatives. One of MOIA's main priorities is to make our city employees ambassadors by providing skills they can later use within our international community.

The Mayor's Office of International Affairs also invites employees with different language

skills and know-how to assist during the visit of international delegations, based on availability.

If you are expecting an international delegation or are traveling abroad for city-related business and are interested in our country specific manuals and training, contact Taylor Woodruff, Chief of Protocol for the Mayor's Office of International Affairs at twoodruff@atlantaga.gov or 404-588-5460.

Find enclosed in this manual tips on flag protocol, greetings, addressing foreign dignitaries, seating arrangements, interpreters, food preparation and gift exchanges.

For additional information on the Mayor's Office of International Affairs, please visit the Office's website at

<http://www.atlantaga.gov/internationalaffairs>.



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WELCOMING DELEGATION TO-DO LIST

When welcoming foreign delegations, please consider the following:

	Flag protocol and placement
	Greetings
	Addressing foreign dignitaries
	Seating arrangements
	Interpreters
	Beverages and food
	Gift exchanges



FLAG ETIQUETTE

Etiquette relating to the order of precedence for the flag

1. United States of America flag
2. State of Georgia flag
3. City of Atlanta flag
4. Military flag (information upon request)
5. Other flags of the country

The United Nations uses alphabetical order when presenting a national flag. U.N. flag etiquette ensures that no one country's flag has precedence over another country's flag. The U.S. flag should never be flown above another national flag on the same staff as this would suggest superiority or inferiority of one flag, or nation, over another. A country's flag should never be allowed to drag along the ground. The flags also must be at equal heights.

Positioning of the Flag:

1. Order of Priority: Your country's flag should be hoisted first and lowered last.
2. Placement: International flag use forbids

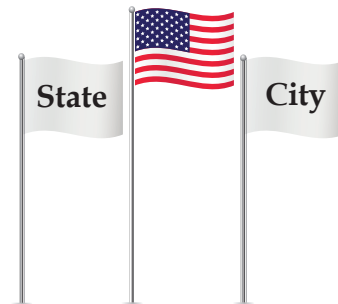
the display of the flag of one nation above that of another nation in time of peace.

3. The flag is hoisted to half of the potential height of the flag pole to denote grief and mourning. This is performed by first raising the flag to the top, then lowering it halfway.
4. Distress: Denoted by flying the flag upside down.
5. Manner of Hoisting: The flag should be hoisted briskly and lowered ceremoniously.
6. Disrespect: No disrespect should ever be shown to the flag.
7. Defacement: The flag should never have placed upon it, nor on any part of it, or attached to it, any mark, insignia, letter, word, figure, design, picture or drawing of any nature.
8. Storage and Care: The flag should never be fastened, displayed, used or stored in such a manner as to permit the flag to be easily torn, soiled or damaged.

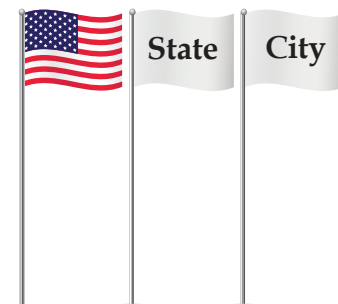
THE U.S., STATE, CITY FLAG CODES

Displaying a U.S. flag, state flag and city flag

The flag of the United States of America should be at the center and at the highest point of the group when a number of flags of states or localities or pennants of societies are grouped and displayed in different height staffs. No such flag or pennant may be placed above the U.S. flag, or to the right of the U.S. flag.



When the flags are flown from adjacent staffs, the flag of the United States should be hoisted first and lowered last. No such flag or pennant may be placed above the flag of the United States or to the right of the United States flag.



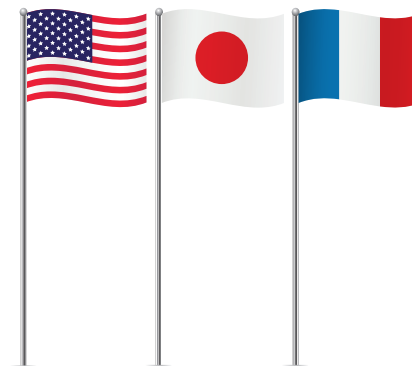
When flags of states, cities, localities or pennants of societies are flown on the same halyard with the flag of the United States, the latter should always be at the peak.



INTERNATIONAL FLAG CODE

Displaying a U.S. flag with international country flags

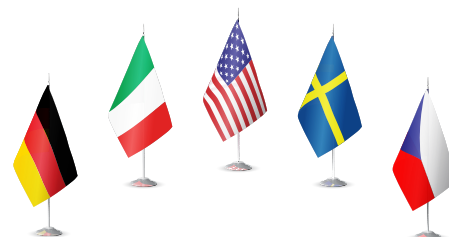
When flags of two or more nations are displayed, they are to be flown from separate staffs of the same height. The flags should be of approximately equal size. International use forbids the display of the flag of one nation above that of another nation in time of peace. The flag of honor, which is the nation's flag in most cases, is flown on the center mast if possible. It is also correct to fly the flag on its own right. To an observer it would be on the far left. If more than three flags are used, the proper position is as far left from the point of view of an observer. An additional flag may be placed on the right side, but it is not necessary.



When two poles are crossed, the position of honor is the flag that ends on the left side from the point of view of an observer (the pole will, therefore, end on the right).



In a semicircle, the position of honor is the center. If a full circle is used outside an entrance to an arena or stadium, the position of honor is directly over the entrance. If used to line the walls of the arena, the flag should be placed directly opposite the entrance.



When arranging a meeting, it is important to note that the U.S. flag is always positioned on the right and the guest country flag is on the left.



GREETINGS

Greetings will be the 1st impression international delegates have of your department and will set the tone for your meeting. It is important to understand the cultural background of your delegation and the proper way of greeting participants. This will vary depending on the country.

In certain countries you may be expected to bow, in others offer a handshake, and in some others, make no physical contact. In addition to cultural background, you have to take into consideration gender, religious beliefs, age and hierarchical role within the delegation. It may be expected to acknowledge the eldest person in the room first or the person with the highest role.

The manner of addressing the participants is important as well. In different cultures, it is frowned upon to call someone by their first name unless one has become familiar with the person. It is best to address the participants by their last name and use titles such as Mr. and Mrs. Additional titles are also to be taken into consideration when welcoming the delegates. If a participant is an engineer, doctor or professor, it may be expected to address them as Dr. X, Professor X or Engineer X. Pages 12 and 13 provide more information on how to address foreign dignitaries, as there are other title rules to use when welcoming high-level delegations.

Please request our country-specific profiles when welcoming international delegations.



Atlanta Fire Chief Joel Baker and Seoul Metropolitan Government delegate

ADDRESSING FOREIGN DIGNITARIES

When addressing a foreign dignitary it is important to take into consideration the title and order of precedence.

Below you will find a table explaining how to address foreign chiefs of state such as presidents of foreign republics; head of government, such as Premiers and Prime Ministers; foreign cabinet officers; foreign ambassadors; other foreign high officials or former high officials.

Envelope	Salutation	Invitation	Place card	How referred to	How addressed
Federal Government and Parliament					
Speaker of the Legislative Assembly The Hon. [Initial]. [Surname] MP, Speaker of the Legislative Assembly of ...	Dear [Title] Speaker	The Hon. [Initial]. [Surname] MP, and [Ptnr Title] [Ptnr Surname]	The Hon. [Initial]. [Surname] MP, or The Speaker	The Hon. [Initial]. [Surname] MP, Speaker of... Legislative Assembly of ...	[Title] Speaker
Speaker of House of Representatives The Hon. [Initial]. [Surname] MP, Speaker of the House of Representatives	Dear [Title] Speaker	The Hon. [Initial]. [Surname] MP, and [Ptnr Title] [Ptnr Surname]	The Hon. [Initial]. [Surname] MP, or The Speaker	The Hon. [Initial]. [Surname] MP, Speaker of the House of Representatives	[Title] Speaker
Members of Parliament [Title] [Initial]. [Surname] MP	Dear [Title] [Surname]	[Title] [Initial]. [Surname] MP The Hon. [Initial]. [Surname]	[Title] [Initial]. [Surname] MP	[Title] [Initial]. [Surname] MP, of the Member for...	[Title] [Surname]
President of the Senate Senator the Hon. [Initial]. [Surname], President of the Senate	Dear [Title] President	Senator the Hon. [Initial]. [Surname] [Ptnr Title] [Ptnr Surname]	Senator [Surname]	Senator the Hon. [Initial] [Surname] President of the Senate	[Title] President
Senator Senator the Hon. [Initial]. [Surname], President of the Senate	Dear Senator [Surname]	Senator the Hon. [Initial]. [Surname]	Senator the Hon. [Initial]. [Surname]	Senator the Hon. [Initial] [Surname] Minister for... or The Hon. The Minister	Senator
Former Premiers The Hon. [Initial]. [Surname]	Dear [Title] [Surname]	The Hon. [Initial]. [Surname] and [Ptnr Title] [Ptnr Sur-name]	The Hon. [Title] [First Name] [Surname]	[Title] [First Name]	[Title] [First Name]
Former Executive Councilors who retain the title "Honorable" The Hon. [Initial]. [Surname]	Dear [Title] [Surname]	The Hon. [Initial]. [Surname] and [Ptnr Title] [Ptnr Sur-name]	The Hon. [Initial]. [Surname]	The Hon. [Initial]. [Surname]	[Title] [Surname]

ADDRESSING FOREIGN DIGNITARIES

Envelope	Salutation	Invitation	Place card	How referred to	How addressed
Local Government					
The Lord Mayor of [own/ hosting City] The Right Hon. The Lord Mayor of..., Councilor [Initial]. [Surname]	Dear Lord Mayor	Male Mayor: The Right Hon. The Lord Mayor (and the Lady Mayoress) of... -or- Female Mayor: The Right Honorable The Lord Mayor of... (and [Ptnr Title] [Initial]. [Ptnr Sur-name])		The Right Hon. The Lord Mayor of ..., Sir [Initial]. [Surname] Lord Mayor	Lord Mayor
Mayors of other Cities and Towns Sir [Initial]. [Surname], Mayor of..., or His / Her Worship the Mayor of..., Sir [Initial]. [Surname]	Dear Sir [Surname] or Dear [Title] Mayor	Sir [Surname] [PN] (and [Ptnr Title] [Initial]. [Ptnr Surname])	Sir [Initial]. [Surname] or His / Her Worship The Mayor or The Mayor of the City of...	Sir [Initial]. [Surname] or His / Her Worship The Mayor or The Mayor of the City of...	Sir [Surname] or [Title] Mayor
Councilors Sir [Initial]. [Surname]	Dear Sir [Surname]	Sir and [Ptnr Title] [Initial]. [Ptnr Sur-name]	Sir [Surname]	Sir [Surname]	Sir [Surname]
Diplomatic and Consular Corps					
Ambassadors His / Her Excellency [Title] [Initial]. [Surname], Ambassador of...	Your Excellency	His / Her Excellency [Title] [Initial]. [Surname] and [Ptnr Title] [Ptnr Surname]	His / Her Excellency	His / Her Excellency or The Ambassador of...	Your Excellency or [Title] Ambassador
High Commissioners His / Her Excellency [Title] [Initial]. [Surname], High Commissioner for...	Your Excellency	His / Her Excellency [Title] [Initial]. [Surname]	His / Her Excellency	His / Her Excellency or The High Commissioner of...	Your Excellency or [Title] High Commissioner
Charge d'Affaires [Title] [Initial]. [Surname], Charge d'Affaires... Embassy	Dear [Title] [Surname]	[Title] [Initial]. [Surname] and [Ptnr Title] [Ptnr Surname]	[Title] [Initial]. [Surname]	[Title] [Initial]. [Surname], Charge d'Affaires... Embassy	[Title] [Surname]
Consuls [Title] [Initial]. [Surname], The Consul (or Honorary Consul) of...	Dear [Title] [Surname]	[Title] and [Ptnr Title] [Surname]	[Title] [Surname]	Title [Initial]. [Surname], The Consul of...	[Title] [Surname] or [Title] Consul

SEATING ARRANGEMENTS

Table seating for luncheons and meetings is a necessary procedure when entertaining government officials, foreign dignitaries and other distinguished persons in international social life.

Precedence, based on one's official position or military rank, should be the determining factor of seating arrangements for all official functions. When foreign delegations are present, linguistic ability may be a deciding factor in the seating. When the guests of honor and second-ranking official have been placed, non ranking guests may be seated between those of official rank. For more than two tables, the host and hostess each take a table, and ranking county guests, separately or as couples, are used as host and hostess at other tables (e.g. the mayor at one table, the first lady at the second table, the chair of the board of county commissioners at a third etc).



Munich, Germany, university presidents and department heads

INTERPRETERS



Mayor Reed and Japanese translator

Interpreters are an essential resource. A good interpreter will dictate the course of the meeting; therefore, be sure to engage a person well versed in the language of the delegation. If the person is not well versed, you may encounter miscommunication and risk offending the delegation or having an unsuccessful meeting.

Often, delegations bring their own interpreters, but just in case it is always important to inquire with the delegation's organizer. It is important to speak with interpreters beforehand and ask them where they would like to sit and whether they will be translating simultaneously or whether they would like you to pause after each sentence. At times, interpreters may request your presentations or remarks to accurately translate during the meeting.

BEVERAGES AND FOOD

The food and beverages offered sets the tone for the success of the meeting. Although this may not be expected, it makes for a positive impression when the delegation sees the effort and detail of the beverages and food items you have provided. In certain cultures, tea or coffee may be expected.

Providing refreshments is an appreciated gesture, and it is also important to look into the dietary preferences of the delegation's participants. For example, in certain countries pork is not to be served due to religious reasons; therefore, a ham and cheese sandwich may not be the best catering food item. Allergies are also important to inquire about. It is important to inquire with delegation organizations about any dietary restrictions before selecting food items.

GIFT EXCHANGES

Gift Selection:

Gift-giving protocol depends on the country of origin. A gift acceptable in one country may be considered inappropriate in another or not expected at all. It is important to carefully select a gift prior to presenting it. These gifts are more than an item, but a form of representation, integrity and respect. As a rule of thumb, provide a non-extravagant gift representing the city and your department.

Gift Wrapping :

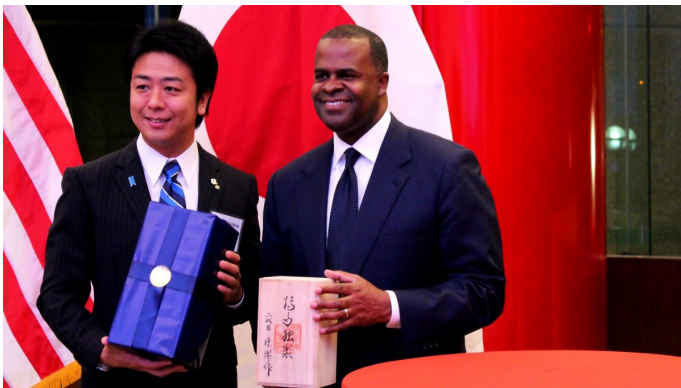
In certain countries, wrapping is just as important as the gift itself. From the quality to the color of the paper, these are measures to take into consideration to avoid a misunderstanding or misrepresentation.

Who to Gift:

It is essential to identify the delegation leader or leaders. The leaders may be identified by age, education or role within the represented organization, business or department. Depending on the culture, the delegation leader may receive a gift on behalf of all delegation participants or if small gifts are provided to each delegation participant.

When to Gift:

Depending on a country's customs, the gift may be presented at the beginning or at the end of the meeting. It is also at times encouraged to open the gift in front of the delegation or expected to open it once the delegation departs.



Mayor Reed and Mayor Takashima gift exchange



Mayor Reed and Mayor De Lille gift exchange



HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT PROTOCOL SERVICES

In order to better serve the needs of the metropolitan Atlanta international community, Hartsfield-Jackson Atlanta International Airport's Department of Aviation is pleased to announce changes to its protocol services and procedures.

The Airport operates within guidelines established in the Airport Security Plan, a document whose statutes fall within guidelines set by the U.S. government as it relates to transportation safety and security. These guidelines outline the rules and regulations that are implemented and enforced by the U.S. Department of Homeland Security's Transportation Security Administration (TSA) and Customs and Border Protection (CBP) units. In addition to federal compliance, the Airport's gate-pass protocols fall within the purview of the Airport's Safety and Security Department, which ensures compliance to its safety and security plan.

Because Transportation Security Administration (TSA) regulations do not allow un-ticketed

persons entry to gate areas, the protocol team provides a valuable service for those having an official need to meet or accompany travelers to or from the gate. Protocol employees will provide security checkpoint passes, called gate passes, to permit access to the gate areas to escort passengers. In certain cases, the office can provide an escort to allow entrance to the international arrivals gate area to meet and assist arriving international dignitaries.

REQUESTING A GATE PASS

The Airport has streamlined the gate-pass request process through the introduction of a standardized gate-pass request form that you should receive in conjunction with this guide. To request a pass, please complete the form and email a copy to our office. Please submit all gate pass requests at least 48 hours in advance of the flight time. Gate passes are subject to Department of Homeland Security screening and require time to process.

Please direct all requests to protocol@atlanta-airport.com. This protocol mailbox is monitored by Airport staff to ensure your request is seen and processed. As detailed in the form, the following information is required for all requests:

- The names, titles and affiliation of those being met
- The date, departing city, airline and flight number
- The name, title and affiliation of the greeter
- The greeter's mobile phone number
- The birth date of the individual receiving the pass

Additionally, please ensure that those using a pass bring official identification to the Airport and that the names on the identification card are identical to the names used for the request.

Security Checkpoint Clearance

For admission to the checkpoint, present your gate pass and photo ID to the document checker at the First Class/ Premium Class entrances of the South Security Checkpoint or at the Maynard H. Jackson Jr. International Terminal. Please note that the ATL Plane Train operates within the secured area between the domestic and international terminals, allowing for quick travel between the two.



Atlanta Mayor Kasim Reed welcomes senior leadership of Turkish Airlines to Atlanta for inaugural flight to Atlanta from Istanbul.



*TSA Federal Security Director Mary Leftridge Byrd,
ATL Air Service Development Manager Elliott Paige and
ATL Director of International Business Alrene Barr*



MEET AND GREET PROTOCOL COURTESIES: DOMESTIC ARRIVALS AND DEPARTURES

Access to flights arriving Atlanta from domestic locations in the U.S. or pre-cleared international destinations, as well as all departing flights, fall under the purview of TSA. Due to security requirements, entry into the Airport's post-security areas is restricted. TSA's guidelines dictate that for all arriving and departing domestic flights, only two representatives can access the TSA sterile areas, regardless of the size of the delegation that is arriving or departing.

Persons Eligible for Domestic Flight Meet and Greet Courtesies:

- Heads of State
- Cabinet Secretaries and Deputies
- Ambassadors
- Members of Congress
- Parliamentarians
- Government Ministers and Deputies
- Consuls and Consuls General
- Trade Commissioners
- Mayors
- Scholars
- Clergymen
- Directors of Tourism
- Trade Mission Members
- U.S. State Department International Visitors
- Governors
- Family Members of the Above

MEET AND GREET PROTOCOL COURTESIES: INTERNATIONAL ARRIVALS AND DEPARTURES

Due to security requirements, entry to the international arrivals area is highly restricted and controlled by U.S. Customs and Border Protection. Those using a gate pass to greet a passenger arriving from a foreign country will need to be escorted by a Customs and Border Protection officer. An escort will be arranged by protocol staff during the gate-pass request process. Per CBP and TSA guidelines for all flights arriving from international destinations, only one representative can access the secured customs clearance area, regardless of the size of the delegation that is arriving.

Persons Eligible for International Arrivals Meet and Greet Courtesies:

- Heads of State
- Cabinet Secretaries and Deputies
- Ambassadors
- Ecclesiastical Leaders
- Foreign Ministers and Deputies
- Members of Congress
- Parliamentarians
- Heads of Government Agencies
- Consuls
- Governors
- Family Members of the Above

All other arriving international passengers may be met in the international arrivals lobby outside the security checkpoint. No escort is necessary in this instance.

Entry to the International Arrivals Areas

Hartsfield-Jackson Atlanta International Airport has two concourses for international flight arrivals: Concourse E and Concourse F. Your Customs and Border Protection escort

will meet you either outside the Customs and Border Protection office on the lower arrivals level of Concourse F, or outside their offices on the arrivals level of Concourse E. Exact escort arrangements will be made at the time of gate pass issuance.

To reach the international arrivals lobby on Concourse E, take the Airport train to the Concourse E station. Take the escalators, on the left side of the platform, up one level to the arrivals lobby. Please bring your mobile phone, in the event of a delay or other event that will require us to contact you.

To reach the international arrivals lobby at the Maynard H. Jackson Jr. International Terminal (Concourse F), take the escalator to the lower level arrivals area. The Global Entry office is located next to CNN and Starbucks.



Global Entry Office - Maynard H. Jackson Jr. International Terminal

ESCORT SCREENING SERVICES

Government officials of ministerial rank and higher may be escorted through the security checkpoint without search when escorted by a U.S. State Department diplomatic security escort. This courtesy is also extended to the accompanying spouse and their children under 12 years of age. Members of the entourage of lesser rank will be screened in an expeditious manner. Requests for escort screening courtesies must be made directly by your embassy to the U.S. State Department 48 hours in advance (The State Department cannot accept escort courtesy requests from consulates).

Check Flight Information Prior To Leaving for the Airport:

Long-haul flights often arrive off schedule, and any flight can occasionally be early or delayed. Arriving after a flight has landed creates the risk of the passenger getting lost in the crowd. Weather delays may also cause you to wait longer than expected for a flight to arrive. To help cope with these problems, we offer “Track-a-Flight”, a feature on the Airport website that tracks a flight’s arrival or departure time and gate assignment. Alternatively, you can get flight status information by calling the airline’s reservations number or visiting your airline’s website (e.g. delta.com).

Use of the First-class Security Lane When Traveling

When traveling, economy class members of the Consular Corps may use the shorter First and Business Class security lanes. Simply present your boarding pass and consular ID to the document checker at the First Class & Premium Class lanes of the South Security Checkpoint, behind Delta Air Lines. This is your primary

checkpoint; however, it will close at 8 p.m. every day. In these instances, please use the Main Checkpoint in the center of the terminal.



DEPARTMENT OF AVIATION PROTOCOL STAFF

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CUSTOMS AND BORDER PROTECTION (CBP)

Office Number: +1 (404) 765-5702

Email address to contact all CBP Managers:
ATLMANAGERS-HFA002A@cbp.dhs.gov

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Professionalism Standards Manager
Michael.Fowlkes@cbp.dhs.gov
Tel: +1 (678) 399-4905

Gladys Summerville
Chief CBP Officer
Gladys.Summerville@cbp.dhs.gov
Tel: +1 (404) 675-2057



**U.S. Customs and
Border Protection**

TRANSPORTATION SECURITY ADMINISTRATION

Charles S. Beaver Jr.
Stakeholder Manager
charles.beaver@tsa.dhs.gov
Tel: +1 (404) 460-2281

TSA Coordination Center (Atlanta Airport):
Phone: +1 (404) 763-6016
Phone: 1-866-289-9673
Email: TSA-ContactCenter@dhs.gov
Hours: Monday – Friday: 8 a.m. – 11 p.m.



Transportation
Security
Administration



SAMPLE GATE PASS



GATEPASS
Security Checkpoint Clearance
Valid XXXX - Only

Government Issued Photo ID Required

Issued to: (name of greeter & title), of the Consulate of (country) to meet and assist
(name & title of dignitary) arriving from (city) aboard (airline & flight no.)

Issued by:

Airport Protocol Officer

Office Number

Mobile Number

Note: Please present at the Business & Premium Class Line located at the South Security Checkpoint behind the Delta Air Lines ticket counters for Domestic Flights. After 8:00p.m. you must use the Main Security Checkpoint in the center of the Terminal. **IF YOU ARE ESCORTING TO A DEPARTING INTERNATIONAL FLIGHT**, you must present this Gate-pass at the Maynard H. Jackson, Jr. International Terminal located off of I-75 at Exit 239. TSA Security is on the Departures Level. If you are meeting an arriving international flight at the gate, escorting must be arranged through the Department of Aviation or Customs and Border Protection (CBP).



City of Atlanta PROTOCOL MANUAL

2017

Views and opinions expressed in this protocol manual should not be considered as the unique form of doing protocol. Protocol is not a science, but an art which may vary depending on the incoming delegations cultural background and personalities.