



STANDARD OPERATING PROCEDURE

| | | | |
|-------------------------------|--|------------------------|-------------|
| Task: | Transportation of RJLSC Commissioners | | |
| Related Task/s: | Transportation on those with ranking International or State Roles and/or VIPS | | |
| Preceding Task: | Organizing of Travel for RJLSC Commission Meetings | | |
| Responsible Party: | Chief Protocol and Information Officer | | |
| Authority: | Registrar and Marshal | | |
| Revision Date: | INITIAL | SOP Reference # | SOP: #PR001 |
| Units Affected: | <ul style="list-style-type: none"> • Security and Logistics • RJLSC • Protocol and Information | | |
| Related SOPs/Policies: | In draft | | |
| Description: | <p>This standard operating procedure governs transportation on arrival and departure from the airport. The Court Protocol and Information Unit (CPIU) provides a range of services and facilitation to the RJLSC Commissioners travelling to and from Trinidad and Tobago on official Court business.</p> <p>The Airports Authority of Trinidad and Tobago (AATT) provides facilities at the Piarco International Airport to enable RJLSC Commissioners to be granted special handling on arrival and departure. The facilities include a special private VIP lounge through which entitled travellers are processed on arrival and departure.</p> | | |
| Responsibility: | Dr. Michael Anthony Lilla, Court Protocol and Information Officer | | |
| Review Frequency: | As needed/3 years (whichever comes first) | Approval Date: | May x, 2016 |

SOP#PR001

Drafted by: Ms. Denise Douglas, Ms. Charmaine Wright

Reviewed by: Dr Michael Anthony Lilla, Mr. Maurice Piggott

Process Steps:

Step 1: Receive Notification from RJLSC re Commission Dates

- Check any vacation/casual days that may conflict with the airport movements
- Distribute to Court Protocol and Information Assistant (CPIA) for awareness.

Step 2: Receive Travel Dates via Completed Diplomatic Lounge Forms from RJLSC

- The Court Protocol and Information Officer (CPIO) prepares a schedule of suggested airport assignments and sends to the CPIA copying in the Communications and Information and the Security and Logistics Manager (SLM).
- The CPIO will confirm with the Security and Logistics Manager (SLM) that the SLM has also received the diplomatic lounge forms.
- Confirm agreement of assigned arrival and departure movements with the Court Protocol and Information Assistant (CPIA)

Step 3: Notification of Commissioners of Responsible Officers

Step 4: Receive Travel Dates via Completed Diplomatic Lounge Forms from RJLSC (Annex 1)

- The Court Protocol and Information Officer (CPIO) checks through the forms to ensure completeness
- The Court Protocol and Information Officer (CPIO) prepares a schedule of suggested airport assignments
- The CPIO will confirm with the Security and Logistics Manager (SLM) that the SLM has also received the diplomatic lounge forms.
- Confirm agreement of assigned arrival and departure movements with the Court Protocol and Information Assistant (CPIA)
- CPIA send completed diplomatic forms to the attention of Mrs Joan Brammer of the Protocol Department of the VIP Lounge, AATT using standard fax template (Annex 2) advising of the arrival and departure information for the RJLSC Commissioner.
- The CPIA also advises the Immigration and the Customs Department offices based at the Piarco International Airport.

Step 5: Responsible Officer assigned prepares for the arrival each Commissioner

- Three hours before the flight arrives, the CPIU officer will liaise with AATT customer service to ascertain whether the flight is on time and if not ascertains revised time
- The officer also advises the designated CCJ driver accordingly.
- If the time is more than 3 hours delayed, an email is sent to the responsible officer in the RJLSC copying in the SLM.

ARRIVAL

Step 6: Collecting the Commissioners upon arrival

SOP#PR001

Drafted by: Ms. Denise Douglas, Ms. Charmaine Wright

Reviewed by: Dr Michael Anthony Lilla, Mr. Maurice Piggott

- The CPIU officer is expected to be on location at least thirty minutes (30) ahead of the scheduled flight arrival time.
- The assigned Driver from the Security and Logistics Department assigned will park the car in an area close to the arrival area ensuring that there is a clearly displayed CCJ placard towards the front of the vehicle
- THE CPIU officer will then have direct communication with the Immigration Duty Officer, while clearly display the **access pass from the AATT**, in order to access the restricted areas in order to facilitate expedited processing of the Commissioner.
- The CPIU officer also liaises with the Customs Duty Officer in Charge to advice on the impended arrival of the Commissioner.
- Once the flight has landed the officer will greet the RJLSC Commissioner within the immigration hall and request their travel document and completed immigration form. The CPIU officer will join the queue for diplomatic officials along with the Commissioner and present the documents to the Immigration Officer.
- The CPIU officer will then step away and allow the Immigration Officer to interview the Commissioner. Once the Commissioner is landed, the officer then proceeds to the Customs area for the retrieval of suitcases from the carousel.

Step 7: Retrieval of the Commissioner's Luggage

- The Commissioner identifies their luggage to be retrieved by the assigned driver. Once retrieved, the CPIU officer escorts the Commissioner to the customs official for clearance.
- The driver then proceeds to the CCJ vehicle to load the luggage into the trunk.
- While doing so, the CPIU officer escorts the Commissioner to the vehicle who will provide ground transportation to the hotel.
- The driver opens the door and the Commissioner enters the vehicle, while the CPIU officer bids the Commissioner a warm farewell.
- The CPIU officer then returns to their own method of transportation to depart the airport.

DEPARTURE

Step 8: Facilitation of departing Commissioner

- Four hours before expected departure, the officer will liaise with AATT customer service to ascertain whether the flight is on time and if not ascertains revised time
- The responsible officer from the CPIU then liaises with the assigned CCJ driver to determine the Commissioner's arrival time at the airport. If there are flight delays then the Commissioner is also informed by speaking with them.
- Two hours before the expected flight departure time of the Commissioner, the CPIU Officer arrives at the airport to facilitate the departure of the Commissioner.
- **Does the officer speak to anyone here**

Step 9: Arrival of the Commissioner into the Airport

- The Commissioner is expected at the airport 90 minutes before flight departure time.
- Five minutes before arrival at the airport, the CCJ driver calls the officer from the CPIU to alert them to the fact that arrival is imminent.
- The Driver parks the car in the designated area at the departures section of the airport.
- The driver takes the Commissioner's luggage out of the trunk and opens the door for the Commissioner.
- The Commissioner is then escorted into the airline check-in area by the driver to meet the CPIU officer.
- The CPIU officer greets the Commissioner warmly and requests the Commissioner's travel document and completed departure form. The CCJ driver waits with the Commissioner during this period.
- The officer then facilitates expedited check-in at the airline counter at which time the boarding pass is issued. The CCJ driver then walks with the group to the first security checkpoint, hands the Commissioner their luggage and departs the airport.

Step 10: Departure of the Commissioner

- If the VIP Lounge is open, the officer escorts the Commissioner to the VIP Lounge. If not the officer then escorts the Commissioner through the security checkpoint to wait in the boarding area. When boarding is announced, the CPIU officer accompanies the Commissioner to the security checkpoint to the aircraft, and provides assistance with expedited boarding of the flight through the departure gate.
- While in the VIP Lounge, the CPIU officer liaises with the VIP lounge staff to provide periodic updates and advice on the status of the flight departure and boarding time.
- Once the boarding time is confirmed the officer then escorts the Commissioner through the security checkpoint to the aircraft, and provides assistance with expedited boarding of the flight through the departure gate.
- The CPIU officer then returns to their own method of transportation to depart the airport.