



**Bali Process Workshop  
on  
Passport Integrity  
Kuala Lumpur, Malaysia  
26 to 28 July 2010**



**Australian Government**  

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**Department of Foreign Affairs and Trade**

**Executive Summary**

The Malaysian Immigration Department and the Australian Department of Foreign Affairs and Trade co-hosted a Passport Integrity Workshop in Kuala Lumpur, Malaysia from 26th to 28th July 2010. The workshop was a Bali Process Ad-hoc group initiative to create cooperation to combat people smuggling.

The workshop was aimed at national passport issuing officials with an operational responsibility for passport issuance and/or the integrity of passport issuance. The workshop shared ideas for improved passport issuance practice and involved international experts active in the travel document technical and capacity building arena.

Fifteen countries attended the work with 47 delegates. Countries represented included Afghanistan, Australia, Bangladesh, Brunei, Cambodia, Indonesia, Laos, Malaysia, Maldives, Pakistan, Philippines, Singapore, Sri Lanka, Thailand and Vietnam.

The three central themes of the workshop were securing passport issuance, security of travel documents and working with border control authorities. The workshop included country reports from each of the country representatives, presentations by key-note speakers, small group sessions and a field trip to the Malaysian Immigration Department's passport issuance centre.

The overarching aims of the workshop were that all delegations would leave with a better understanding of the core elements that constitute best practice in a highly performing passport operation, as well as a greater understanding of how others in the region are tackling issues and problems in the area of passport integrity.

While acknowledging that there is no single best practice model suitable for all nations to adopt, delegates were satisfied that the aims of the workshop had been addressed and expressed their gratitude to the organisers for facilitating the meeting.



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**Workshop Outcomes**

The table below summarises workshop sessions and outcomes

<b>Session</b>	<b>Outcome</b>
<b>Country reports</b> – each country presented a summary of passport issuance addressing topics such as passport operations, new initiatives, new technologies, border issues and security issues	<ul style="list-style-type: none"><li>- Participants gained a better understanding of issues faced by countries from the region including document issue rates, implementation of ePassports, use of emergency passports, inter agency work, industry research, automated border entry systems and fraud.</li><li>- Identified future capacity building opportunities</li></ul>
<b>National Identity Management</b> - Secure travel document issuance in partnership with civil registration to ensure that genuine travel documents are not obtained and used by those not entitled to them.	<ul style="list-style-type: none"><li>- Raised awareness of International Civil Aviation Organisation (ICAO) International Capacity Working Group (ICBWG) activities</li><li>- Raised awareness of the ICBWG endorsed certification scheme to enable member states to have travel documents, including issuance processes, assessed for compliance with ICAO standards and specifications.</li><li>- A workshop was undertaken using the ICBWG assessment tool. This enabled member states to identify risks within their own issuance processes.</li><li>- Countries were asked to participate in ICBWG to facilitate capacity building and sharing of ideas in the region.</li><li>- Australia is considering options towards collaborating with ICBWG in one of the Bali Process countries.</li></ul>
<b>Inventory Control</b> - Passports, in particular blank booklets, must be subject to strict inventory controls. Issuance controls must ensure that only genuine citizens receive passports	<ul style="list-style-type: none"><li>- Delegates gained a greater awareness of inventory risks/exposures and controls that can be implemented to reduce these risks</li></ul>



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<p><b>Physical Document Security</b> - Maintain the physical and electronic security of national travel documents to ensure that fraudulently altered documents can be detected when attempts are made to use them. Passport design should incorporate physical and electronic security features that meet ICAO standards to ensure global interoperability.</p>	<ul style="list-style-type: none"> <li>- Better understanding of physical and electronic security of national travel documents as related to ePassports and Public Key Infrastructure (PKI).</li> <li>- Promoted the use of the ICAO Public Key Directory (PKD) to secure the ePassport. Successful certification will eventually allow ICAO compliant ePassport holders to access eGates, allowing front line border control officers to allocate more resources to scrutinising non ICAO compliant passport holders. This should create momentum for all nations to become compliant, thereby strengthening the regime overall. Issues relating to impostors being detected with a genuine ePassport can then be investigated with the issuing State.</li> <li>- A survey is being conducted in Europe with initial findings indicating that fraudulent documents are decreasing by up to 60%. Once finalised, the report will be disseminated to delegates.</li> </ul>
<p><b>Field Trip (Malaysia passport issuing processes )</b></p>	<p>Delegates gained understanding of the efficient Malaysian ePassport issuance processes, many features of which are applicable across the region.</p>
<p><b>Combating Imposters</b> - Working with border control authorities to assist them to: identify imposters attempting to travel using genuine, unaltered passports; and ensure that threats to the integrity of passport issuance and/or physical or electronic security are identified and acted on</p>	<p>Awareness of the problem was raised among participants and greater regional co-operation to address key threats was encouraged</p>
<p><b>Promoting feedback to identify improvement opportunities</b></p>	<p>Sharing of information informally via the network created at the workshop or more formally via bilateral or multilateral channels was encouraged.</p>