



U.S. DEPARTMENT OF STATE  
BUREAU OF DIPLOMATIC SECURITY

A GLOBAL FORCE  
DIPLOMATIC SECURITY  
YEAR IN REVIEW

2004



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FORCE  
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Bureau of Diplomatic Security Year In Review 2004

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## Key Players on the Worldwide Stage...

The year 2004 marked a new beginning for the Bureau of Diplomatic Security (DS) as then-Secretary of State Colin Powell officially opened the new DS headquarters building in Rosslyn, Virginia, in February. With the new beginning came new initiatives, new energy, as well as more of the same outstanding performance for which DS is renowned. As the events and accomplishments in this report prove, the men and women of DS do what it takes every day to ensure the United States can conduct diplomacy safely and securely around the world—often risking their own lives in the process. Last year, 12 DS employees and contractors made the ultimate sacrifice: they lost their lives while working to achieve the mission of the U.S. Department of State.

## Baghdad, Iraq

DS leads U.S. embassy security operations in Baghdad, Iraq, the most dangerous and one of the largest U.S. diplomatic operations in the world. At right, the Stars and Stripes is raised at the embassy for the first time in 13 years. Diplomatic ties were cut with Iraq during the Gulf War in 1991.



DS special agents provided simultaneous protective teams for foreign ministers and senior foreign officials who attended the G8 summit in Sea Island, Georgia, in June. DS special agents managed 123 protective teams in 2004 for cabinet-level foreign dignitaries in the United States.



Sea Island, Georgia

G8 Summit

# Reagan Funeral

DS, working closely with other Federal and local agencies, pulled together a complex security plan in less than a week for former President Ronald Reagan's funeral in June. DS provided 19 concurrent security teams for dignitaries attending the funeral.

## Washington, DC



# Athens, Greece

DS led all American security efforts at the Olympic Games in Athens, the first Summer Olympics since 9/11. DS spent three years on Olympic security preparations and coordinated the efforts of dozens of other U.S. law enforcement agencies, including the FBI and the U.S. Department of Homeland Security. At right, Mohini Bhardwaj of the United States competes during the women's gymnastics team final.





Hundreds of DS special agents protected the foreign ministers and top officials from dozens of countries who gathered for the United Nations General Assembly in September. At right, Foreign Minister Surakiart Sathirathai of Thailand addresses the assembly at United Nations Headquarters in New York.

## New York



## Security Overseas

### IRAQ

In an environment so dangerous that the State Department normally would have closed posts and evacuated all Americans, DS physical and technical security personnel developed a comprehensive security program for the new U.S. Embassy in Baghdad, and established security programs for satellite offices in Kirkuk, Mosul, Hillah, and Basrah. The months leading up to the handover of power in Iraq in June consumed much of our agent, engineering, courier, and headquarters resources. After the handover, DS assumed protection of the new embassy.

### ATHENS OLYMPIC GAMES

DS coordinated the overall security efforts for dozens of other U.S. law enforcement agencies that helped the Government of Greece provide a secure environment for U.S. athletes and others attending the Games in August. DS spent three years on Olympic security preparations, which included \$12 million in comprehensive antiterrorism assistance training and equipment to help build and enhance Greece's counterterrorism capabilities.

DS worked closely with the U.S. Olympic Committee and Greek law enforcement and security personnel to provide security for the U.S. Olympic Team during the Games. More than 100 DS special agents were embedded with the U.S. men's swimming team, women's gymnastics and several other teams—more than any of the other U.S. agencies deployed in Athens. DS special agents provided intelligence and surveillance detection information to our Greek Government counterparts so those officials could respond quickly to suspicious incidents. DS secured areas around American living quarters by installing alarms and security cameras. Through the Overseas Security Advisory Council, DS also helped American businesses in Greece with their security efforts.

DS led U.S. security efforts for the 2004 Olympic Games in Athens, Greece. Below, a special agent on duty at the Summer Olympics.



### UPRISING IN HAITI

When Jean-Bertrand Aristide resigned as president of Haiti in February, DS immediately deployed special agents to protect interim Prime Minister Gerard Latortue and the President of Haiti, Boniface Alexandre. Three special agents with the Office of Mobile Security Deployment were honored with Department of State Heroism Awards for acts of bravery in Haiti while protecting the new Haitian president and rescuing civilians from armed mobs.



### U.S. EMBASSY ATTACKS

Two attacks on our U.S. embassies overseas last year proved that the comprehensive security programs and enhanced security measures DS has implemented at posts can save lives and limit the severity of tragedies. Terrorists in December penetrated the first layer of security at the compound of the U.S. Consulate General in Jeddah, Saudi Arabia, tragically killing four Foreign Service National employees and one contract guard, and injuring 12 others, including two Americans. The security measures at the post proved remarkably resistant to attack. Despite repeated attempts, the terrorists were never able to penetrate the consulate building, where the vast majority of our employees remained safe.

In a separate attack in July, a suicide bomber detonated an explosive device outside the main entrance of the U.S. Embassy in Tashkent, Uzbekistan, killing two Uzbek police officers assigned to protect the embassy. The losses could have been much worse, but our security measures made it impossible for the perpetrator to penetrate the embassy compound.

After the uprising in Haiti in February, DS special agents quickly flew in to protect the new Haitian president. Once there, special agents saved the lives of civilians being attacked by armed mobs.



When emergencies around the world threaten our embassies, the highly trained special agents from the Office of Mobile Security Deployment can respond quickly to the crises. Shown above, a Mobile Security Deployment team on duty in Iraq.

To ensure that this highly trained group of special agents can respond to multiple crises around the world, the Office of Mobile Security Deployment grew to 85 agents in 2004. MSD expects to have 100 agents by the end of 2005.

## MOBILE SECURITY DEPLOYMENT

The Office of Mobile Security Deployment (MSD) is a specially trained unit that rapidly responds to security emergencies around the world that threaten our missions and personnel. MSD teams have an ongoing presence in Iraq, providing protection to visiting VIPs and specialized training to U.S. and Iraqi elements. In the past year, MSD teams were deployed to Saudi Arabia, Afghanistan, Kenya, Sudan, the West Bank, Haiti, and elsewhere. To ensure that this highly trained group of special agents can respond to multiple crises around the world, its staffing more than doubled in two years to 85 in 2004. MSD expects to have 100 agents by the end of 2005.

## SECURITY TRAINING FOR U.S. PERSONNEL GOING TO IRAQ

DS established a specialized training course for employees and contractors headed to Iraq who will work under the authority of the U.S. ambassador. The course teaches students to detect hostile surveillance, provide emergency medical care, and identify bombs. It also provides training in basic firearms techniques, hostage survival skills, and chemical and biological weapons countermeasures. Graduates have used this training in Iraq to save the life of a U.S. military officer who was severely stabbed and to save a woman's severely injured arm. Another trainee came under heavy gunfire in Iraq and used his firearms training to help his security escorts return fire. About 960 persons have taken the course since its inception in December 2003 through the end of 2004.

## Protection in the United States

### PRESIDENT REAGAN'S FUNERAL AND THE G8 SUMMIT

DS, working closely with the U.S. Secret Service, Washington D.C. Metropolitan Police Department, U.S. Department of Defense, and others, pulled together a complex security plan in less than a week for former President Ronald Reagan's funeral in June. DS provided 19 concurrent security teams for foreign dignitaries attending the funeral, which was held the same week as the G8 Summit in Sea Island, Georgia, where DS also provided simultaneous protection teams. Altogether, DS special agents managed 123 protective teams in 2004 for cabinet-level foreign dignitaries in the United States.



DS security teams protected former British Prime Minister Margaret Thatcher, former leader of the Soviet Union Mikhail Gorbachev and other cabinet-level foreign dignitaries, foreign ministers and former heads of state who attended President Ronald Reagan's funeral.

### UNITED NATIONS GENERAL ASSEMBLY

Hundreds of agents were deployed in New York to protect foreign ministers and top officials of dozens of countries who attended the United Nations General Assembly in September. The Dignitary Protection Division staffed 25 protective teams during a three-week period for the event. Twelve of the teams were medium- to high-threat, and covered nine different cities. At its peak, approximately 270 DS special agents participated, working an average of 16 hours per day.

## Investigations

### VISA AND PASSPORT FRAUD

In a move to stop illegal travel document rings before their fraudulent passports and visas reach American soil, DS assigned special agents to 25 high-fraud posts abroad. The agents are investigating passport and visa fraud with the State Department Bureau of Consular Affairs, host government police, and immigration authorities in those countries. DS investigated about 7,200 passport and visa fraud cases over the past two years and made hundreds of arrests in support of our homeland security efforts. In 2004, DS opened 5,275 new criminal investigations and made 538 arrests for passport fraud, 123 for visa fraud, and 54 for other offenses.

### MAJOR DS-LED INVESTIGATION

Following a two-year multi-agency investigation led by DS, two American employees of the U.S. Embassy in Colombo, Sri Lanka, were each sentenced to approximately five years in prison for their involvement in a large-scale visa fraud and alien smuggling ring in 2004. The employees were sentenced in October. Nine other co-conspirators also pled guilty to facilitating the scheme.

### OPERATION GLOBAL PURSUIT

This DS operation identifies individuals and dismantles organizations that manufacture and sell fraudulent passports and visas. Operation Global Pursuit resulted in 52 new cases, 9 case closures, 15 arrests, and 16 individuals being denied entry into the United States in 2004.

**In 2004, DS opened 5,275 new criminal investigations and made 538 arrests for passport fraud, 123 for visa fraud, and 54 for other offenses.**

### ASSET FORFEITURE

DS can now strike back at criminals where it hurts the most—their assets—after being accepted into the U.S. Department of Justice's Asset Forfeiture Fund effective October 1, 2004. As a member of the fund, DS can seize any assets a criminal uses or obtains when committing passport or visa fraud. This punishment is in addition to any fines or restitution the criminal may be required to pay. Our entry into this program gives DS an additional tool to use against those who seek to acquire fraudulent passports and visas, especially those who are engaged in international crime, human trafficking, and terrorism. By the end of 2004, DS had 22 active asset forfeiture cases with the potential of millions of dollars in seizures.

### FUGITIVE CAPTURES

DS assisted the U.S. Marshals Service and other Federal, State, and local law enforcement entities in locating and arresting 99 fugitives overseas and returning 91 fugitives to the United States in 2004 to face justice. Among the fugitives were numerous child molesters and an unlicensed physician wanted for murder in New York. DS has forged a solid partnership with the U.S. Marshals Service in locating criminals who have fled American justice by leaving the country.

### PROTECT ACT

DS worked with the U.S. Department of Homeland Security on cases involving the PROTECT Act of 2003, which allows prosecution of U.S. citizens who commit illicit sex acts against minors abroad. Our special agents assisted in 15 new cases during 2004, resulting in seven arrests and five convictions. The cases were prosecuted in the United States.

## COMPUTER INVESTIGATIONS

DS established a Computer Investigations and Forensics branch to investigate crimes committed against or involving Department of State computer systems, and to facilitate investigations within the Department that have a computer or network component. In 2004, the branch opened nearly 175 computer forensic investigations, up from 102 cases in 2003. Analysts and agents with the branch analyze digital evidence for potential use in court or with internal administrative matters. Examinations of suspect hard drives have uncovered evidence of espionage, child pornography, visa fraud, passport fraud, as well as administratively prohibited actions.

## A Global Force Against Terror

### REWARDS FOR JUSTICE

The Rewards For Justice program pays reward money to individuals who supply information about terrorists. In 2004, more than \$7 million in rewards were approved for the successful resolution of terrorist incidents in Colombia, the Philippines, Iraq, and Kenya. Since the program began, the United States has paid more than \$57 million to 43 persons who provided credible information that put terrorists behind bars or prevented acts of international terrorism worldwide.

New initiatives in 2004 included the launch of an advertising campaign targeting wanted terrorist Fazul Abdullah Mohammed in Madagascar, Mauritius, and the Comoros Islands in July. The American Embassy in Manama, Bahrain, became the first U.S. mission to establish a Rewards For Justice campaign on the Arabian Peninsula. The Rewards For Justice program also distributed 500,000 matchbooks featuring a reward for information on Abu Mus'ab al-Zarqawi inside Iraq and implemented reward offers for other individuals linked to al-Qaida.

The Rewards For Justice program distributed 500,000 matchbooks in Iraq that featured a reward for information on Abu Mus'ab al-Zarqawi. The program was instrumental in leading U.S. military forces in Iraq to the location of Uday and Qusay Hussein in 2003.



## ANTITERRORISM ASSISTANCE TRAINING

Through its Antiterrorism Assistance training program, DS teaches the latest antiterrorism techniques to foreign police and security officers from nations allied with the United States in the global war on terror. In 2004, DS provided 210 training courses and technical consultations to 67 countries, up from 50 countries in 2003. Although prior to 2002, almost all Antiterrorism Assistance training programs were conducted in the United States, now long-term programs are established in Pakistan, Indonesia, Afghanistan, Colombia, and Kenya. Strong counterterrorism infrastructure in those countries is moving from a theoretical goal to actual achievement.



Through intense antiterrorist training exercises, DS teaches foreign police and security officers to fight terrorism in their own countries.

Since the inception of the Antiterrorism Assistance training program in 1983, officers trained through the program have had many successes. They have rescued American hostages in Colombia and the Philippines. When hundreds of hostages were taken in Istanbul, Turkey, at the Suisse Hotel, including a number of Americans, the hostage negotiator who brought a peaceful end to the siege was trained through the Antiterrorism Assistance training program. Other program graduates, members of a Turkish SWAT team, were in position to deploy at the hotel if negotiations had failed.



American businesses abroad face many threats from international criminals and terrorists. OSAC helps U.S. businesses counter these threats by providing them with accurate, up-to-date security analyses. Above, former Secretary of State George P. Shultz (far left), under whose leadership OSAC was created, addresses the OSAC executive council meeting in February 2004.

## OVERSEAS SECURITY ADVISORY COUNCIL

The Overseas Security Advisory Council (OSAC) is a public-private partnership administered by DS to foster the exchange of security information between the U.S. Government and the American private sector operating abroad. In 2004, OSAC increased its membership by 300 organizations, and now serves 2,700 constituent organizations and 600 associate members, including businesses, religious groups, universities, colleges, and other nongovernmental organizations. OSAC's research and information analysts provided more than 3,000 consultations, a 44 percent increase over the previous year. OSAC also increased the number of its country councils, which are overseas extensions of OSAC, from 61 to 101.

OSAC began strategic partnerships in 2004 with three organizations: the International Security Management Association, the United Kingdom-based Security Information Service for Businesses, and the U.S. Chamber of Commerce. OSAC also started advising the U.S. Department of Homeland Security on forming a domestic advisory council based loosely on the OSAC model.

## WEAPONS OF MASS DESTRUCTION PROGRAM

To enable our personnel to survive and escape from a contaminated environment in the event of a chemical-biological terrorist attack, this program supplies first-responder gear and training. In 2004, 31,807 personnel from all agencies operating under the authority of the Chief of Mission were trained and equipped at 129 posts overseas. The program trained 7,501 personnel working domestically in the National Capital region and equipped them with chemical-biological escape masks. In addition, the program provided 129 training courses in chemical-biological countermeasures to Foreign Service and security professionals being assigned overseas.

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## Countermeasures

### DIPLOMATIC COURIER SERVICE

The Diplomatic Courier Service spent considerable time and effort streamlining and meeting its commitment to deliver classified pouch material efficiently worldwide. The result is a faster, less expensive courier service that saves the U.S. Government more than \$1 million a year.

The Courier Service escorted sensitive materials for embassy construction from the United States to sites such as Dushanbe, Tajikistan, and Beijing, China. The Dushanbe trips covered more than 2,000 miles by rail and ferry through Georgia, Azerbaijan, Turkmenistan, Uzbekistan, and Tajikistan. Altogether, couriers made more than 3,600 trips and transported more than 10.5 million pounds of material in 2004. The Courier Service also improved its mobile technology for remote trips and successfully tested the first secure-dial-in computer for access to the State Department's unclassified computer system from remote locations.

### REMOTE MONITORING OF EMBASSIES

Our engineers successfully tested a revolutionary system that will allow DS to remotely monitor lock-and-leave posts, overseas facilities that are not staffed on a 24-hour-a-day basis. Once fully implemented, the Security Management System Initiative will enable DS to integrate all the technical security countermeasures at a post and then monitor that security and video data from anywhere in the world. Our engineers have installed systems at 21 sites in 14 posts. DS is preparing to install this system at approximately 20 lock-and-leave posts, with an additional nine monitoring systems going to our larger embassies. To integrate the technical security information coming in from disparate sources, DS has approved and funded a state-of-the-art expansion of the DS Command Center at the DS headquarters building.

**Couriers made more than 3,600 trips and transported more than 10.5 million pounds of material in 2004.**

## EMBASSY SECURITY UPGRADES AND TECHNICAL SURVEILLANCE INSPECTIONS



**DS implements sophisticated technical countermeasures to protect our U.S. embassies overseas. Above, a U.S. Marine Security Guard and a DS regional security officer check surveillance monitors at an embassy.**

DS spends millions of dollars every year to outfit U.S. diplomatic missions around the globe with the latest technical security equipment and security infrastructure. Last year, DS completed 95 technical security upgrade projects, and had an additional 40 projects underway by the end of the year. In addition to upgrading U.S. missions, DS security engineering officers and technicians install and inspect technical and electronic equipment, perform maintenance, and provide security awareness training. Our engineers also conduct technical surveillance inspections to detect and nullify clandestine intrusions. Last year, they performed more than 215 technical security countermeasures inspections and provided explosives

detection training to 28,000 local guards.

## DEFENSIVE EQUIPMENT AND ARMORED VEHICLES

The Defensive Equipment and Armored Vehicles Division met the challenge presented by increased missions in Iraq and Afghanistan. It shipped 227 armored vehicles worldwide and 131 armored vehicles to Iraq in FY 2004. The advent of the protective detail for Afghanistan President Hamid Karzai also increased demand for the division's products. Greater efficiency within the division produced excellent results, which now allows DS to better meet the needs of its protective details around the world.

## INTERNATIONAL TECHNICAL SECURITY CONFERENCE

The Office of Security Technology hosted the 2004 International Technical Security Conference in September. Approximately 40 delegates from the foreign affairs security bureaus of Australia, Canada, New Zealand, United Kingdom, and the United States shared the technical details of vulnerabilities and countermeasures in computer and technical security, and the impact on foreign missions. Senior officials also discussed their nations' priorities and strategies for protecting information and people in the face of terrorism, strained budgets, and the increasing complexity of technology.

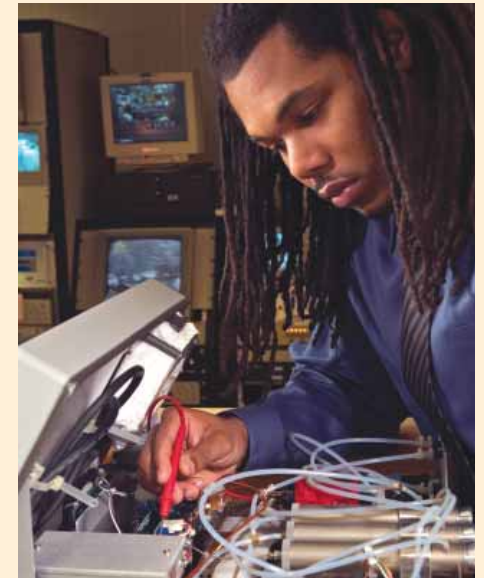
## Security Infrastructure

### SECURITY CLEARANCES

The DS Personnel Security Suitability Division slashed the amount of time it took to complete security clearance cases last year. A process that took an average of 196 days in 2003 now takes just 112 days. The division, which handles approximately 20,000 security-clearance cases a year, completed about 85 percent of the cases in only 45 days. Through its effective use of interim clearance authority, DS generally can grant interim clearances within five days.

### COMPUTER SECURITY

DS has designed programs to vastly improve the Department's computer security infrastructure. The Cyber Threat Analysis Cell guards against attacks from outside the State Department's computer systems. It also conducts constant system reviews to discover and correct possible vulnerabilities. In another effort to improve computer security, DS established a vigorous security awareness program, which has reached 50,000 users since its inception in February 2004.



**A security engineering officer works on embassy bomb-detection equipment.**

## Foreign Missions



DS escorted more than 1,600 senior foreign officials through 30 different airports in 2004.

The Office of Foreign Missions, with the cooperation of the Transportation Security Administration, launched the airport screening courtesy program for foreign VIP visitors.

### THE OFFICE OF FOREIGN MISSIONS

The Office of Foreign Missions, with the cooperation of the Transportation Security Administration, launched the airport screening courtesy program for foreign VIP visitors. With support from the DS Protective Liaison Division, the office provided more than 1,600 escorts at 30 different airports during the year.

This office also assumed a leading role in the State Department's Diplomatic Tax Relief Initiative, designed to avoid unnecessary foreign taxes on U.S. Government operations abroad. The initiative specifically focuses on exempting capital

construction projects from foreign taxes. Seven agreements have been negotiated thus far, for an estimated \$30 million in savings.

## Resource Management

### HIRING EXTRAVAGANZA

The goal of this initiative was to quickly hire large numbers of people. When the extravaganza began in April, DS had more than 90 vacant positions. The jobs were advertised throughout the nation, and more than 5,000 people applied. A total of 66 candidates accepted tentative job offers, and 64 of them are on board. Since that time, 44 other Civil Service positions were filled through the standard recruitment process. In addition, DS hired 146 Foreign Service security specialists in 2004, including 120 special agents, 18 security technical specialists, and eight security engineering officers.

### WORLDWIDE MANAGEMENT CONFERENCE

The Worldwide Management Conference brought DS leaders and representatives from around the world to Washington, DC, to discuss the DS vision and the leadership required to achieve it. Nearly every senior DS manager attended the conference, which was held March 31 to April 2.

## Awards

### DS EMPLOYEES 2004

Among the many awards DS employees received in 2004 are the following:

**Special Agent Gazman Xhudo** of the DS New York Field Office received the Investigator of the Year Award from the Federal Law Enforcement Foundation. Xhudo, as DS representative to the FBI's Manhattan Joint Terrorism Task Force, successfully orchestrated an undercover operation that resulted in the arrest of 12 illegal Middle Eastern men attempting to buy U.S. passports.

**Special Agent Justine Sincavage** received the Distinguished Honorable Mention for the Julie Y. Cross Award for her performance as regional security officer at the U.S. Embassy in Kabul, Afghanistan, from 2002-03. The award honors a sworn Federal law enforcement officer for an act of exceptional courage or heroism.

**Keith Hamilton**, a Foreign Service National Investigator employed at the U.S. Embassy in Belize, won the Federal Law Enforcement Officers Association's Civilian of the Year Investigative Excellence Award for 2003.



**Special Agent David Nieland** of the DS Miami Field Office was named 2003 Federal Agent of the Year by the Law Enforcement Officer's Charitable Foundation, Inc. He won for investigative excellence in the investigation into the kidnapping of the regional security officer in Georgetown, Guyana, and Operation Bargain Hunter.

**Special Agent Wayne Rychak** received NATO's highest civilian award, the NATO meritorious service medal.

**Special Agents Christopher R. Belmonti, Raymond Kyliavas, and Alston A. Richardson** received Department of State Heroism Awards for their bravery in Port-au-Prince during the uprising in Haiti in February 2004.

**Special Agent Bill Miller**, former regional security officer for the U.S. Embassy in Baghdad, Iraq, received the 2004 Bureau of Diplomatic Security Employee of the Year Award. Miller, who also served as regional security coordination officer for the Coalition Provisional Authority in Baghdad, received the honor in recognition of his work to help advance U.S. foreign policy in Iraq. Agent Miller's Baghdad colleagues were also honored: Roy Patrick received the bureau's Security Engineer of the Year award and Joseph Yurkovsky was honored as the Security Technical Specialist of the Year.

Other winners of the DS Employee of the Year bureau-level awards were **Michael Clark**, who was the Diplomatic Courier winner; **James Spoo**, branch chief of Special Operations, who was the Civil Service winner; and **Maria Schensted**, who was the Office Management Specialist winner.

**Special Agent Christopher Stitt** won the Department of State's 2004 Innovation in the Use of Technology Award. Stitt, branch chief for emergency planning in the Special Programs and Coordination Office, won the award for creating electronic procedures that will save the Department at least \$700,000 over five years and cut 120 days off the average time it takes to review and publish an emergency action plan.

## A Critical Mission

**Without a doubt, our work is very dangerous. Yet in these perilous times, our mission—to protect the nation's embassies, people, and information—has never been more important. As we approach the challenges of 2005 with Condoleezza Rice as our new Secretary of State, we will do so with a renewed sense of commitment as a world leader in security and law enforcement.**

*Prepared by the Bureau of Diplomatic Security Office of Public Affairs. Photos on pages 5-13, 15, 17, and 26 courtesy of AP/Wide World Photos. All other photos are property of the Bureau of Diplomatic Security.*

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## IN REMEMBRANCE

The men and women of DS made tremendous progress over the year in securing American diplomacy. Yet the pride in our achievements was tempered by the pain of our losses. In 2004, 12 of our DS colleagues were killed. On October 14, Ferdinand Ibaboa, John Pinsonneault, Steven Osborne, and Eric Miner, private security contractors for DynCorp, were killed in a suicide bombing attack. Then, on the morning of October 24, a mortar attack in Baghdad claimed the life of Special Agent Ed Seitz, a 16-year veteran of DS. We also lost four members of our guard force in Baghdad attacks: Bhim Bahadur Gurung, Gobind Raj Limbu, Gagan Chand Thakuri, and Tilak Ram Bhat Chhetri. In the attack on the U.S. Embassy in Jeddah, Jaufar Sadik, a contract guard, was killed. Also killed in the line of duty were local guards Elias Phalane of South Africa and Francisco Batz of Guatemala.

These individuals served DS, the State Department, and the United States with honor. We deeply mourn their loss.

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