The opinions expressed in the report are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM). The designations employed and the presentation of material throughout the report do not imply expression of any opinion whatsoever on the part of IOM concerning the legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

Publisher: International Organization for Migration
17 route des Morillons
PO. Box 17
1211 Geneva 19
Switzerland
Tel.: +41 22 717 9111
Fax: +41 22 798 6150
Email: hq@iom.int
Website: www.iom.int

Resettlement and Movement Management (RMM):
Movement Operations Headquarters (MOH) – Global Movement Support, MOH@iom.int
Charter Movement Management (CMM) – Charters and Evacuations, CMM@iom.int
Resettlement and Movement Management (RMM) – Policy, Procedure and Compliance, rmmmeandreporting@iom.int
Sustainable Resettlement and Complementary Pathways Initiative (CRISP) – Resettlement Support, RMM@iom.int
RMM Data and Systems (RMMDS), RMMDS@iom.int

This publication has been issued without formal editing by IOM.

Cover photo: Stranded migrants arrive in Ethiopia from Yemen on first voluntary humanitarian return (VHR) programme flight since start of COVID-19 pandemic. © IOM 2021


© IOM 2021

Some rights reserved. This work is made available under the Creative Commons Attribution-NonCommercial-NoDerivs 3.0 IGO License (CC BY-NC-ND 3.0 IGO).*

For further specifications please see the Copyright and Terms of Use.

This publication should not be used, published or redistributed for purposes primarily intended for or directed towards commercial advantage or monetary compensation, with the exception of educational purposes e.g. to be included in textbooks.

Permissions: Requests for commercial use or further rights and licensing should be submitted to publications@iom.int.

* https://creativecommons.org/licenses/by-nc-nd/3.0/igo/legalcode

PUB2021/162/R
More people are on the move today than at any other time in recorded history. Coming out to one billion people, the number of migrants across the globe comprises a seventh of humanity.

A variety of elements contribute to the movement of people on such a large scale. The forces driving migration are many and include climate change, natural and human-caused catastrophes, conflicts, the demographic trends of an ageing and industrialized population, exponentially rising youth unemployment in the developing world and widening North–South social and economic disparities.

The International Organization for Migration (IOM) works to help ensure the orderly and humane management of migration, promote international cooperation on migration issues, assist in the search for practical solutions to migration problems and provide humanitarian assistance to migrants in need, including refugees and internally displaced persons.

According to Article 1 of IOM’s Constitution, “[t]he purposes and functions of the Organization are:

a. to make arrangements for the organized transfer of migrants, for whom existing facilities are inadequate or who would not otherwise be able to move without special assistance, to countries offering opportunities for orderly migration;

b. to concern itself with the organized transfer of refugees, displaced persons and other individuals in need of international migration services for whom arrangements may be made between the Organization and the States concerned, including those States undertaking to receive them;

c. to provide, at the request of and in agreement with the States concerned, migration services such as recruitment, selection, processing, language training, orientation activities, medical examination, placement, activities facilitating reception and integration, advisory services on migration questions, and other assistance as is in accord with the aims of the Organization;

d. to provide similar services as requested by States, or in cooperation with other interested international organizations, for voluntary return migration, including voluntary repatriation.

The safe and dignified movement of migrants requires a comprehensive, rights-based and humane approach — one which recognizes the interdependencies of travel, health and the potential for integration as key components of the movement process. These essential elements of IOM’s movement operations benefit both the migrants and the States undertaking the responsibility of receiving them. IOM believes that this holds true, regardless of the type of programme, the destination country or the profiles of the persons being assisted.

**“Migrant”**

IOM defines a migrant as any person who is moving or has moved across an international border or within a State away from his or her habitual place of residence, regardless of (1) the person’s legal status; (2) whether the movement is voluntary or involuntary; (3) what the causes for the movement are; or (4) what the length of the stay is. IOM concerns itself with migrants and migration-related issues and, in agreement with relevant States, with migrants who are in need of international migration services. For the purpose of this document, IOM refers to beneficiaries of IOM movement operations as migrants.
Beneficiaries of the relocation strategy just before boarding. The relocation strategy is part of Operation Welcome (Operação Acolhida), the federal government’s response to the influx of Venezuelan refugees and migrants to Brazil. It aims to reduce the pressure on vulnerable border communities where Venezuelans arrive, and foster integration by helping refugees and migrants find new job opportunities in other cities. © IOM 2020

“Migration crisis”
IOM coined the term migration crisis in 2012 in order to capture the complexity of population movements caused by crisis. These movements typically involve significant vulnerabilities for affected individuals and communities and generate acute and longer-term migration management challenges. A migration crisis may be sudden or slow in onset, rooted in natural or human-caused causes, and take place internally or across borders.
THE IOM MOVEMENT MANDATE

Established in 1951, the International Organization for Migration, the United Nations Migration agency, is the leading intergovernmental organization in the field of migration and is committed to the principle that humane and orderly migration benefits migrants and society.

IOM works with its partners in the international community to assist in meeting the growing operational challenges of migration, advance understanding of migration issues, encourage social and economic development through migration and uphold the well-being and human rights of migrants. IOM’s holistic and multi-sectoral approach to the mobility dimensions of crises is firmly established in its Constitution, various Resolutions adopted by its governing bodies, and other strategic documents, such as the IOM Migration Crisis Operational Framework and the Migration Governance Framework.

Whether to mitigate the consequences of forced displacement or maximize the benefits of planned migration, IOM’s movement operations continue to grow in complexity and scope. Similar to numerous international and non-governmental organizations, the International Organization for Migration currently has 174 Member States in addition to States holding observer status. Over 14,000 IOM staff work in around 400 offices worldwide to assist displaced, migrant and affected communities and States.

At its very core, IOM is an Organization grounded in the movement of people. Through 70 years of field experience, IOM has identified best practices from millions of migrant movements around the globe, informing the development of the Organization’s many movement protocols. Every day, IOM teams are moving migrants and assisting communities and States; whether migrants are moving due to humanitarian evacuation or in search of a pathway to opportunity, IOM movement operation staff tailor movement assistance to meet the needs of the individual and the relevant stakeholders in the particular departure and receiving community or State.

THE NEW YORK DECLARATION

Enhanced International Commitment to Safe Migration

States recently renewed their commitment to refugee resettlement and other safe and legal pathways at the United Nations Summit for Refugees and Migrants on 19 September 2016. The New York Declaration committed signatory States to strengthening and enhancing mechanisms to protect people on the move. It also led to the creation of two international agreements to be adopted in December of 2018: the Global Compact on Refugees and the Global Compact for Safe, Orderly and Regular Migration.

The Global Compact for Migration is the first intergovernmentally negotiated agreement, prepared under the auspices of the United Nations, covering all dimensions of international migration in a holistic and comprehensive manner. It is designed to: support international cooperation on the governance of international migration; provide a comprehensive menu of options for States from which they can select policy options to address some of the most pressing issues around international migration; and give States the space and flexibility to pursue implementation based on their own migration realities and capacities. IOM movement operations support Objective 5 of the Global Compact for Migration on “Enhancing the availability and flexibility of pathways for regular migration” as well as Objective 23 on “Strengthened international cooperation and global partnership for safe, orderly and regular migration”.

Established in 1951, the International Organization for Migration, the United Nations Migration agency, is the leading intergovernmental organization in the field of migration and is committed to the principle that humane and orderly migration benefits migrants and society.
IOM currently has 174 Member States. Over 14,000 IOM staff work in almost 400 locations worldwide to assist displaced, migrant and affected communities and States.

IOM’S PRESENCE ACROSS THE GLOBE

This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the IOM.

MIGRATION IN THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT

In 2015, States adopted the 2030 Agenda for Sustainable Development with the objective of eradicating poverty in all its forms and dimensions and promoting sustainable development. IOM supports the following Sustainable Development Goals. Of most relevance to this document, goal 10.7 focuses on reducing inequalities by “facilitating orderly, safe, and responsible migration and mobility of people, including through implementation of planned and well-managed migration policies.”

IOM’S EVOLUTION

IOM, or as it was first known, the Provisional Intergovernmental Committee for the Movement of Migrants from Europe (PICMME), was born in 1951 out of the chaos and displacement of Western Europe following the Second World War.

Mandated to help European governments to identify resettlement countries for the estimated 11 million people uprooted by the war, it arranged transport for nearly a million migrants during the 1950s.

A succession of name changes — from PICMME to the Intergovernmental Committee for European Migration (ICEM) in 1952, the Intergovernmental Committee for Migration (ICM) in 1980 and the International Organization for Migration (IOM) in 1989 – reflects the Organization’s transition from an Organization with a single mandate to the United Nations Migration agency; dedicated to working with governments and civil society to advance the understanding of migration issues, encourage social and economic development through migration, and uphold the human dignity and well-being of migrants.
The International Organization for Migration has an active role in assisting the movement of migrants around the globe. In 2020, IOM missions in 165 countries were involved in conducting international movement operations for 118,630 persons. Requirements for each type of movement vary depending on the specific vulnerability of the migrant and the agreements and operational protocols of the sending and receiving communities and countries.

The most comprehensive and established of IOM movements is the provision of assistance to refugees who are resettling in third countries. Refugee resettlement movements necessitate extensive preparation, complex coordination, documentation and travel across international borders, requiring adherence to global and national protocols. Thanks to IOM’s demonstrated capacity to resettle refugees, the Organization’s ability to support dignified movements has expanded. More recent programmes, such as the Voluntary Humanitarian Returns (VHR) mechanism in Yemen and Libya, require a variety of resources and capacities. These include complex logistics, a network of staff in departure, transit and receiving countries, and international air travel expertise to negotiate charter flights and landing agreements.

While some movements are unique and executed based on the needs of the individual, others are undertaken at scale and over multiple years in a variety of challenging environments. Individuals and families are assisted by IOM to return to their homes, relocate to safety, reunite with family members and migrate towards new opportunities. Though the following categorizations of IOM movements are not exhaustive, they provide an overview, capturing the broader thematic areas of movement operations.

RESPONDING TO MIGRATION CRISIS

The IOM Migration Crisis Operational Framework (MCOF) is an analytical and planning framework used to formulate the way in which the Organization supports States and partners to better prepare for, respond to and recover from migration crises. Utilizing a migration crisis approach means viewing crises through a migration lens in order to draw attention to aspects of the crisis that may sometimes remain invisible. This approach is applicable to a wide range of contexts: the situation of international migrants caught in crisis in their destination countries, the needs of displaced populations in urban areas, the heightened risk of human trafficking among populations affected by a crisis or the emerging issues of environmental migration.

IOM teams are innovative and deploy appropriate movement solutions to relocate crisis-affected migrants to safe areas so that they may access services, opportunities and safety. In both natural disasters and in conflict, IOM teams work with partners and governments to ensure that movements take into consideration the vulnerabilities of particular groups and individuals in order to reduce risks before, during and after travel. These movements are often undertaken rapidly and in complex and insecure operating environments.

While IOM supports individual migrants caught in crisis, it is the Organization’s ability to undertake large-scale, rapid movements that is recognized as an added value in humanitarian and crisis situations. Large-scale IOM relocation movements by buses, barges, trucks and boats are standard. In recent years, for example, IOM has maintained fleets to ensure that crisis-affected migrants are moved to safety in Ethiopia, Iraq, Jordan, Libya and South Sudan.

In addition, to help ensure that migrants’ lives are not disrupted by mobility constraints, IOM provides movement support on a daily basis to support migrants in accessing health, education, livelihoods and other essential services. In Turkey, for example, IOM provided safe daily transportation to 20,000 Syrian refugee children so that they could attend primary and secondary schools.

The magnitude is beyond anything the international community has had to collectively respond to before. This is compounded by an average of 25 million disaster displacements that occur every year. Migrants and displaced persons can be among the most vulnerable populations in crisis contexts, and are too often left out of the planning and development initiatives necessary to reduce their exposure to risk, to lessen their vulnerability, and put of them in charge of determining their needs and finding their own solutions.

82.4 M people are forcibly displaced

The International Organization for Migration has an active role in assisting the movement of migrants around the globe. In 2020, IOM missions in 165 countries were involved in conducting international movement operations for 118,630 persons. Requirements for each type of movement vary depending on the specific vulnerability of the migrant and the agreements and operational protocols of the sending and receiving communities and countries.
2020 OVERALL MOVEMENT OVERVIEW

IOM supported 165 countries in conducting international movement operations for 118,630 people.

NUMBER OF PEOPLE BY REGION OF DESTINATION

These maps are for illustration purposes only. The boundaries and names shown and the designations used on these maps do not imply official endorsement or acceptance by the International Organization for Migration.
VOLUNTARY REPATRIATION AND VOLUNTARY RETURN

► International Humanitarian Evacuations

IOM provides support to its Member States through the implementation of international humanitarian evacuations as a life-saving measure for migrants caught in armed conflicts and crises, as well as migrants who are being targeted or are at risk of being targeted by harm and violence.

International humanitarian evacuations are the responsibility of the States whose nationals abroad are in danger and the States who are hosting the endangered populations. Humanitarian and intergovernmental organizations like IOM support States in this last resort and extreme protective measure. More specifically, in the absence of other effective means of protecting migrants in situ, IOM’s involvement in international humanitarian evacuations is aimed at protecting migrants caught in an armed conflict and relocating them to another country.

While there are a variety of reasons for migrants to be caught in crisis, it is often migrant labourers working overseas that require evacuation upon the onset of a new emergency. An example would be the 2006 evacuation of migrants from Lebanon. In coordination with the Government of Lebanon and the Governments of Bangladesh, Brazil, Canada, Chile, Côte d’Ivoire, Ethiopia, Gabon, Ghana, Iraq, Madagascar, Mali, Nepal, Paraguay, the Philippines, the Republic of Moldova, the Russian Federation, South Africa, Senegal, Sri Lanka, the Sudan, the Bolivarian Republic of Venezuela and Viet Nam, IOM was able to provide rapid evacuation assistance by road to Damascus, Syrian Arab Republic, and then on onward international flights to the migrants’ home countries.

IOM supported stranded Sudanese migrants by organizing the charter flight from Beirut, Lebanon to Khartoum, the Sudan. © IOM 2020

A group of Sudanese nationals, who returned from Libya through a charter flight, have been provided with reception assistance by IOM Sudan. All the returnees were negative for COVID-19, following the PCR tests conducted in Libya. “I migrated to Libya in search of a better life – that was 5 years ago. I’m finally home. I want to see my family here and re-establish my life, and I’m planning to get into the livestock business in my home town, El-Fasher,” said Mohammed Ali, 45, among the returnees on the flight. Those headed for destinations outside Khartoum, Sudan were assisted with onward transportation and would also be supported to reintegrate into their communities. © IOM 2020
Voluntary Repatriation

IOM contributes to the safe, orderly and dignified voluntary repatriation of refugees. IOM describes voluntary repatriation as “Return to the country of origin based on the refugees’ free and informed decision. Voluntary repatriation may be organized (i.e. when it takes place under the auspices of the concerned governments and UNHCR) or spontaneous (i.e. the refugees return by their own means with UNHCR and governments having little or no direct involvement in the process of return).” Generally speaking, IOM provides safe and dignified movement assistance to beneficiaries at varies stages of the process often including inter-camp transfers before crossing international borders, a range of pre-migration health activities, and movement assistance up to the final destinations at reception centres located in countries of origin.

IOM provides tailored assistance to identified vulnerable persons such as women and girls, ensuring that their specific needs are recognized and taken into account. In the context of the repatriation of Burundian refugees from camps within Tanzania, some the beneficiaries were women who have been victims of gender-based violence (GBV). The medical needs of female survivors of GBV were considered during pre-migration health activities and they would continue to receive specific assistance during their journey. Upon arrival at the transit centre in Burundi, all medical cases were referred for follow-up treatment with partner organizations. Survivors of GBV were also informed of the availability of service providers, including psychosocial support.

Top departure countries

<table>
<thead>
<tr>
<th>Country</th>
<th>Persons Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNITED REPUBLIC OF TANZANIA</td>
<td>30,631</td>
</tr>
<tr>
<td>SOUTH AFRICA</td>
<td>91</td>
</tr>
</tbody>
</table>

Top 5 destination countries

<table>
<thead>
<tr>
<th>Country</th>
<th>Persons Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>BURUNDI</td>
<td>30,642</td>
</tr>
<tr>
<td>DEMOCRATIC REPUBLIC OF THE CONGO</td>
<td>82</td>
</tr>
<tr>
<td>NIGERIA</td>
<td>5</td>
</tr>
<tr>
<td>SOMALIA</td>
<td>5</td>
</tr>
<tr>
<td>CHAD</td>
<td>1</td>
</tr>
</tbody>
</table>

IOM, with the authorities in Sana’a, Yemen and the Government of Ethiopia, successfully transported stranded migrants in Ethiopia on the first voluntary humanitarian return (VHR) flight from Yemen since the start of the COVID-19 pandemic. © IOM 2021
Voluntary Humanitarian Return

IOM assists migrants’ returns from Libya and Yemen to their countries of origin through the VHR mechanism. Voluntary, as these returns are arranged at the express request of the individual returning, and humanitarian, as this assistance represents a life-saving option for many migrants who live in particularly deplorable conditions.

All migrants who benefit from voluntary humanitarian return have been individually counselled and assisted to ensure that the decision to return is informed and reflects their desires and specific needs. In particular, during counselling activity and irrespective of whether the migrant wants to file an asylum claim or not, IOM makes an initial assessment of any risks of ill-treatment, persecution or other human rights violations that the migrant may suffer in the case of return to the country of origin. Every migrant assisted with the voluntary humanitarian return is screened against a specific set of criteria. These include medical fitness and available documentation to travel, as well as specific vulnerability criteria that might designate some migrant’s cases as higher priority than others.

Prior to departure, the migrants underwent health checks, and IOM provided them with pre-departure transportation assistance, counselling services and protection screening. They also received personal protective equipment (PPE) and took COVID-19 tests (PCR) before travelling.

IOM teams on the ground, supported by air movement specialists at IOM Headquarters, must often make challenging transportation arrangements. For example, in order to return migrants from Yemen and Libya, these personnel often rely on charter flights and sea movements through transit countries.

IOM facilitated the safe return of 160 Bangladeshi migrants stranded in Libya via its Voluntary Humanitarian Return programme. The migrants were stranded in Libya due to COVID-19 and the challenging security situation in the country. In close coordination with the Government of Bangladesh and the Libyan authorities, for those wishing to return to their country, IOM provided a safe and dignified means to do so and assist these people in getting home. According to one of the returnees, “life in Libya was very dangerous as hostilities continued here; I decided to return to my country as I could not earn enough money. It was very difficult to stay there.” © IOM 2021
THIRD-COUNTRY SOLUTIONS

► Refugee Resettlement and Humanitarian Admission

Providing essential support to States resettling refugees and other humanitarian entrants is a fundamental purpose of the Organization and among its longest ongoing activities. Ranging along the resettlement continuum from identification to integration, IOM provides comprehensive resettlement activities, which broadly fall under four areas as shown in the graphic below: case management, health assessments and related assistance, movement management and operations, and addressing pre-departure and post-arrival integration. IOM works closely with governments, the United Nations High Commissioner for Refugees (UNHCR), non-governmental organizations and other partners such as airlines and transport providers to enable solutions for refugees and migrants.

Another cross-cutting area of cooperation is the facilitation and logistical support provided by IOM throughout the resettlement process to various missions and Member State visits. The logistical support extended by IOM varies from assisting with internal and domestic transportation from far-flung or difficult-to-reach areas, to accommodating refugees during missions, providing interpreters, assisting with document verification and composition, managing schedules to attend necessary appointments during the resettlement process as well as arranging and informing refugees of their travel itineraries.

While refugee resettlement operations are not new, the contexts in which they occur are becoming increasingly intricate. IOM faces daunting security, logistical and other challenges as the trend shifts from large, homogenous refugee groups hailing from stable, well-established locations to caseloads from more diverse, remote and sometimes dangerous contexts.

In recent years, new countries have provided support in accepting refugees for resettlement. The Sustainable Resettlement and Complementary Pathways Initiative (CRISP), led by UNHCR and IOM, has been developed to build the resettlement capacity and technical expertise of these States. The CRISP (formerly referred to as the Emerging Resettlement Countries Joint Support Mechanism, or ERCM) has provided support to the countries of Argentina, Brazil and Chile to strengthen their resettlement and humanitarian admission programmes, linking to other relevant initiatives such as private sponsorship as a means of ensuring sustainability of these programmes and optimizing integration outcomes.

A Syrian family were resettled to Spain on an IOM charter flight departing from Jordan. © IOM 2020
Since it was initially reported on 31 December 2019, the virus causing Coronavirus Disease 2019 (COVID-19) has spread rapidly across the globe, leading the World Health Organization (WHO) to declare it a pandemic on 11 March 2020. The current outbreak of COVID-19 is — first and foremost — a health issue. However, it also has an unprecedented impact on mobility both in terms of border controls and restrictions and the situation of all people on the move, including those displaced by conflict or disaster. IOM’s 14,000+ staff is working to respond to this public health emergency from the perspective of mobility. In doing so, the Organization is drawing on its experiences from previous emergencies — notably the most recent Ebola outbreak in the Democratic Republic of the Congo — and is working closely with the WHO and other UN Migration Network member agencies and partners to ensure the integration of migration health concerns across the UN system.

As a result of the novel COVID-19 pandemic, an increased number of States approached the Resettlement and Movement Management (RMM) Division of IOM for assistance in supporting embassy efforts to return their citizens, which always requires careful planning and consideration. Given the sudden and widespread impact of the pandemic on global international airlines, border closures and lockdowns, limiting movement, planning and support to returns has never been more challenging. While RMM would normally be able to provide full movement management and operational support to States, the Division is faced with an unprecedented level of obstacles. However, RMM is prepared to review and consider each request on a case by case basis to assist Member States, to ensure that all efforts are made to facilitate the repatriation of citizens and provide safe and orderly migration.

Due to the significant impact of COVID-19 on the movement of people, airline operations, public health and border controls and restrictions, non-urgent IOM movement operations for resettlement were temporarily placed on hold as of 17 March. The temporary hold was the first of its kind in the history of resettlement though necessary given the closure of borders, halt of flight operations, lockdowns and health considerations. The hold delayed the departures of some 10,000 refugees to resettlement countries. Throughout this period, UNHCR, IOM and partners continued to process and counsel refugees and resettled scores of emergency and urgent cases. In addition, numerous resettlement countries established or expanded their capacities to apply flexible processing modalities, to adapt and ensure the continuity of their resettlement in unpredictable circumstances.

“Numerous resettlement countries established or expanded their capacities to apply flexible processing modalities, to adapt and ensure the continuity of their resettlement programmes in unpredictable circumstances.”

Joint Statement: Resumption of Resettlement Travel for Refugees, 18 June 2020

On 18 June, UNHCR and IOM released a joint statement announcing the resumption of resettlement departures for refugees, allowing movement operations to move forward where feasible. Nevertheless, global mobility continues to be severely impacted by the COVID-19 pandemic with sustained border closures, restrictions on air travel and limitations on internal mobility across the globe. As travel restrictions begin to lift in many resettlement countries, more refugee departures can be anticipated.

**Number of people who departed during the temporary hold on non urgent movements for resettlement from 21 March to 17 June 2020.**

<table>
<thead>
<tr>
<th>Beneficiaries</th>
<th>Movements</th>
</tr>
</thead>
<tbody>
<tr>
<td>466</td>
<td>86</td>
</tr>
</tbody>
</table>

**Top 5 departure countries**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thailand</td>
<td>69</td>
</tr>
<tr>
<td>Greece</td>
<td>69</td>
</tr>
<tr>
<td>Papa New Guinea</td>
<td>40</td>
</tr>
<tr>
<td>El Salvador</td>
<td>37</td>
</tr>
<tr>
<td>Afghanistan</td>
<td>33</td>
</tr>
</tbody>
</table>

**Top 5 destination countries**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>350</td>
</tr>
<tr>
<td>Germany</td>
<td>49</td>
</tr>
<tr>
<td>Canada</td>
<td>22</td>
</tr>
<tr>
<td>France</td>
<td>17</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>12</td>
</tr>
</tbody>
</table>

Extraction date of figures as of 29 June 2020.
NUMBER OF INDIVIDUALS RESETTLED DURING THE TEMPORARY HOLD PERIOD

*(21 MAR–17 JUN 2020)*

466 people were resettled by IOM across all receiving countries during the temporary hold.
The Sustainable Resettlement and Complementary Pathways Initiative (CRISP) is a joint programme being implemented by IOM and UNHCR to support States and key stakeholders to grow resettlement programmes and advance complementary pathways through the provision of targeted capacity building in partnership with relevant actors, to achieve quality, scalable and sustainable programmes. UNHCR and IOM jointly developed the CRISP in 2019 to provide support in capacity- and systems-building to states with resettlement and complementary pathway programmes in varying forms of development – new, emerging, and established.

The CRISP is guided by the following strategic priorities:

1. Existing resettlement programmes grow, are sustainable and offer quality solutions to refugees.
2. New and emerging resettlement programmes have the frameworks, systems and procedures in place to successfully resettle refugees.
3. New complementary pathways programmes are piloted, evaluated and scaled up.
4. Complementary pathways take into consideration the specific situation of refugees, include protection safeguards, and the legal, administrative and practical barriers that limit refugee access.
5. Integration-related legislation, policies and frameworks that include refugees, and promptly address their specific needs and abilities, are in place.

The CRISP evolved during 2019 out of two interrelated processes. This initiative is a direct outcome of recommendations made by resettlement States and key stakeholders during the Three-Year Strategy (2019-2021) on Resettlement and Complementary Pathways consultation process. The CRISP also builds on discussions on the lessons learnt from the Emerging Resettlement Countries Joint Support Mechanism (ERCM), in which UNHCR, IOM and donors determined that there was a need for a new initiative, which would focus on capacity-building through a multi-stakeholder approach and a global mechanism. Strengthening the capabilities of communities and individuals, institutions and infrastructure with the CRISP is a critical element to achieve the goals of the Three-Year Strategy.

The CRISP was officially launched in January 2020. Less than three months into its implementation, the World Health Organization declared the novel coronavirus outbreak to be a COVID-19 pandemic. Hence, the first year of the CRISP’s implementation was marked by challenges and constraints linked to the pandemic. This hindered the ability to advance resettlement and complementary pathways in the Southern Cone (Argentina and Uruguay) and Brazil. In southern Latin America, restrictions on air and land borders persisted well into 2020. Many countries in the region declared a state of emergency, closed borders and banned non-resident foreigners from entering their territories.

The CRISP website aims to support stakeholders through provision of trainings and other tools; creation of a network for partners; enable relevant resettlement and complementary pathways actors to request technical support; and provide statistical data on resettlement in new and emerging countries. The CRISP website is available at resettle.org.

CRISP: Despite the pandemic, community sponsors in Argentina remain committed

At the beginning of 2020, community sponsors in seven different provinces in Argentina had been eagerly awaiting the arrival of 10 Syrian families from Lebanon that had been planned through the Sustainable Resettlement and Complementary Pathways Initiative.

One family of four was fortunate to be able to travel from Beirut in March. However, shortly after, the travel restrictions and border closures implemented to curb the COVID-19 pandemic prompted a temporary halt to resettlement departures. Throughout the pandemic, IOM and UNHCR have continued to support online training sessions and group discussions with sponsors, organized by the Sponsorship Network. The global pandemic has put unforeseen pressure on sponsors and all other social structures needed to receive, welcome, and integrate resettled refugees. It has also placed an additional financial burden on sponsors. Despite these challenges community sponsors in Argentina continue to remain committed and motivated.

Ammar and his brother Ali left the Syrian Arab Republic to seek a safer life. They were welcomed by a community in a small town in Argentina where they are now studying to reach their dreams. © IOM 2020

The CRISP website aims to support stakeholders through provision of trainings and other tools; creation of a network for partners; enable relevant resettlement and complementary pathways actors to request technical support; and provide statistical data on resettlement in new and emerging countries. The CRISP website is available at resettle.org.
EU Relocation

In the context of the European Union (EU), relocation is the transfer of people seeking international protection from one EU Member State to another EU Member or Associated State where their asylum application will be examined once the relocation has taken place. Relocation is an expression of internal EU solidarity and responsibility sharing, particularly with those countries at the external borders of the European Union that are most affected by rapid increases in the arrival of people seeking international protection.

Since 2015 until the end of 2020, IOM provided pre-departure and movement assistance to 42,725 persons in need of international protection, of which 34,694 persons were relocated from Italy and Greece to 25 EU Member and Associated States through the 2015-2018 EU-wide emergency relocation scheme. After the end of the EU scheme, some EU Member and Associated States have continued to contribute towards enhanced solidarity within the EU, on a voluntary and ad hoc basis, through the relocation of applicants and beneficiaries of international protection, including unaccompanied migrant children.

IOM continues providing relocation support through the implementation of pre-migration health activities, pre-departure orientation sessions, and movement management (as well as accommodation support in Greece). IOM coordinates regional relocation projects, namely RELITA (Italy), REMA (Malta) and Voluntary Relocation from Greece, supported by the European Commission emergency funding (EMAS), allowing for more harmonized procedures in the EEA. Other relocation projects are funded by EU Member States. Throughout the programmes, IOM works closely with involved governments and other partners such as UNHCR, UNICEF, and EASO, to facilitate the relocation of beneficiaries.

Complementary Pathways

There are currently more than 82.4 million people forcibly displaced in the world due to persecution, conflict, violence, or human rights violations. The overwhelming scale and complex nature of global displacement has renewed the debate on enhancing access to refuge that is safe, regular and sustainable. While refugee resettlement remains both a vital protection tool and a durable solution, there is a widening gap between the gravely inadequate number of resettlement places available and the growing number of refugees and other vulnerable persons of concern in desperate need of a third-country solution. Therefore, complementary pathways serve to increase the range of safe and legal means to achieving a third-country solution for those in need of international protection. Several States are interested in or currently employ the use of complementary pathways through humanitarian admission programmes, humanitarian visas, community-based private sponsorship, academic scholarship and labour mobility schemes. The development of these avenues helps to provide legal alternatives to perilous and irregular secondary movements by land and sea, which are currently affecting several countries around the Mediterranean as well as other locations in Africa, Asia, and the Americas.

Other Protection Pathways

IOM defines protection pathways as “pathways for admission to third countries which may provide opportunities for protection and solutions”. Programmes of this nature can be established to protect family members of already resettled refugees, dissuading them from seeking life-threatening journeys and protecting them from misinformation and exploitation. For example, the IOM Family Assistance Programme (FAP) was funded by the German Federal Foreign Office to facilitate the reunification of vulnerable migrants with a family member with protection status in Germany as they fled protracted conflict areas. In practice, families that have been separated face many obstacles in the reunification process, leading to prolonged separation, negatively affecting the ability of resettled refugees to integrate and thrive. The obstacles that families face include restrictive eligibility criteria, onerous financial and evidentiary requirements, lack of information and support, and logistical obstacles. Resettlement countries should therefore make more effective use of programmes and instruments that facilitate family reunification.
IOM’S ENGAGEMENT IN EU VOLUNTARY RELOCATION

Despite the COVID-19 pandemic, IOM continued to provide assistance to voluntary relocation schemes in the EU throughout 2020, thus contributing to enhanced intra-EU solidarity. Throughout the year, the organization assisted a total of 3,060 beneficiaries through relocation from Greece, Italy and Malta to 12 EEA countries. Relocation support was provided to beneficiaries of various nationalities and included persons in situations of vulnerability, such as unaccompanied children (UMC) residing in Greece. With funding from the European Commission (EC), IOM provided support in pre-departure activities and movement management, as well as pre-departure accommodation (in Greece). The involvement of some IOM missions during reception and integration of the UMC highlights the potential to further expand IOM support in this field.

Under the voluntary relocation scheme which began in April 2020 and running through February 2021, some 3,000 beneficiaries have left Greece to be relocated to other European countries. Of these, 584 are unaccompanied children. The others include families with children with vulnerabilities, asylum seekers and recognized refugees.

They have been relocated from Greece to various European countries, including Belgium, Bulgaria, Croatia, France, Finland, Germany, Iceland, Ireland, Italy, the Netherlands, Norway, Portugal, Luxembourg, Lithuania, Slovenia and Switzerland.

Behind the numbers are people, and behind the people are stories. Some of them shared their thoughts and feelings with IOM, prior to their departure. Stories and words which reflect hope, anticipation for a better future, sometimes combined with stress and anxiety for the new beginning in their lives.
In 2020, IOM supported over 27 States in conducting resettlement, humanitarian admissions, and relocation for a total of 40,536 refugees and other persons in situations of vulnerability, with significant operations out of Afghanistan, Greece, Jordan, Lebanon and Turkey. The top three resettlement countries were the United States of America, Canada and Sweden. Of the above-mentioned total beneficiaries, 3,063 individuals in need of international protection were relocated from Greece, Italy, and Malta to 14 destination countries in the European Economic Area (a majority of whom were moved via charter). Moreover, of the above-mentioned total, RMM arranged 134 charter flights for 13,974 refugees and other humanitarian entrants to final destinations in Australia, Canada, Germany, Sweden and the United States of America.

**Top 3 nationalities**
- Syrian Arab Republic: 11,540
- Afghanistan: 6,441
- Democratic Republic of the Congo: 4,205

**Top 5 departure countries**
- Lebanon: 5,616
- Turkey: 5,092
- Afghanistan: 4,195
- Greece: 2,245
- Jordan: 2,184

**Top 5 destination countries**
- United States of America: 14,449
- Canada: 8,010
- Sweden: 3,951
- Germany: 3,259
- Australia: 2,066

**VARIOUS MECHANISMS TO ASSIST MIGRANTS IN NEED OF IMMEDIATE MOVEMENT SUPPORT**

- **Rapid Response Transportation Fund (RRTF)**

  The RRTF facilitates joint refugee movement operations between IOM and UNHCR. Building upon the Memorandum of Understanding between IOM and UNHCR of 15 May 1997, the RRTF was established as General Bulletin 1277 in December of 2000 to facilitate joint operations between the two organizations (IOM and UNHCR). It specifically lays out each organization’s responsibilities in the provision of transportation assistance. Over the years, the Fund has enabled IOM to respond rapidly and efficiently to emergency humanitarian transportation requirements in close collaboration with UNHCR. The Fund may be drawn on particularly in emergencies where it is established that there is a clear need for immediate assessment and transportation expenditure prior to receipt of external funding. The Fund is financed by voluntary contributions.

- **Humanitarian Assistance to Stranded Migrants (HASM)**

  HASM provides assistance to stranded migrants regardless of their status, whether they are regular or irregular migrants, whose travel was interrupted by unpredictable circumstances and made them extremely vulnerable. During 2020, HASM assisted in total 157 individuals.

- **Global Assistance Fund (GAF)**

  The GAF is an emergency mechanism designed to provide comprehensive support to migrants in vulnerable situations globally, especially to those who were trafficked. This support includes immediate protection and personalized assistance to victims of trafficking, unaccompanied or separated migrant children, migrants subject to or at risk of exploitation, abuse and violence and migrants in extreme psychological and physical distress.
Every year and all over the world, thousands of migrants suddenly find themselves stranded in transit or in hosting destinations with no means of returning home. How and why the individuals or families become stranded may be due to a single or combination of factors: lost or stolen identity documents, financial destitution, accidents or bad health, physical or psychological abuse, broken promises of family members or exploitative employers, rejected asylum-claims or changed political or security circumstances where they are or to where they were headed.

Often not fitting into traditional classifications of migration crisis or other humanitarian assistance-bound groups, many of these individuals or families are not eligible for assistance under any known programme. However, the conditions they are facing may be dire: they are legally unprotected and vulnerable to abuse, exploitation, poverty or other harmful situations. Regardless of how they became stranded or of their migration status, many are in urgent need of immediate humanitarian assistance either to return home or to move to a destination where their status and circumstances are assured. These men, women and children, although representing only a fraction of the broader phenomenon of stranded migrants, need help.

The International Organization for Migration (IOM) through its Humanitarian Assistance to Stranded Migrants (HASM) mechanism assists hundreds of the most destitute and vulnerable stranded migrants each year. It is the only mechanism of its kind and provides protection for those falling outside of the criteria of other assistance and protection programmes.

HASM DURING COVID-19

Travel restrictions, border closures and lockdown measures enforced to curb the spread of the pandemic has significantly impacted human mobility and led thousands of people stranded across the world. During 2020, IOM field offices requesting HASM assistance were mainly approached by the embassies and directly by migrants themselves.

Migrants stranded during the pandemic encompass a wide variety of categories, including migrant workers and their families, travellers, international students and vulnerable migrants. Some migrants became stranded due to mobility restrictions, while others lost their income because of unemployment or unfavourable market conditions due to COVID-19.

Provision of return assistance during the COVID-19 pandemic has become limited as operational and other challenges have increased. Air companies were changing flight schedules on a frequent basis, with some even temporarily halting operations in certain locations, which posed challenges to find the most appropriate return routings. Additionally, new procedures needed to be introduced in the processes to make returns possible, as well as close monitoring of travel restrictions at departure, transit and arrival ports. The pandemic has brought to the forefront the importance of health coverage for migrants and strengthened health measures in migrant movements. New procedures included virtual migrant counselling by the missions, cash-based initiatives, coverage of pre-departure PCR tests and emergency assistance to those in vulnerable situations.

At IOM Headquarters, a named “Return Task Force” in previous chapter was set up to address the various requests for support from stranded migrants and governments. Several individual cases were referred to the HASM fund by the named “Return Task Force” in previous chapter.
OPERATIONAL PROCEDURES

The cases of stranded migrants are brought to the attention of IOM field offices or Headquarters by governments, embassies/consulates, NGOs, international organizations or local civil society entities. UNHCR cases however should be referred back to UNHCR for return assistance.

In order to qualify for HASM assistance, the migrant(s) must exhibit an urgent humanitarian need (and that delayed assistance would cause great suffering), have a confirmed desire to move and must demonstrate that they have pursued but have been unable to obtain funding from any other source (i.e. own finances, family, embassy/consulate, NGO, religious charity, UN agency or other IOM programme). According to programme guidelines, former prisoners are not eligible for HASM. Only those migrants that were in jail for having overstayed their visas/permited visiting time for reasons beyond their control can still be eligible taking into consideration all the circumstances of their life story on case-by-case bases.

The IOM field office considers and verifies to the extent possible a number of criteria for each application, including the humanitarian and urgent need (e.g. destitution, endangerment, medical emergency) as well as vulnerability of the stranded individual, family or group; knowledge of medical issues; confirmation of identities and issuance of travel documents; voluntariness of the movement; that the migrant’s situation will be improved by the movement; and, as needed, that the migrant has a support network in their place of destination to help them, such as a guardian for an unaccompanied minor or a medical caretaker for those in need. The field office submits requests to the IOM Movement Operations Headquarters (MOH) Unit within the Resettlement and Movement Management (RMM) Division of the Department of Operations and Emergencies (DOE), with a cost estimate of the requested/proposed assistance for the final decision on the established criteria and feasibility of the assistance.

The delivery of assistance to stranded migrants then involves coordination and logistical administration between and among IOM field offices and Headquarters from the point of application through to safe arrival at the final destination. In the case that migrants have lost their travel documents, the IOM country mission facilitates the issuance of appropriate travel documents. For unaccompanied minors, migrants with specific health requirements or for another determined reason, IOM will provide an escort to accompany the migrant during their travel.

HASM STORIES: CASE EXAMPLES

In February 2020, a 50-year-old Belorussian married to a Cuban citizen arrived in Cuba with the hope of building a family. They decided to live in Holguin city. Unfortunately, relationships in the family worsened and led to continuous conflicts and claims from the side of the spouse. The migrant was placed in detention by the Immigration Police of Holguin city due to “exceeding terms of stay (more than 130 days) and absence of monetary funds for existence”. He was further transported to foreign detention in Havana city. By the time the Embassy of Belarus in Cuba contacted IOM Minsk, the migrant’s health condition was in danger – his life was dependent on certain medicines due to a thyroid issue and he abstained from food and could not sleep. Despite the pandemic, with the help of the HASM fund, IOM managed to return the Belarus national to Minsk in October 2020.

In September 2019, IOM Gambia was contacted by a 42-year-old stranded Sri Lankan migrant. He left Sri Lanka in 2012 with the hope of getting a job in Canada. Instead, he found himself in Mali, where his passport and belongings were taken away by a smuggler. He managed to reach the Gambia undocumented and was struggling to make ends meet. He contacted IOM when his health condition had extremely deteriorated and he was no longer able to pay rent, living without water and electricity. To facilitate his return, the Gambian Immigration Department provided him with a travel document. He returned home with the help of IOM in March 2020.

In February 2020, a Nigerian citizen, arrived in Cabo Verde to look for a job as a construction worker – a move inspired by recommendations from a friend. Unfortunately, he could not find any job due to his state of health, as well as the overall worsening unemployment situation in the country exacerbated by the COVID-19 pandemic. Thus, the chances of self-sustaining his life in Cabo Verde were limited, and he was dependent on friends’ support for accommodation and food. He returned to Nigeria in coordination with the Global Assistance Fund (GAF) in October 2020.

In May 2020, a 68-year-old couple arrived in Uruguay from Cuba, via Guyana and Brazil. They moved to the country voluntarily with the aim of finding a job and seeking a better quality of life. They spent some time in transit in Guyana as well as lived in three different cities in Brazil, but they were not able to settle into any of these locations. Finally, they reached the city of Chuy, Uruguay, where they could no longer cover basic expenses and pay for the rent property due to unemployment. The couple contacted IOM in March 2020 for assistance with their return to Cuba, where they have family who could support them. The HASM fund supported the couple to return from the city of Chuy (East coast from Uruguay) to Cuba in July 2020.
IN-COUNTRY MOVEMENTS

► Domestic Movements

IOM undertakes movement operations to assist migrants in need and when a specific request for assistance is made by a government. This may include the host government, the government of the migrant’s country of origin or the government of a transit country. IOM ensures that potential beneficiaries, whether in country or across border, receive movement assistance based on informed consent and that their participation in these operations is voluntary.

For movements taking place within a single country (e.g. internally displaced persons (IDP) relocations, evacuations within the country; transport assistance to stranded returnees), the need can be assessed in coordination with government partners, the relevant intersector or cluster groups and the Humanitarian Country Team (HCT).

Once the beneficiary caseload has been identified (e.g. IDPs, refugees, and migrants), IOM determines the best mode of transportation based on operational exigencies in the local context and available avenues of transport, which may include connectivity options by air, ground or water. In many cases, a combination of different modes of transportation is needed.

► Domestic Relocation

The Domestic transfer of persons or domestic relocation in the context of humanitarian emergencies can be considered as an internal humanitarian evacuation mechanism where IOM manages activities connected with the mass of influx of people fleeing conflict, war, natural and/or human-caused disasters. In this context, IOM organizes large-scale movements of civilians to locations within the same country where they can be more effectively assisted and protected.

The movement of a large group of people (refugees, IDPs, etc.) into a geographical area and environment which is neither their area of origin nor their habitual residence cannot be considered as a return movement since the destination of the movement is different from the place of origin of the person in question.

For IOM, in-country relocations for the purpose of resettlement assistance may include logistical support for interviews, cultural orientation, visa, and medical processing under relevant resettlement projects requiring these activities. (e.g. In-country movements under relocation of Venezuelan nationals in Brazil, relocation of refugees for pre-departure resettlement activities.)
RELOCATION OF VENEZUELAN NATIONALS IN BRAZIL

Since February 2020, when the Government of Brazil declared a national health emergency due to the COVID-19 pandemic, IOM has strengthened its efforts and is one of the main organizations supporting the Federal Government to relocate Venezuelans living in Brazil. Protocols were also updated with the pandemic advent to enhance the security of beneficiaries. In 2020, IOM was responsible for the relocation of 6,730 Venezuelan nationals in Brazil.

Under the relocation process “Operation Welcome” (or in Portuguese, Operação Acolhida) more than 46,500 Venezuelans have been relocated since 2018 through a federal government strategy to reduce the pressure on vulnerable border communities where Venezuelans arrive, and foster integration by helping refugees and migrants find new socioeconomic opportunities in other cities. Of those, nearly 10,000 persons have been relocated via commercial flights, with tickets purchased by IOM with financial support from the United States Department of State’s Bureau of Population, Refugees, and Migration (PRM). Among those who have been relocated, 47 per cent are women and girls and 37 per cent are minors. The vast majority, 88 per cent, travelled as a family unit.

There are four modalities of relocation: (a) institutional, from one shelter in bordering cities in the north of Brazil to other centres throughout the country; (b) family reunification; (c) social reunion; and (d) employment, in which beneficiaries are selected to a job placement prior to the relocation. So far, the social reunion has been the most flexible and used modality within the relocation strategy (41% of the beneficiaries). Approximately 260,000 Venezuelan refugees and migrants are currently living in Brazil, according to government statistics.

IOM SUPPORTS NATIONWIDE RELOCATION STRATEGY OF VULNERABLE VENEZUELANS IN BRAZIL

© IOM Bruno Mancinelle IOM Brazil

IOM/UNHCR: Relocations in Brazil Offer Dignity and Hope to Thousands of Venezuelans
Read the article here.

Latest monthly report on Operation Welcome (Portuguese)
Read the report here.
ASSISTED VOLUNTARY RETURN AND REINTEGRATION

Migration is often perceived as a one-way journey, starting from one’s country of origin and ending in a new country of destination. However, the reality can be far more complex. Some migrants feel the need to return home at a certain point, triggered by a desire to reunite with family, changed conditions in either their host countries or countries of origin, a lack of legal status and work opportunities or rejected asylum claims. Since 1979, IOM has been implementing assisted voluntary return and reintegration (AVRR) programmes worldwide, assisting more than 1.5 million migrants.

AVRR is an indispensable part of a comprehensive approach to migration management. Beneficiaries may include stranded migrants in host or transit countries, irregular and regular migrants, asylum seekers who decide not to pursue their claims or whom are found not to be in need of international protection, and migrants in vulnerable situations, such as victims of human trafficking, unaccompanied and separated children, and/or those with health-related needs.

The successful implementation of AVRR programmes requires the cooperation and participation of a broad range of actors, including the migrants themselves, civil society, and host, transit and origin country governments. The partnerships shared between IOM and a diverse range of national and international stakeholders are essential for the effective implementation of AVRR, from the pre-departure through the post-arrival stages.

RETURN AND REINTEGRATION IN THE CONTEXT OF COVID-19

While return and reintegration services have not been suspended during the COVID-19 pandemic, counselling, information provision, and direct return and reintegration support have been impacted. Delivering direct assistance became particularly challenging, as caseworkers were unable to meet beneficiaries in person. For the same reason, reintegration activities for returnees also slowed down. Despite the challenges, IOM has adapted its programmes and continued to support migrants throughout the world to voluntarily return to their countries of origin, wherever feasible, and also adapted its reintegration assistance to continue to assist returnees. Innovative practices can be found here. In addition, IOM Headquarters also set-up a COVID-19 Return Task Force to ensure a coherent approach and leverage expertise available under the various IOM thematic Units, with aim to address the various requests for support from stranded migrants and governments.

COVID-19 RETURN TASK FORCE

To address complex situations and to support field offices in the organization of returns during the COVID-19 pandemic, the named “Return Task Force” in the title was established at IOM Headquarters to ensure a coherent approach and leverage expertise available under the various IOM thematic units. The named “Return Task Force” in the title was comprised of the Migrant Protection Assistance (MPA) Division, the Resettlement and Movement Management (RMM) Division, Displacement Tracking Matrix (DTM) and the Migration Health Division (MHD). MPA provided institutional guidance to ensure returns supported by the Task Force were safe, dignified and voluntary. It also asserted that the vulnerabilities and protection needs of returning migrants were adequately addressed. RMM took the lead in movement management and operations and in evaluating flight transport options and logistical arrangements under the epidemiological restrictions. Importantly, RMM managed charter flights globally in support to stranded migrants’ return. DTM collected and analysed relevant data both on requests that reach the “Return Task Force” as well as the broader themes of stranded migrants and returns in the COVID-19 context. MHD led the incorporation of adequate migration health measures to the returns supported by the Task Force. Thanks to the “Return Task Force” support, 1,060 migrants (56% female and 44% male) have been supported worldwide to return home in a safe and dignified manner, through commercial and organized charters.

After being stranded for six months, 99 Sierra Leoneans yesterday returned home from the Niger via a flight chartered by the International Organization for Migration (IOM) with support from the European Union. The returnees were forced to wait over half a year in a transit centre in Aguedz because of border closures related to COVID-19. © IOM 2020

The Challenges of Migrants’ Voluntary Return in the Face of a Pandemic
Read the article here.
IOM, with the authorities in Sana’a, Yemen and the Government of Ethiopia, successfully transported stranded migrants in Ethiopia on the first voluntary humanitarian return (VHR) flight from Yemen since the start of the COVID-19 pandemic. In coordination with the Ethiopian Government, IOM supports the government-run COVID-19 quarantine facility set up to accommodate the returnees in Addis Ababa and provides cash assistance, essential items and onward transportation assistance to home communities. IOM also supports family tracing and the reunification of unaccompanied migrant children. © IOM 2021
Movement operations are complex and can be resource intensive, involving the synchronized actions of many partners within and outside the State. Close and regular consultation with concerned parties and strong, informed partnerships are crucial to meet migrants’ needs and efficiently address the movement challenge.

IOM views movement as a continuum and occurring across multiple stages of human mobility: it begins before migrants set foot in the receiving country and can extend well beyond the initial arrival phase. Linking various integration stages through the alignment of activities and improved coordination between pre-departure and post-arrival support facilitates trust and long-term (re)integration outcomes. (Re)integration policies are more effective when they take a “whole-of-community” approach and there is a clear understanding of expectations and obligations from all involved – that is the migrants and the receiving society, including authorities at the community, regional and national levels.

IOM’s centralized standard movement procedures are based on extensive operational experience. In order to safely move millions of migrants over decades, IOM has and continues to rely on an interconnected network of staff across the globe through its offices, sub-offices and partners to address migrant vulnerability and protection needs at every stage of travel.

Owing to its large presence worldwide, IOM can provide departure, transit and arrival assistance on six continents, in all major airports and across most IOM migrant destinations. Due to established partnerships and the scale of global operations, IOM movements are cost-effective and efficiently executed. IOM movement experts at Headquarters work closely with teams on the ground to carry out complicated air, ground and sea movements. MIMOSA, IOM’s global web-based database, captures migrant biodata and movement in real time to ensure that all partners and stakeholders have uninterrupted access to departure and arrival details, as well as updates regarding conditions of travel.

Every migrant story is unique, comprised of varied reasons for migration and methods of movement. IOM movements are divided into three broad phases: Pre-departure, Travel, and Arrival. These phases are adapted to the needs of the individual, the particular programme and urgency of the movement.

“(Re)integration”
IOM acknowledges that there are fundamental differences between integration, when a migrant is arriving to an unknown community or country, and reintegation, wherein a migrant is returning to her or his country or community of origin. For the sake of this document, we refer to (re)integration as the period post arrival when an individual has migrated to a particular community, whether the motivation for migration was resettlement, relocation, return or opportunity.
Pre-departure awareness-raising, outreach and orientation goes far beyond simply sharing information about the receiving country; it prepares migrants by helping them to develop the skills and attitudes they will need in order to succeed in their new environment. It also addresses the psychosocial well-being of migrants, taking into account the social, anthropological, cultural and psychological aspects of resettlement and (re)integration. Orientation must address the real concerns of participants and emphasize cultural adaptation, intergenerational communication, gender roles, changing family dynamics and other challenges.

IOM teams around the globe are skilled in providing individual case management to migrants seeking solutions for return and (re)integration, as well as for those resettling or following other complementary pathways through third-country solutions. Caseworkers assess migrant vulnerability in order to address their specific protection and assistance needs, which may include shelter, safety and security, family tracing, assessment and reunification, AVRR or third-country solutions. Collecting detailed biographical information, caseworkers join forces with relevant partners and stakeholders to ensure migrant and refugee travel is as seamless as possible; when planning for movement and (re)integration, they make sure to address and take into consideration the individual’s protection.

Logistically, many activities must take place prior to travel. For refugee resettlement and AVRR movements, paperwork and agreements must be signed between the sending and receiving countries. In many cases, extensive exit procedures are undertaken, including but not limited to satisfying exit permit interviews and issuance, surrendering refugee IDs and ration cards, producing travel documents, and securing transit visa waivers for IOM beneficiaries who cannot fly directly from their departure country to their point of entry. Admissions documentation must
be completed according to the protocol of the receiving country. This can include the issuance of visas, immigration and customs paperwork, as well as the clearance of security checks and other country-specific vetting protocols. IOM assists migrants through the facilitation of these processes, with teams that are skilled at capturing biographic information, undertaking identity verification, preparing case files and working with sending and receiving governments to process paperwork. Additionally, IOM provides accommodation for migrants required to attend interviews, migration health assessments, PDO trainings and other activities related to departure.

Large-scale movement operations, as seen in established refugee resettlement programmes, often require IOM to establish and manage screening/processing centres, transit facilities and migration health assessment centres (MHACs) in order to ensure that migrants’ safety, health and dignity, as well as public health and safety, are preserved before, during and after travel. IOM teams work with States and local administrations to safeguard transit locations and points of entry, in addition to maintaining and enhancing transportation infrastructure, such as rehabilitation of airstrips where necessary.

International air movements wherein migrants travel for a durable solution, such as refugee resettlement, are complicated, requiring the synchronization of a variety of factors within a very short time frame prior to departure. For example, refugee resettlement to the United States requires that IOM coordinates with partners to ensure that the case composition is updated and adjudicated, migration health assessments are valid, individual security checks are up to date, exit documentation is in place and the receiving agencies have prepared homes and reception for the newly arriving refugees. Once all aspects for departure are in line, there is normally a very small window of time in which the migrant’s casework is valid and the agencies in the United States are prepared to receive them. IOM works very closely with partners to ensure that migrants safely depart and arrive within this time frame, usually amounting to two to four weeks.

Pre-departure activities may include:

- Logistical support for selections missions – including specialized movement operations for both visiting missions and the migrants themselves;
- Case management and counselling;
- Pre-migration health activities (including migration health assessments, pre-departure medical procedures, preventive and curative care, counselling and health education);
- Pre-departure orientation (PDO);
- Outreach and awareness-raising;
- Family tracing for reunification;
- Recording biographical data and biometrics of beneficiaries in IOM’s proprietary tools;
- Ensuring travel documentation is secured and accurate prior to travel:
  - Exit permits
  - Identity verification
  - Travel documents, visas and entry permits
  - Visa waivers for transit airports
  - Visas or entry permits
  - Travel loan documentation
  - Entry medical documentation
- Arranging and booking of IOM flights, which may include provisions for charter movements, international air and surface travel;
- Arranging for operational or medical escorts for vulnerable migrants — in addition to medical escorts, IOM passengers with significant medical conditions may need special arrangements, such as stretchers or supplemental oxygen, or other specialized mobility assistance. Pre-migration health activities ensure that all necessary provisions are identified and arranged in advance to avoid any complications during travel and arrival;
- Pre-embarkation session focused on departure, transit and arrival procedures;
- Providing pre-embarkation checks (PEC) 72 to 24 hours prior to departure to ensure fitness to travel;
- Interfacing with IOM staff, authorities, and the local community at the point of entry and arrival to ensure reception formalities and enhanced assistance for vulnerable migrants, such as unaccompanied minors, are secure.
IOM pre-migration health activities in the context of refugee resettlement constitute one of the Organization’s most established activities, in practice since 1951. Refugees are a particularly vulnerable population with health profiles that vary according to displacement experience, pre-existing health conditions and epidemiological profiles, among other factors. Pre-migration health activities entail an array of procedures undertaken in the context of regular international migration that aim to identify health conditions of public health importance (both communicable and non-communicable) in relation to destination country legislation and the International Health Regulations (IHR); provide continuity of care, linking the pre-departure, travel and post-arrival phases; establish fitness to travel to another country; improve the health of migrants before departure to another country through the provision of preventive or curative care; and minimize or mitigate public health risks related to mobility.

Pre-migration health activities for refugees admitted for resettlement to third countries are carried out at the request of resettlement countries such as Argentina, Australia, Canada, France, Germany, Ireland, Italy, Japan, New Zealand, Portugal, Spain, the United Kingdom, and the United States, among others.

Pre-migration health activities are based on resettlement country governments’ requirements and are performed prior to a refugee’s departure for resettlement at IOM migration health assessment centres (MHACs). Pre-migration health activities may involve several phases, including the initial migration health assessment, usually undertaken three to six months before departure or as close as a few weeks prior; pre-departure medical procedures, undertaken one to three weeks before departure; pre-embarkation checks taking place one to three days prior to departure; travel; and post-arrival care. There may also be an interim period before departure to allow for interventions such as the management of conditions detected and stabilization care.

Pre-migration health activities conducted at IOM MHACs may include medical history-taking and physical exam, mental health assessment, pre- and post-test counselling, radiological and laboratory investigations, vaccinations, treatment or referral for treatment for certain conditions (including pre-travel hospital stabilization), and pre-embarkation checks. Individuals in need of health-related travel assistance (such as wheelchairs, supplemental oxygen or medical escorts) during transportation are identified at the time of the migration health assessment to ensure that appropriate arrangements can be made. Medical information is shared with the receiving country’s health authorities prior to the refugees’ arrival in order to enable proper reception preparations and ensure that the continuum of care is maintained.
In order to respond promptly and effectively to the mobility dimensions of humanitarian crises at the request of States or regular programmes such as AVRR and resettlement, IOM also maintains strong relationships with air and sea charter brokers. IOM-facilitated movements normally take place by scheduled commercial air service. However, in large-scale operations or in remote locations, tailor-made travel arrangements are required and air charter operations will be secured. IOM international air movement experts maintain a range of pre-negotiated agreements with commercial carriers globally, providing for preferential availability to seats and fares as well as a pool of vetted charter carriers that meet international safety criteria and operate in fragile contexts. This unique relationship with the airlines, coupled with IOM’s larger humanitarian imperative, ensures that IOM is able to respond quickly to emerging crises as well as to secure cost-effective travel for migrant passengers.

To move migrants away from direct crisis, large-scale surface movements are undertaken for emergency operations around the globe. Movements of migrants and their belongings by road, rail and ship are not uncommon and require that IOM negotiates agreements with regional transportation companies, maintains extensive fleets of cars/trucks and ensures the availability of support while travelling and in transit. In some circumstances, multiple forms of transportation may be organized in very difficult and potentially dangerous locations, such as by air or land bridge. For example, IOM moves vulnerable migrants in Yemen by boat to Djibouti for onward air and bus travel to return to their home country. In other scenarios, such as the case of Syrians moving to Lebanon, refugees may travel outside of their country of origin by land bridges to a country where diplomatic relations exist for onward air travel to the resettlement State.

Longstanding relationships with both international air providers and airport authorities around the world uniquely place IOM to respond to issues that may arise during travel. Both at airport transit points and during flights, passengers are observed by non-clinical officers for visible distress or acute need that would potentially require a more comprehensive assessment or health intervention by a medical officer. IOM staff and partners also engage IOM passengers to ensure that they are comfortable and informed of the next steps.

In order to respond promptly and effectively to the mobility dimensions of humanitarian crises at the request of States or regular programmes such as AVRR and resettlement, IOM also maintains strong relationships with air and sea charter brokers. IOM-facilitated movements normally take place by scheduled commercial air service. However, in large-scale operations or in remote locations, tailor-made travel arrangements are required and air charter operations will be secured. IOM international air movement experts maintain a range of pre-negotiated agreements with commercial carriers globally, providing for preferential availability to seats and fares as well as a pool of vetted charter carriers that meet international safety criteria and operate in fragile contexts. This unique relationship with the airlines, coupled with IOM’s larger humanitarian imperative, ensures that IOM is able to respond quickly to emerging crises as well as to secure cost-effective travel for migrant passengers.

To move migrants away from direct crisis, large-scale surface movements are undertaken for emergency operations around the globe. Movements of migrants and their belongings by road, rail and ship are not uncommon and require that IOM negotiates agreements with regional transportation companies, maintains extensive fleets of cars/trucks and ensures the availability of support while travelling and in transit. In some circumstances, multiple forms of transportation may be organized in very difficult and potentially dangerous locations, such as by air or land bridge. For example, IOM moves vulnerable migrants in Yemen by boat to Djibouti for onward air and bus travel to return to their home country. In other scenarios, such as the case of Syrians moving to Lebanon, refugees may travel outside of their country of origin by land bridges to a country where diplomatic relations exist for onward air travel to the resettlement State.

Longstanding relationships with both international air providers and airport authorities around the world uniquely place IOM to respond to issues that may arise during travel. Both at airport transit points and during flights, passengers are observed by non-clinical officers for visible distress or acute need that would potentially require a more comprehensive assessment or health intervention by a medical officer. IOM staff and partners also engage IOM passengers to ensure that they are comfortable and informed of the next steps.
VOLUNTARY HUMANITARIAN RETURN FROM LIBYA
JAN–DEC 2020

IOM assists migrants’ returns from Libya to their countries of origin through the voluntary humanitarian return (VHR) mechanism. Voluntary, as these returns are arranged at the express request of the individual returning, and humanitarian, as this assistance represents a life-saving option for many migrants who live in particularly deplorable conditions.

All migrants who benefit from voluntary humanitarian return have been individually counselled and assisted to ensure that the decision to return is informed and reflects their desires and specific needs. In particular, during counselling activity and irrespective of whether the migrant wants to file an asylum claim or not, IOM makes an initial assessment of any risks of ill-treatment, persecution or other human rights violations that the migrant may suffer in the case of return to the country of origin.

In order to return migrants from Libya, IOM teams must often make challenging transportation arrangements and rely on charter flights and sea movements to transit countries.

Since 2015, the total number of people assisted through the VHR programme reached to over 50,000 returnees to 44 countries.

3,391 individuals were assisted to return home from Libya

IOM’s Voluntary Humanitarian Return assistance from Libya
Watch the video here.
ONE DAY OF INTERNATIONAL AIR MOVEMENTS

On any given day, IOM staff are moving around a 1,000 migrants by air, with thousands more receiving assistance through ground and sea assistance.

27 FEBRUARY 2020

1 day
979 people

53 countries of departure
56 countries of destination

OUR TRAVEL INDUSTRY PARTNERS

The following companies composed of leading global airlines, travel technology and travel management partners have been key partners for many years and in this and other respects their assistance has contributed to helping hundreds of thousands of refugees begin life anew.

Aegean Airlines
Air Algerie
Air Canada
Air Charter Service France
Air Contact
Air France
Air Libya
Airplus
Alitalia
Amadeus
American Airlines
Austrian Airlines
Avianca
British Airways
Brussels Airlines
Buraq Air
Cathay Pacific
China Airlines
Customer Ground Services
Delta Airlines
EgyptAir
Emirates

Ethiopian Airlines
Etihad
Everest Travel / Deutsche SkyLink
Aviation and Travel GmbH
Hunt and Palmer PLC
Iberia
Japan Airlines
Kenya Airways
KLM Royal Dutch Airlines
Unaccompanied migrant children were to leave Greece for Portugal through the EU relocation project. © IOM 2021
IOM teams are active in many international airports of arrival and have established relationships with airport officials, partners, airlines, ground transportation companies, hotels and other service providers. This interconnected network helps to ensure that migrant arrivals and departures are as seamless as possible and that IOM teams have maximum access to migrants at every stage of travel.

The health of any migrant travelling under IOM auspices is of extreme importance. IOM teams will have prepared the necessary arrangements and facilities to ensure the continuity of care upon arrival. This may include pre-positioning of medical staff, supplies or other health-related resources at reception or arranging for an IOM medical escort to hand over the migrant to the receiving family member, reception entity or health facility in the final destination. IOM passengers with significant medical conditions may require ambulatory services or immediate hospital admission. IOM health teams have supported medical movements since 1951 and coordinate and plan for all eventualities.

Arrival and reception activities may include:

- Arrival orientation;
- Point of travel observation (PTO) by non-clinical officers aiming to recognize travellers who are visibly unwell and potentially require a more comprehensive assessment or health intervention by a medical officer;
- Immigration and customs formalities;
- Accommodation upon arrival;
- Domestic travel to the final destination by ground or air;
- Facilitating and developing access to livelihoods, education and basic services;
- Health, mental health or psychosocial services referral where needed, including handover to health facilities where applicable, in cooperation with NGOs and other actors;
- Provision of post-arrival orientation courses and language classes;
- Labour market inclusion and early job matching programmes;
- Information seminars for municipalities and other reception actors on refugees’ profiles and as a feedback mechanism for the pre-departure orientation;
- Exchange of best practices on housing and education, among others;
- Volunteering schemes to assist with early integration of refugees.

Mobility helps save lives but can also play an important part in resilience-building and the progressive resolution of displacement situations. IOM is increasingly involved in the preparation process of both countries of origin and receiving countries to ensure a continuum of care and services for migrants and enable receiving communities to plan for the integration of newcomers. IOM has developed a range of tools to strengthen the linkage between the pre-departure and post-arrival assistance.
IOM Sudan provided reception assistance to 145 Sudanese nationals, who returned from Beirut, Lebanon through a charter flight, facilitated by IOM Lebanon and IOM Sudan. The returnees were escorted from the Beirut airport by IOM Lebanon’s operational and medical staff and welcomed upon arrival at the Khartoum International Airport by IOM Sudan’s operational team. All the returnees arrived with negative PCR test results conducted in Beirut and were provided with masks and hand sanitizers to protect them from COVID-19, as well as essential hygiene items to welcome them back in the Sudan. The reception assistance was provided within the framework of an IOM Sudan’s project in support of COVID-19 response. © IOM 2020
IDENTIFICATION AND SELECTION

- Outreach and awareness-raising (information sessions, go-and-see visits to receiving communities);
- Family tracing for reunification;
- Logistical support for selection missions – including specialized movement operations/accommodation for both visiting missions and the migrants themselves.

CASE MANAGEMENT

- Individual case management and counselling;
- Biographical data collection and biometrics of beneficiaries according to receiving country protocol;
- Identity verification;
- Administration of travel loans where applicable.

HEALTH

- Pre-migration health activities (including migration health assessments, pre-departure medical procedures, preventive and curative care, counselling and health education);
- Pre-embarkation checks to ensure fitness to travel.

DOCUMENTATION

- Ensuring travel documentation is secured and accurate prior to travel; travel documents, exit permits and visa waivers (for transits) and issuance of visas for arrival;
- Entry documentation.

ORIENTATION

- Cultural orientation classes focused on job skills, language, daily life and successful (re)integration;
- Pre-embarkation session focused on departure, transit and arrival procedures.

LOGISTICS

- Assess safety conditions of carriers and geography;
- Preparing for travel inclusive of international air bookings, surface transportation and accommodation;
- Arranging for operational and medical escorts for vulnerable migrants.
TRAVEL

IMMIGRATION AND CUSTOMS
- Identity verification;
- Transfer of documents to IOM passengers;
- Facilitate departure formalities.

INTERNATIONAL AIRPORTS
- Weighing, tagging and searching of luggage to ensure security and travel compliance;
- Luggage and household supply movements;
- Check in, including assuring provisions for vulnerable migrants.

EN ROUTE
- Orientation at departure, transit and arrival points;
- Provision of operational and medical escorts;
- Safe surface passage secured through convoys, armed escorts and other mitigating measures;
- Liaison IOM teams and partners at all points of travel to ensure timely and safe passage;
- Real time tracking of movements through IOM web-based tools.

TRANSIT
- Assistance from IOM movement and health teams;
- Assessment of fitness for onward travel;
- Accommodation and catering;
- Provision of transit visa waivers.

ARRIVAL

RECEPTION
- Immigration and customs formalities;
- Retrieval and distribution of luggage;
- Accommodation and catering.

HEALTH
- Provision of specialized health support as necessary;
- Referral to health and other services in cooperation with partners;
- Handover of medically escorted refugees to the appropriate entities.

ORIENTATION
- Arrival orientation;
- Provision of post-arrival orientation courses and language classes.

(Re)INTEGRATION
(Re)integration activities take place post arrival and are specific to the type of movement and the needs to the particular migrant community.
- Facilitating and developing access to livelihoods, education and basic services;
- Information seminars for municipalities and other reception actors on migrant profiles;
- Exchange of best practices on housing, education and more.
IOM’s pre-migration health activities are recognized as an important tool for individual and public health promotion. Pre-migration health activities promote the health of migrants through preventive and curative health interventions for conditions that, if left untreated, could have a negative impact on the migrant’s overall health status and on the public health of receiving communities. Pre-migration health activities conducted to address migrants’ health needs early in the process prior to travel can also be cost-effective and can facilitate migrants’ integration into the receiving country health system post arrival.

Health-related assistance before, during and after travel is a key requirement to ensuring a safe and dignified journey and maintaining the continuum of care for migrants with medical conditions or other health needs. Referrals for additional investigations or treatment prior to departure, special travel arrangements and the provision of medical escorts are all important components in mitigating risk during travel. The confidential and timely exchange of medical information over electronic platforms also allows States, health providers, and partners to prepare for the arrival of migrants and ensure continuity of care.

Activities such as outbreak surveillance and management, vaccinations and early detection and treatment for both migrant and hosting populations identify and address health needs and avert health-related delays in IOM-facilitated migration. Pre-departure treatment, vaccinations and other public health interventions are also tailored to meet the needs of migrants and receiving health authorities.

| IOM migration health assessment centres worldwide | 69 |
| 271,100 migration health assessments provided in 2020 | 271,100 |
| In 2020 125,444 doses of vaccine provided | 125,444 |
| to approximately 49,800 migrants | 49,800 |
| on behalf of 12 receiving countries | 12 |
| Refuges (18%) | Refuges (18%) |
| Immigrants (82%) | Immigrants (82%) |

Argentina, Australia, Canada, Germany, Ireland, Japan, New Zealand, Portugal, Spain, Sweden, the United Kingdom and the United States.
During the current pandemic, IOM has adapted operations and safety procedures to ensure that all refugees underwent a PCR test for COVID-19 prior to their flight and can quarantine in hotels with their families as they await results before travelling. © IOM 2020

A Syrian migrant at IOM’s Migration Health Assessment Centre in Istanbul, where refugees resettling to third countries receive pre-migration health procedures. © IOM 2020
All IOM movements are carried out with consultation and approval of relevant partners, stakeholders and, in the case of international air travel, at the request and approval of States. Recognizing that movement is a continuum, IOM relies on States, humanitarian partners and other referral networks to assist in a variety of activities that comprise its assistance. These range from identifying IOM movement beneficiaries to assisting where necessary during travel and providing support following the arrival of migrants to their receiving countries or communities.

For example, long-standing programmes, such as refugee resettlement, can only be undertaken in agreement with the sending and hosting States, the receiving community and partners, movement operations partners, such as international airlines and airport staff, a variety of service providers and, in most instances, the partnership of UNHCR.

IOM works closely with a network of private service providers, such as airlines and airport staff around the world, to successfully move and assist migrants throughout their journeys. Established public–private relationships are built on mutual gains for both the migrants, who require assistance, and the businesses that serve them. Although IOM ensures active monitoring of all movement-related partners, the Organization dedicates special attention to the airlines that are entrusted with safely moving migrants to their destinations.

IOM movement response is often a single part of a holistic support package provided by the United Nations, non-governmental organizations, civil society and other partners. IOM works closely with local governments, stakeholders and private partners to ensure that migrant’s individual goals are supported.
PROTECTION IN MOVEMENTS

Successful movement programmes are people-centred and place protection at the centre of its actions.

All IOM movements, whether by road, rail, air or sea are voluntary and must be coordinated with a variety of actors prior to departure and during transit, as well as upon and following arrival. IOM’s support to migrants does not end when a plane has landed or a boat has docked. Strong movement programming is designed to support and protect migrants from abuse, neglect, discrimination, and exploitation at every phase to maximize meaningful (re)integration and participation. This means caring for the health and well-being of migrants, arranging for their safe and dignified travel, ensuring that they are well-informed about their journey and have realistic expectations, support and tools upon arrival. IOM teams consult, ensure participation and empower migrants by preparing them for any IOM movement, whether travelling as an individual, family or group, and regardless of the length of travel.

IOM adopts a rights-based approach and seeks to ensure that migrants’ right to protection is upheld and their needs are fulfilled. The Organization is committed to support States, as primary duty bearer, in their responsibility to protect migrants’ human rights on their own soil, regardless of their legal status. This commitment extends to displaced persons and affected communities, as well.

The IOM Principles for Humanitarian Action (PHA) reaffirms adherence to humanitarian principles, underpinning IOM’s humanitarian response to migration crises. Additionally, the PHA guides IOM’s overall response to migration crises when the Organization is also engaged through non-humanitarian activities, including transit assistance to affected populations and other movement-related responses.

MAINSTREAMING ACCOUNTABILITY TO AFFECTED POPULATIONS AND PROTECTION

In 2020, RMM completed a first phase of the Mainstreaming AAP and Protection (MAAP) Project. The overall objective was to strengthen RMM staff capacity in protection and accountability to affected populations in resettlement and movement management operations as well as to further knowledge management, internal governance, staff development and operational effectiveness. A second phase of the project is ongoing, focused on implementing a set of recommendations put forward in a mapping and assessment of Complaints and Feedback Mechanisms (CFMs) across global resettlement and movement operations in order to strengthen IOM’s accountability. This phase seeks to operationalize and mainstream the IOM AAP Framework commitment to establish diverse and contextually appropriate CFMs across RMM operations that not only reinforce IOM’s We Are All In platform and established reporting systems but also work towards standardizing and strengthening the cycle of beneficiary feedback for improved programme response.

During the project period, RMM collaborates with and leverages the experience of IOM experts in the areas of Protection, AAP, Gender Awareness and Inclusion, and Disability Inclusion to facilitate awareness-raising, tool development, and the capacity-building of field staff.

Key Achievements of MAAP so far

- Created, tested and prepared the grounds to launch the Collaboration and Monitoring System (CMS), an application that serves as a tool to collect information as well as to monitor progress towards achieving minimum standards in protection and AAP or other areas of policy guidance.
- Leveraging technology to support accountability and collaboration with field missions in an operational context enabled RMM to distinguish best practices related to protection mainstreaming as well as to identify gaps in activities.
- Conducted a baseline exercise across 32 pilot missions, which resulted in the gathering of 385 existing materials and tools related to protection and AAP minimum standards from field missions. Results and analysis from this exercise directly informed the development of 11 standardized tools that now serve as operational resources for RMM staff globally.
- Developed a combined Protection and AAP training package contextualized for RMM programming with considerable input from DOE technical experts.
- Delivered 14 trainings to RMM staff throughout nine regions over a six-week period via webinar and face-to-face sessions, resulting in participation of more than 300 RMM staff.
- Recruited, trained and utilized a Task Force of movement operations staff at the regional level to harness information from field missions, develop practical tools for mainstreaming protection and AAP, lead on delivery of awareness-raising sessions and serve as RMM focal points for field missions on matters related to protection and AAP.
- Deployed a methodology for mainstreaming policy into standardized practice. Efforts through this project focused on operationalizing five minimum standards (out of 37) related to protection and AAP in resettlement operations.

MAAP outcomes

- Strengthen staff capacity on protection and accountability to those IOM serves.
- A more effective and efficient means of collecting and assessing existing tools to enhance compliance with guidelines.
- Harness technical expertise and sharing of best practices.
Farhiya and her eight-month-old son await return assistance to Ethiopia at a reception centre in Boosaaso, Puntland, Somalia. She arrived five months ago to look for her husband, who left without a word. She heard rumours that he wanted to cross the Gulf of Aden to Yemen and then move on to Saudi Arabia in search of work. She hitchhiked to Somalia and walked desert roads in a failed months-long search. “I have five other children to look after, so I’m going home,” commented/stated Farhiya. Every year, large numbers of people around the world take perilous journeys fleeing poverty, violence, conflict and abuse. Many cross deserts on foot, in overcrowded smuggling trucks, or embark on deadly sea voyages. Too often, their despair and fear are being exploited by human traffickers and smugglers who prey on their hopes and dreams, painting an image of a reality that often does not exist. Among those undertaking the dangerous journeys in search of a better life are many Ethiopian men, women and children. © IOM 2020
IOM's Assistance to Vulnerable Migrants (AVM) Unit provides protection and assistance to migrants vulnerable to violence, exploitation, and abuse, including victims of trafficking. IOM’s approach to migrant vulnerability is rooted in the belief that the human rights of all persons, including migrants, should be upheld and promoted and that all migrants who are vulnerable, regardless of their membership in any particular category or holding of any particular status, should be afforded the protection and assistance services they require.

We use the definition of migrants in vulnerable situations put forth by the GMG Principles and Practical Guidance on the Protection of the Human Rights of Migrants in Vulnerable Situations: “Migrants in vulnerable situations are migrants who are unable effectively to enjoy their human rights, are at increased risk of violations and abuse and who, accordingly, are entitled to call on a duty bearer’s heightened duty of care”.

IOM launched a new suite of publications to support the identification of vulnerabilities associated with migration and improve the protection and assistance available to migrants. These tools are the first of their kind and will assist policymakers and practitioners by laying out clear operational direction on providing protection and assistance to migrants vulnerable to, or who have been subject to, violence, exploitation, and abuse. The IOM Handbook on Protection and Assistance for Migrants Vulnerable to Violence, Exploitation and Abuse, which provides practical guidance for States, the private sector, international organizations and civil society actors on identification, referral, protection and assistance for migrants vulnerable to violence, exploitation, and abuse. It also outlines actions that need to be taken to mitigate and reduce their vulnerability. It is applicable in countries of origin, transit and destination.

Gender is recognized that a person’s sex, gender, gender identity and sexual orientation shape every stage of the migration experience. Gender influences reasons for migrating, who migrates and to where, how people migrate and the networks they use, opportunities and resources available at destinations, and relations with the country of origin. Risks, vulnerabilities and needs are also shaped in large part by one’s gender and vary drastically for different groups.

During migration response, effectively integrating gender into movement operations means understanding how gender affects people’s experiences of the crisis, addressing gender-specific protection and assistance needs, preventing and responding to the emergence of new forms of gender-based violence, building on gender-specific capacities to respond to crises, and understanding often drastic changes in gender roles and relations.

Standard operating procedures, rigorous quality control, security checks, accountability systems and IOM technical tools help to ensure that IOM movements are carried out professionally with the protection of the migrant at their core. Over the past several decades, IOM has developed a variety of mechanisms for collecting and storing migrant information to better inform movements and to prepare States and communities for arriving migrants.

IOM has teams of air travel professionals throughout the world. Having an in-house travel management facility allows IOM to support missions worldwide and manage flight bookings directly and in an expedited fashion. IOM air travel professionals are able to evaluate different itineraries globally and support any mission worldwide when sourcing travel options on commercial and charter flights. Therefore, IOM is able to identify the best mode of assistance for the needs of any particular migrant.

IOM’s proprietary Migrant Information Management tool (MiMOSA), which is used by IOM Missions to record biographic and demographic information and is required to manage processes associated with movement, migrant health, migrant training activities, assisted voluntary return and counter trafficking. The system has a rich user interface that enforces adherence to programme business rules with institutional integrity guidelines. It facilitates the generation of operational, statistical and financial reports required by IOM centrally and in conformity with the expectations of the donor community.

For example, MiMOSA’s counter trafficking module facilitates the management of assistance, voluntary return and reintegration activities for victims of trafficking. The resulting database, which contains data on over 55,000 victims of trafficking and is the largest of its kind, strengthens the research capacity and understandings of the causes, processes, trends and consequences of trafficking.
CONCLUSION

Since 1951, the dignified movement of persons has been a core IOM function that spans thematic units and areas of operation. As evidenced throughout this document, IOM teams around the globe are engaged in a variety of movement operations to assist migrants with mobility support, voluntary returns or on their journeys towards new opportunity, regardless of the conditions or causes of their movement.

While this core function is not new, the context in which IOM conducts movement operations has changed dramatically since the Organization’s founding and will continue to change and become even more complex in the future. Emergency movement operations have become a regular rather than an exceptional feature of IOM’s work. In the past, humanitarian movements were mainly comprised of a few large, homogenous groups from a handful of locations, whereas current caseloads are extremely diverse in both nationality and geography. Responding effectively to these increasingly diverse and challenging contexts requires the Organization to constantly review, strengthen and adapt its operational readiness.

Minimum standards help ensure people travelling under IOM auspices do so in safety and dignity. These procedures and protocols are time-tested and are essential to providing a continuum of care. Established procedures and protocols are in place for good reason and are mutually beneficial for all parties involved. When a continuum of care spans from the pre-departure phase to post arrival, addressing health and integration early on, it empowers beneficiaries and contributes to smooth and orderly movement.

For 70 years, moving refugees and other migrants at risk in a safe, orderly and organized fashion has been and continues to be a fundamental purpose of the Organization.
IOM supported stranded Sudanese migrants by organizing the charter flight from Beirut to Khartoum. © IOM 2020
RESOURCES

Displacement Tracking Matrix (DTM)
The DTM tracks and monitors displacement and population mobility. It is designed to regularly and systematically capture, process and disseminate information to provide a better understanding of the movements and evolving needs of displaced populations, whether on site or en route.

Principles of Humanitarian Action (PHA)
The PHA is a policy that clarifies IOM’s humanitarian identity, spells out its role and rules of engagement in humanitarian action, and reaffirms its commitment to the core humanitarian principles.

Migrants in Countries in Crisis (MICIC)
Through a broad and inclusive consultative process, the MICIC Initiative developed Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster. Released in June 2016, these non-binding and voluntary principles, guidelines, and practices identify the roles and responsibilities of different stakeholders vis-à-vis migrants in countries in crisis. They provide concrete guidance on how to prepare for and respond to crises in ways that protects and empowers migrants.

Resettlement 2020
Providing essential support to States resettling refugees and other humanitarian entrants is a fundamental purpose of IOM and among its largest ongoing activities. This book outlines and details IOM’s global role in the refugee resettlement continuum.

IOM Migration Crisis Operational Framework (MCOF)
The MCOF sets out measures at the individual, community and State levels across 15 sectors of assistance to be undertaken at the request and with the consent of States to prepare for, respond to and recover from different types of crises, including those that have triggered mass movements of internally displaced persons.

IOM Framework for Addressing Internal Displacement
This framework outlines the main tenets of the Organization’s response to internal displacement. Aligned with prevailing external normative and legal instruments within the humanitarian architecture and grounded within the Organization’s own robust set of dedicated and evolving policies and frameworks, it articulates IOM’s ongoing principles, commitments, approach and operational objectives in relation to the changing and dynamic global landscape of internal displacement.

IOM Migration Governance Framework (MiGOF)
The MiGOF establishes a structure in which States and IOM can work together to address migration issues. The framework presents the ideal version of migration governance to which States can aspire and for which IOM can provide support and assistance. It offers a concise view of an ideal approach that allows a State to determine what it might need to govern migration well and in a way that fits its circumstances.

Progressive Resolution to Displacement Situations (PRDS)
This document frames IOM’s broad and inclusive approach, which recognizes the increasingly protracted nature of crisis and its associated impacts on displaced populations, as well as on other migrants and affected communities.

Sustainable Development Goals (SDGs)
Migration in the 2030 Agenda: Sustainable Development Goals as seen through the lens of IOM.

Gender Equality Policy
The Gender Equality Policy is designed to formalize and codify IOM’s commitment to identifying and addressing the needs of all beneficiaries of IOM projects and services and to ensuring equal opportunity and treatment of all staff members within the Organization.

Please visit the IOM website for more detailed information on all IOM programmes, ethos and overarching frameworks.
www.iom.int
ACRONYMS

ACRONYMS

AVRR Assisted Voluntary Return and Reintegration
CMS Collaboration and Monitoring System
CRISP Sustainable Resettlement and Complementary Pathways Initiative
DOE Department of Operations and Emergencies
DTM Displacement Tracking Matrix
EEA European Economic Area
EU European Union
GAF Global Assistance Fund
HASM Humanitarian Assistance to Stranded Migrants
IDP Internally Displaced Persons
IOM International Organization for Migration
MAAP Mainstreaming Accountability to Affected Populations and Protection
MCOF Migrant Crisis Operational Framework
MHAC Migration Health Assessment Centre
MICIC Migrants in Countries in Crisis
MIMOSA Migrant Management Operational System Application
MOH Movement Operations Headquarters
PHA Principles of Humanitarian Action
PICMME Provisional Intergovernmental Committee for the Movement of Migrants from Europe
PTO Point of Travel Observation
RMM Resettlement and Movement Management
RRTF Rapid Response Transportation Fund
UMC unaccompanied children
UNHCR United Nations High Commissioner for Refugees
VHR Voluntary Humanitarian Return
WHO World Health Organization

END NOTES

1. IOM Constitution, resolution adopted 5 December 1951.
3. UNHCR definition of complementary pathways from “Solution for Refugees” in the 10 Point Action Plan (pp. 176, 195).
4. European Resettlement Network (ERN), About Complementary Pathways.
5. Adapted from Global Compact on Refugees, draft 2 as of 30 April 2018, para. 89, in International Organization for Migration, Glossary on Migration, IML Series No. 34.