

ANNUAL REPORT 2020

RESETTLEMENT AND MOVEMENT
MANAGEMENT DIVISION

 **IOM**
UN MIGRATION



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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.

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Cover photo: Returning migrants boarding the plane on a flight chartered. © IOM 2020

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TABLE OF CONTENTS



- v Message from RMM Chief
- vi About the RMM Division

01 Global figures at a glance



- 04 Key highlights by area of work**
 - 04 Policy, Programmes and Coordination
 - 07 Operations
 - 10 Compliance
 - 12 Data and Systems
 - 13 Sustainable Resettlement and Complementary Pathways Initiative (CRISP)
 - 15 Communications



16 RMM Strategy 2020–2023



Message from the Chief of the Resettlement and Movement Management Division



It is with great pleasure that I share the first annual report for the Resettlement and Movement Management (RMM) Division, which is not only a reflection of the work we do, but showcases RMM as a progressive and dynamic Division that has been driven in the last few years by an energetic team that is full of energy and innovation.

2020 was met with hardship and change as the world responded to the COVID-19 pandemic. The widespread shutdowns of transportation and border structures in March created a force majeure situation whereby IOM could not widely operate movements in a way that provided safe and orderly migration for beneficiaries and staff. This led to a sharp decrease in movement operations – a rare occurrence in the Organization’s seventy-year history as the movement of refugees and other vulnerable persons in need has continued to be one of IOM’s largest ongoing activities since its establishment.

Due to the significant impact of COVID-19 on the movement of people, airline industry, public health and border regimes, IOM temporarily postponed movement operations for resettlement from 21 March to 17 June 2020. The decision to postpone non urgent movements was made after careful internal discussions, consultations with the United Nations High Commissioner for Refugees (UNHCR) and Member States and an assessment of critical operational concerns.

Nevertheless, urgent resettlement for critical cases continued to take place as well as EU relocation and return movements coordinated by the returns task force at IOM Headquarters, charter flights for voluntary humanitarian return (VHR) and humanitarian assistance to stranded migrants (HASM). When the temporary hold was lifted, sending and receiving countries began resuming resettlement operations to the extent possible.

Despite uncertain and difficult times, I acknowledge the hard work and sacrifice made by IOM colleagues in support of movement activities and I can personally attest to the resolve, diligence and ingenuity displayed by RMM staff around the globe to sustain movement operations. The Division made every effort to adapt to constantly changing circumstances, strengthen coordination with relevant thematic areas in IOM and enhance collaboration with airline industry actors, donors and partners. The impact of COVID-19 allowed us time to reflect and contemplate on how to improve communications and coordination among RMM globally as well as IOM colleagues in the different units and departments, thus strengthening synergies and improving delivery.

This annual report covers the period January–December 2020, providing an overview of global movement of statistics for international air travel for beneficiaries, presenting RMM updates and achievements from policy and programs to operations and compliance, and introduces the RMM Strategy which was launched in quarter four and will be implemented through 2023.

I wish you and your loved one’s continued health and safety.

R. Jaber

About the Resettlement and Movement Management Division

The Resettlement and Movement Management (RMM) Division directs, oversees, manages and coordinates resettlement and all types of movement within the Organization. Movement encompasses evacuations of refugees, vulnerable migrants, third country nationals; relocation; voluntary repatriation; resettlement and other forms of humanitarian admission; family reunification; returns (assisted voluntary return, and voluntary humanitarian return); counter-trafficking; self-payers; and stranded migrants.

RMM's guidance and support to field staff and stakeholders includes setting and improving standards, mainstreaming policy, developing tools and providing direction on programs and resource management for the purpose of maintaining IOM's global expertise in movement operations. The Division also negotiates, oversees and maintains the Organization's global airline agreements and other transport providers.

POLICY, PROGRAMMES AND COORDINATION

RMM mainstreams institutional policy across activities by providing missions with guidance and tools that further contextualizes how to put policy into practice within work covered by the Division.

In addition, project development and endorsement is coordinated centrally through RMM-HQ (rmmpe@iom.int) aside for projects managed in the European Economic Area region which are endorsed by the Regional Thematic Specialist (RTS) Team in the Regional Office in Brussels.

RMM regularly participates in external partnership meetings with other UN Agencies and intergovernmental bodies central to IOM programmes and operations.

OPERATIONS

The Movement Operations Headquarters (MOH) supports all IOM operations staff worldwide on commercial flights through global airline agreements. This includes support to missions in case of unforeseen circumstances and providing guidance and advisories on movement related topics. MOH@iom.int

The Charter Movement Management (CMM) manages and coordinates IOM charter flight operations globally. Arranging and coordinating charters rests strictly with CMM in RMM-HQ. Charter arrangements and agreements must be coordinated and cleared by CMM prior to negotiation, conclusion and signature. CMM@iom.int

The Movement Systems Support (MSS) carries out three specialized functions which support IOM's global migrant and staff movements through managing movement applications and user accounts, processing of global airlines invoices, and promoting iGATOR compliance by monitoring movement data and expenses from institutional systems.

Moreover, partnerships and contractual relations with airlines and travel industry actors is centrally led and coordinated by RMM-HQ. RMM also supports IOM's participation in affairs related to transportation assistance and the UN system.

COMPLIANCE

RMM strengthens compliance to guidelines and minimum standards through targeted monitoring and evaluation and trainings, which are the focus of work for its Monitoring, Evaluation and Reporting Unit (rmmmeandreporting@iom.int). This is done through the review of standard operating procedures for Movement Operations and Programmes, as well as the review of data quality, compliance with Organizations' integrity measures, and promotion of best practice. As needed, RMM issues updates/enhancements to the Movement Management Manual, Programme standard operating procedures, and various guidelines with an aim to raise the overall quality of RMM's work.

DATA AND SYSTEMS

RMM Data and Systems (rmmds@iom.int) is responsible for maintaining quality control of movement data to ensure data consistency and accuracy, providing support across missions and departments for movement reporting requirements.

SUSTAINABLE RESETTLEMENT AND COMPLEMENTARY PATHWAYS INITIATIVE (CRISP)

IOM and UNHCR launched the CRISP, an initiative which places emphasis on capacity and systems building, quality and sustainability of programmes and on enhancing coordination and partnerships. UNHCR and IOM, in coordination with key stakeholders, provide targeted and tailored support to countries ranging from the mobilization of Champion States advocating on a political level, to providing support for local initiatives promoting welcoming and inclusive communities.

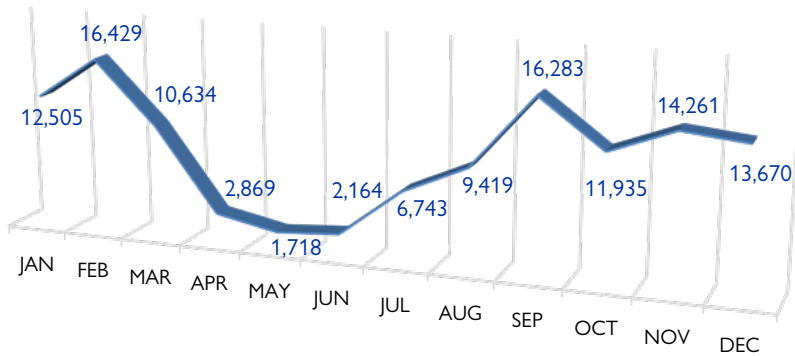
COMMUNICATIONS

Communication efforts involve increasing engagement with stakeholders and the public, developing communication tools and standardizing visibility materials, as well as harnessing technology to improve information management and ensure better access to accurate and relevant information. This work is coordinated with the Media and Communications Division and has taken the form of publications, press releases, newsletters, video production, events and social media engagement.

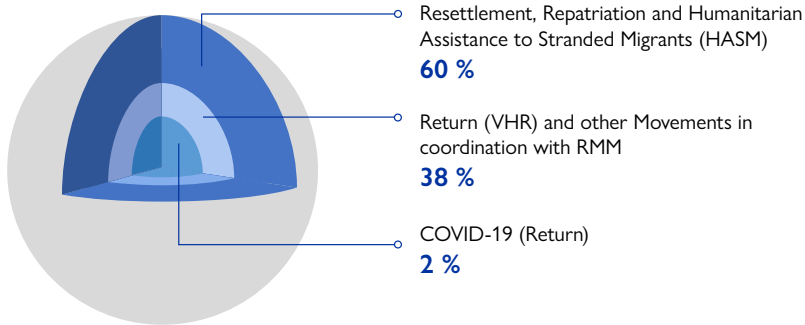
Global figures at a glance

The global figures provide a statistical overview of RMM activities from January through December 2020. All figures are subject to change based on data reconciliation. The figures were extracted from the Migrant Movement and Operational Systems Application (MiMOSA) on 25 March 2021.

Number of persons moved in 2020 by air (66%), land (33%) and sea (<1%)



Movements by project type



Global figures for international movements

118,630
persons

16,517
flights

177
nationalities

165
countries of departure

155
countries of destination

One-day in international air movements on 27 February 2020



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.

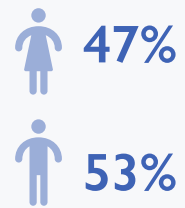
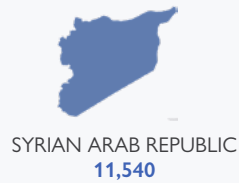
This map illustrates international air movements that took place during one single day : on 27 February 2020, 979 persons from more than 52 nationalities travelled under IOM auspices from 53 countries of departure to destinations around the world.

Resettlement, Humanitarian Admission, EU Relocation and other pathways

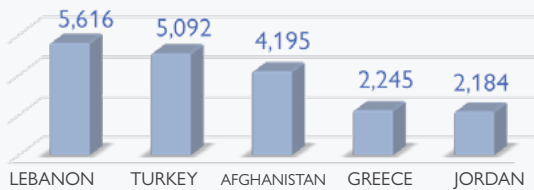
40,536

persons of which 3,063 individuals were relocated from Greece, Italy and Malta to 14 destination countries in the European Economic Area

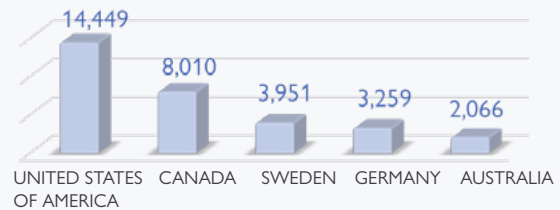
Top 3 nationalities



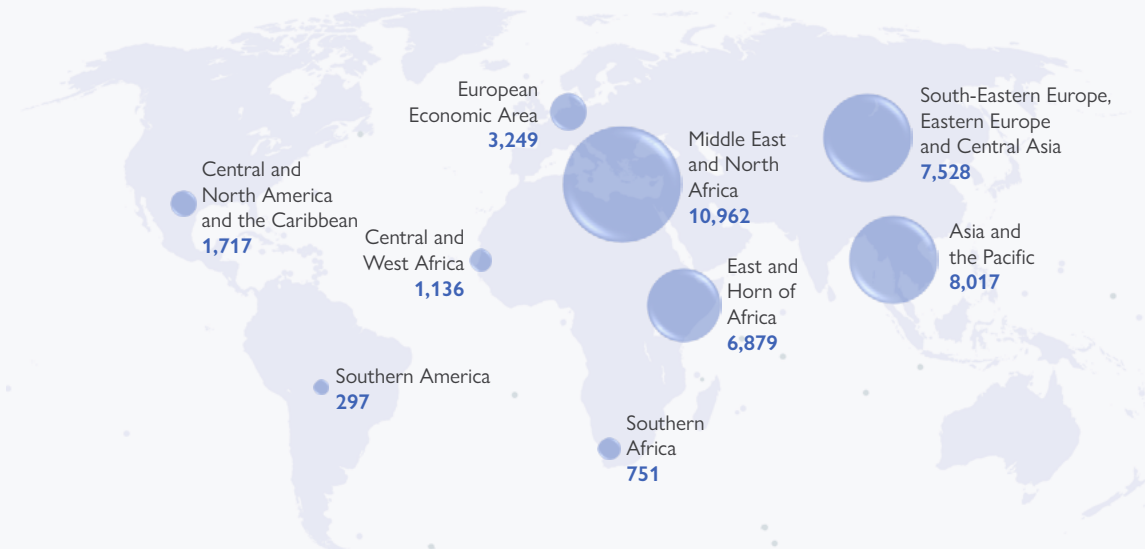
Top 5 departure countries



Top 5 destination countries



Number of people by region of departure

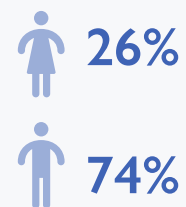
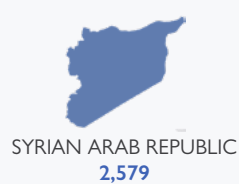


Charter movements

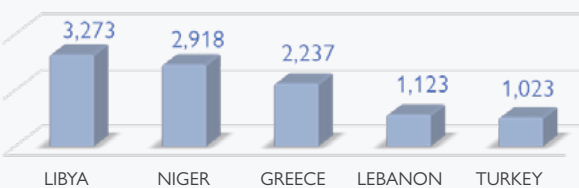
13,974

persons travelled on a total of 134 charter flights from 27 countries of departure to 42 countries of destination

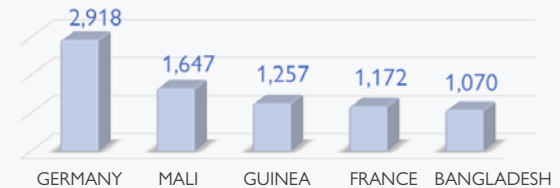
Top 3 nationalities



Top 5 departure countries



Top 5 destination countries



Humanitarian Assistance to Stranded Migrants (HASM)

157

persons of which 151 met HASM assistance criteria, while the 6 persons were moved for COVID-19 (Return)

Top departure countries

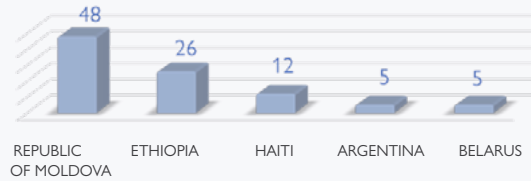


ARMENIA
48



CUBA
17

Top 5 destination countries



On 21 December 2020, IOM supported stranded Sudanese migrants by organizing the charter flight from Beirut to Khartoum. © IOM 2020

Repatriation

30,735

persons

Top departure countries

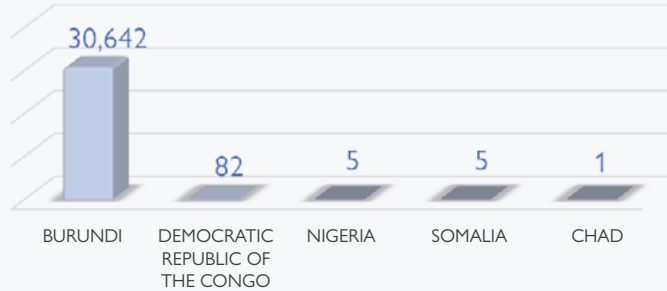


UNITED REPUBLIC OF TANZANIA
30,631



SOUTH AFRICA
91

Top 5 destination countries



Voluntary Humanitarian Return (VHR)

4,434

persons

Top departure countries

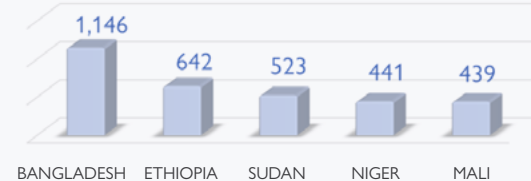


LIBYA
3,391



YEMEN
647

Top 5 destination countries

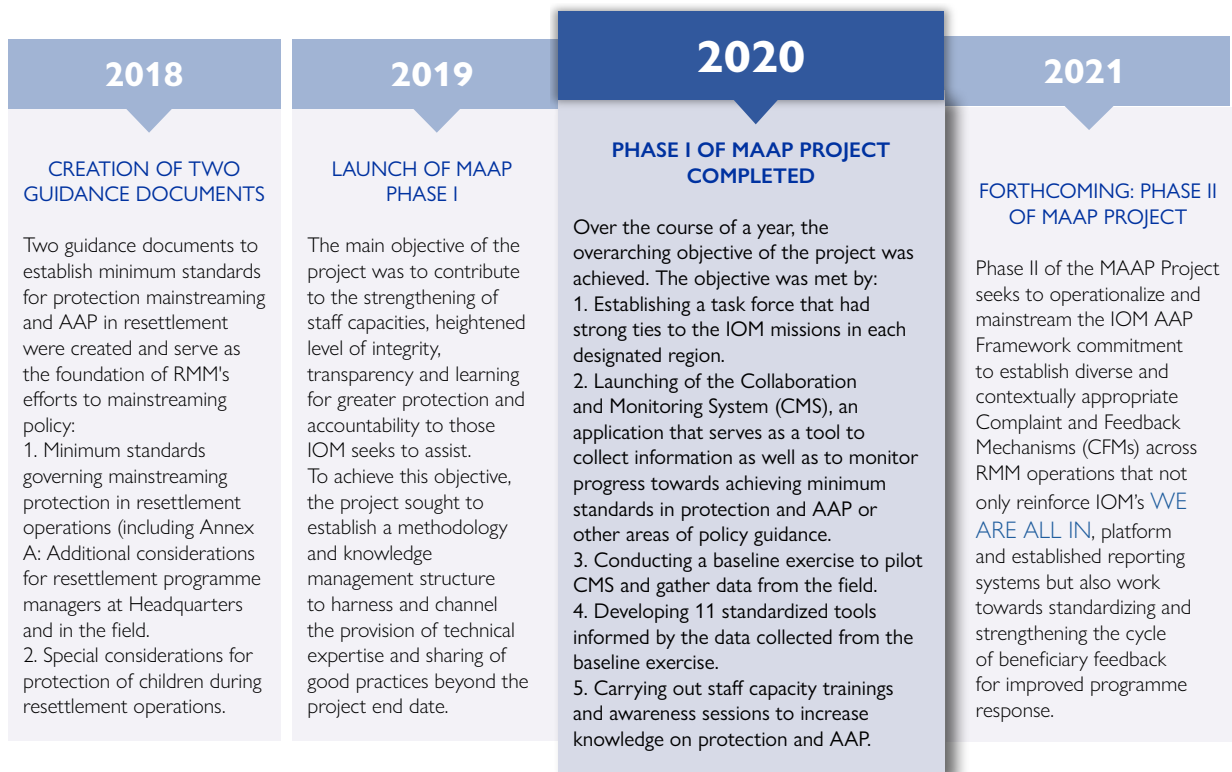


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Policy, Programmes and Coordination

Mainstreaming of Accountability to Affected Populations and Protection (MAAP)

In 2018, the Resettlement and Movement Management (RMM) Division prepared guidelines to establish minimum standards for protection mainstreaming and Accountability to Affected Populations (AAP) in resettlement operations. Adhering closely to the recommendations set forth in these documents, the MAAP project was launched which developed a set of tools to support RMM staff in their efforts to operationalize these minimum standards across RMM activities and programming globally.



BASELINE EXERCISE

TRAININGS AND AWARENESS-RAISING

TOOLS DEVELOPED

Conducted over a **5-week period**

14 training sessions held

11 RMM tools developed

385 materials uploaded to CMS

14 awareness-raising engagements

Mainstreaming Staff **Orientation Presentation** created

32 target missions participated

+300 staff reached and trained

MAAP Orientation **Facilitator's Guide** created

For specific queries contact MAAP@iom.int

Transit Centre Community of Practitioners

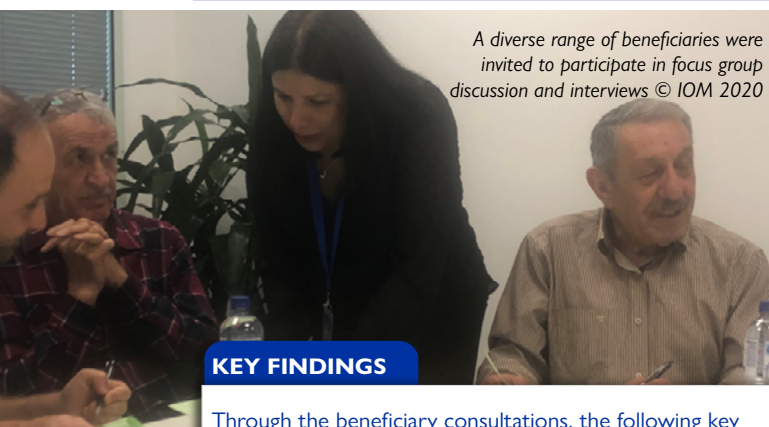
In early November 2020, the first meeting of the Transit Center Community of Practitioners was convened virtually. The group is composed of local and international staff that have worked or work in a transit centre like setting from Asia to Africa to the Caribbean. The one hour discussion focused on the launching of the third edition of the East Africa Transit Centre guidelines. The practitioners decided to meet once a month, discuss common concerns, present lessons learned and work on a common understanding that all staff can contribute toward the protection and accountability to

beneficiaries. The group will be working on a knowledge management section, shared country specific SOPs, theme based discussions around Mainstreaming Accountability to Affected Populations (MAAP), Conversations with Communities and introducing experts for discussions on camp coordination and camp management (CCCM) and sex and gender-based violence (SGBV), and Protection.

The second meeting was held on 7 December 2020 featuring IOM Kenya's approach to reduce costs and increase services at the YMCA Nairobi.

Global complaint and feedback mechanism (CFM) in action : integration into resettlement

movement operations for Australia and New Zealand



A diverse range of beneficiaries were invited to participate in focus group discussion and interviews © IOM 2020

KEY FINDINGS

Through the beneficiary consultations, the following key findings were identified:

FINDING 1: Beneficiaries are willing to provide feedback when enabled

FINDING 2: Beneficiaries overwhelmingly hold positive perceptions of IOM

FINDING 3: Requests for increased and improved information-sharing

FINDING 4: Feedback provides insights into perceptions and experiences that enable IOM to make adjustments to better achieve its objectives

Australia and New Zealand are two resettlement programmes that have begun piloting CFMs in resettlement and movement operations globally. The pilot initiative was launched in October 2020, and aims to support the collection of resettlement beneficiary feedback globally through the development of an accessible digital survey.

In the first phase of the initiative the project team have worked collaboratively to conduct a series of stakeholder consultations to inform design and better understand the operating context.

Beneficiary consultations were conducted in a variety of forms including focus group discussions, semi-structured interviews and surveys. Over 100 beneficiaries participated either pre-departure or following their arrival in Australia or New Zealand. Participants included urban, camp and Interdepartmental Committee for Migrant and Refugee Settlement pathways departing from Middle East and North Africa (MENA), Africa, Latin America and Asia.

The project team is led by IOM Canberra, includes representatives from RMM and the Migrant Health Division with colleagues from Headquarters, MENA, Africa, Latin America and Asia.

Canadian Embassy requests to field missions to support family reunification programmes

RMM continued to work with IOM movement operations staff as well as Immigration, Refugees and Citizenship Canada (IRCC) offices across regions to organize logistical support for conducting remote video interviews for family

class cases: refugees and vulnerable migrants in need of resettlement assistance. IRCC Rome and IRCC Dar-es-Salaam approached IOM to support their relevant activities in Ethiopia, the Sudan, Rwanda and Uganda.

Job Architecture

The RMM Job Architecture provides guidance to IOM missions worldwide on the structure of Movement Operations units. It includes recommendations on grades, responsibilities and supervisory positions and is accompanied by a full set of standardized, rated post descriptions. The pillar system that is built into the Job Architecture helps ensure a segregation of duties between key areas of Movement Operations work, and the Core Structural Standards provides guidance on when missions might consider expanding or shrinking their Movement Operations units. The Job Architecture is not specific to any one resettlement or movement project and applies to all missions engaged in

land or water movements, airport assistance, charter flights, transit center activities, migrant ticket bookings, and exit permit or selection mission support.

As of the end of 2020, Job Architecture implementation has been completed in 20 countries, is in progress in 28 countries and is under review in 53 countries. An additional 63 countries have been reviewed and classified as not having Movement Operations activities at this time. The RMM HR-Business Partner continues to engage with missions on Job Architecture implementation and intends to communicate with all missions under review in 2021.

External Partnership Meetings

ANNUAL TRIPARTITE CONSULTATION ON RESETTLEMENT 2020

The 2020 Annual Tripartite Consultation on Resettlement (ATCR) was held virtually over several sessions from April to June 2020.

IOM participated in the sessions and had the opportunity to present on the UNHCR/IOM Sustainable Resettlement and Complementary Pathways Initiative (CRISP) in May as well as on Emergency Planning and Response in Crisis Situations in June. UNHCR also organized sessions on complementary pathways which included presentations on family reunification policies and programmes in Sweden and the Netherlands.

Lastly, at this occasion, UNHCR shared their concept note for enhanced refugee participation in future events and published their annual report on [Projected Global Resettlement Needs](#). It estimates that a grand total of 1,445,383 refugees are in need of resettlement in 2021. This represents a new record figure and a slight increase compared to the previous year. The region with the highest needs is Africa (approx. 617,000) ahead of wider Europe (including Turkey) and the MENA region.

PRIORITY SITUATIONS CORE GROUP

The Priority Situations Core Group (PSCG) is a multilateral forum on resettlement and complementary pathways, currently chaired by Ireland and Sweden and supported by UNHCR. From 29 to 31 January, the Regional Office in Brussels and RMM-HQ attended the PSCG meeting in Istanbul, Turkey.

On the last day of the meeting, the possibility to visit European Asylum Support Office (EASO)'s Resettlement Support Facility in Istanbul was announced to the resettlement countries. On 23 March, UNHCR and IOM provided Member States further background on the temporary hold on resettlement that was put in place by both agencies, describing the impact of COVID-19 on resettlement operations.

On 9 September, the PSCG held a video conference to provide an update on how resettlement operations are being adapted to the COVID-19 situation. UNHCR communicated the outcome of the survey the had shared with States in August to collect feedback on capacities to restart departures and adjust planning for the remainder of 2020.

In addition, representatives of Sweden and Canada provided updates on their planning, UNHCR presented on the current situation in the Syrian Arab Republic, Lebanon and along the Central Mediterranean Route, while EASO informed the group on its ongoing exchanges with Member States regarding resettlement in times of COVID-19.

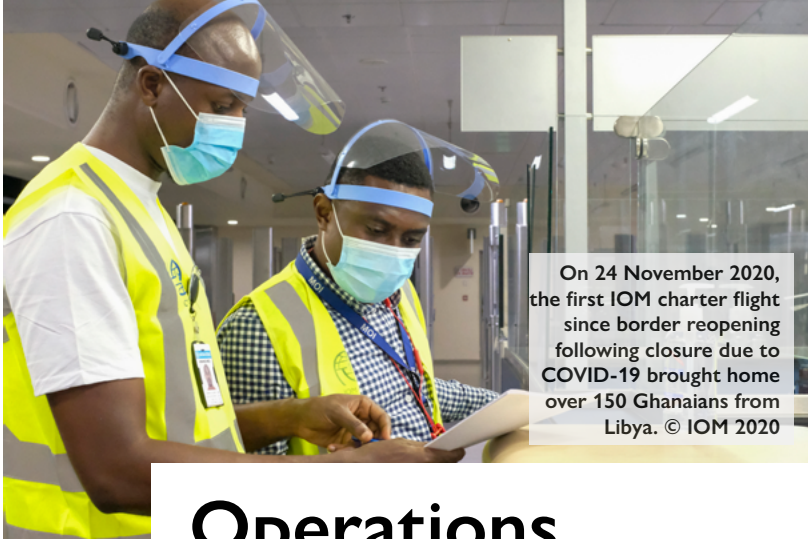
ENGAGEMENT ON RESETTLEMENT WITH THE EUROPEAN ASYLUM SUPPORT OFFICE

At the beginning of 2020, UNHCR, European Asylum Support Office (EASO) and IOM established a structured coordination channel on resettlement where the three institutions agreed to meet on a regular basis, continuing to do so in 2021. RMM-HQ as well as RMM Regional Thematic Specialist (RTS) in Brussels attended the three separate Tripartite Meetings on Resettlement between UNHCR-EASO-IOM which took place on 6 March, 13 July and 16 October.

Together with UNHCR, IOM has also regularly contributed to the EASO Network Meetings on Resettlement and Humanitarian Admission. During 2020, IOM attended a

total of nine EASO Network Meetings, five of which IOM gave a presentation and/or shared remarks. Apart from one meeting taking place in Turkey on 27 February (Istanbul) attended by RMM RTS, the others were held virtually throughout the year.

Additionally, IOM was also one of the key speakers at the European Commission Resettlement Forum in early October 2020, where the Regional Director for Regional Office BRU intervened with a speech, next to UNHCR and EASO, and shared our view on EU Pact on Migration and Asylum and how this deals with resettlement.



On 24 November 2020, the first IOM charter flight since border reopening following closure due to COVID-19 brought home over 150 Ghanaians from Libya. © IOM 2020

Operations

Impact of COVID-19 on resettlement

On 17 March 2020, and in response to the COVID-19 global health crisis, IOM and UNHCR temporarily put resettlement movements on hold.

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-service movement management and operational support to States, we were faced with an unprecedented level of obstacles. However, RMM was prepared to review and consider each request on a case by case basis to assist Member States, to ensure that all efforts were 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

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

Joint Statement :

IOM Director General António Vitorino and UNHCR Filippo Grandi Announce Resumption of Resettlement Travel for Refugees, 18 June 2020

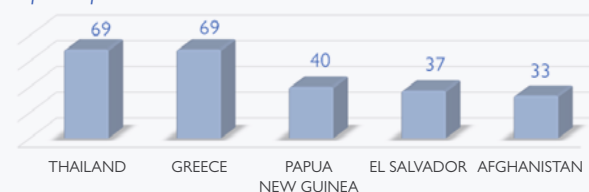
of borders, halt of flight operations, lockdowns and health considerations. The hold delayed the departures of some 10,000 refugees to resettlement countries. Throughout this period, UNHCR, IOM and partners continued to process and counsel refugees and resettled scores of emergency and urgent cases. 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.

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.

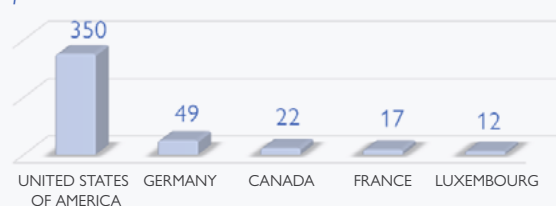
Number of people who departed during the temporary hold on non urgent movements for resettlement from 21 March to 17 June 2020.

466 beneficiaries in total **86** movements

Top 5 departure countries



Top 5 destination countries



European Union Voluntary Relocation

Despite the COVID-19 pandemic, IOM continued to provide assistance to voluntary relocation schemes in the European Union 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, IOM provided support in pre-departure activities and movement management, as well as predeparture 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.

Throughout the programmes IOM worked closely with involved governments and other partners such as UNHCR, UNICEF and EASO to facilitate the relocation of beneficiaries.

On 21 December 2020, IOM supported stranded Sudanese migrants by organizing the charter flight from Beirut to Khartoum. © IOM 2020



COVID-19 Return Task Force

The Resettlement and Movement Management Division is part of the COVID-19 Return Requests Task Force at Headquarters to assist stranded migrants globally, working closely with other units and departments – notably the Migrant Protection Assistance (MPA) Division and Migration Health Division (MHD) of the Department of Migration Management (DMM). The Task Force also liaises with Displacement Tracking Matrix (DTM) staff to keep track of received requests and provided support.

The COVID-19 Return Requests Task Force supports IOM's Strategic Vision, specifically as it relates to priorities within the mobility pillar as well as the strategic goal of responding to challenges in an joined-up manner, addressing the interplay between different programmatic areas within IOM to better assist migrants and governments. One of the results of the COVID-19 pandemic is that an increased number of migrants have become stranded in different parts of the world, and governments have approached IOM for support in the organization of returns to countries of origin. These requests are likely to increase in volumes and complexity, as the number of stranded migrants continues to grow due to the COVID-19 situation. Given the widespread impact of the pandemic on global international airlines, border closures and public health, the organization of these returns – where feasible – requires a coherent approach across the Organization, leveraging the expertise of different thematic divisions and units.

2,677
persons were supported by the COVID-19 Task Force

1,100 : COVID-19 Task Force funding

1,577 : missions funded returns in coordination with the COVID-19 Task Force

Humanitarian Assistance to Stranded

Migrants

Humanitarian Assistance to Stranded Migrants (HASM) is an assistance mechanism available to the stranded migrants in dire and urgent humanitarian need regardless of their status. The twofold objective of HASM is to:

- provide flexible and quick humanitarian assistance to stranded migrants in difficult circumstances for whom support is not readily available from any known sources or programmes;
- derive a clearer picture of changing trends in migration in order to assist in devising counter measures.

157
persons

151 : met HASM assistance criteria

6 : moved for COVID-19 (Return) HASM funded

Voluntary Humanitarian Return

IOM assists migrants' returns from Libya and Yemen to their countries of origin through the voluntary humanitarian returns (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 in making an informed decision in line with 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 assist migrant returns from Libya, IOM teams must often make challenging transportation arrangements and rely on charter flights and sea movements to transit countries.

4,434 persons assisted with voluntary return to their home countries

ISSUE BRIEF, 2 JUN 2020

ISSUE BRIEF ON COVID-19 AND STRANDED MIGRANTS.

The brief provided an overview of the challenges faced by stranded migrants, together with information on promising practices and recommendations to address them.



POLICY BRIEF, 8 OCT 2020

POLICY BRIEF ON THE IMPACT OF COVID-19 AND STRANDED MIGRANTS.

This paper aimed to consolidate available information on the impact of COVID-19 on stranded migrants, to gauge a better understanding of their evolving challenges and needs, and to serve as a first step towards the (re)design of tailored programmes, advocacy and responses.



PRESS NOTE, 9 OCT 2020

Press note highlighting the needs of stranded migrants worldwide and advocating for resources to address them



RMM mileage fund

RMM has introduced a Mileage Fund that redeems accrued airline travel volume from primarily beneficiary travel and can acquire tickets for migrants that are stranded or in vulnerable situations. This new and innovative fund will directly assist IOM beneficiaries through leveraging the potential of airline loyalty programs and avoid wasting otherwise unredeemed credit.

These tickets could be used for migrants according to a specific set of criteria within the framework of HASM or to provide ad hoc ticketing assistance for IOM beneficiaries.

Under the umbrella of the RMM Mileage Fund, RMM collects miles, credits or points across different airline loyalty programs through IOM beneficiary tickets already purchased and repurposes the accrued mileage, credits or points to acquire tickets.

In March 2020, RMM partnered up with the Air France / KLM group under their Bluebiz corporate programme to begin collecting blue credits. Despite the onset of the COVID-19 crisis, RMM was able to collect several tens of thousands of credits which will help many migrants in need to receive free tickets.

Airplus

RMM has supported migrants through the centralized Airplus credit card payment facility to acquire tickets on special flights that are not sold through regular distribution channels and not available through global IOM proprietary booking systems. The Airplus payment facility allows payment through direct transactions or virtual single use Mastercards.

WHICH AIRLINES ARE PARTICIPATING PARTNERS?

Air France, KLM, DELTA and China Eastern Airlines are participating operating partners. Marketing carrier partners also include Air France Hop! and Transavia.

WHAT TICKETS CAN BE PURCHASED WITH BLUE CREDITS?

RMM is able to book any type of ticket (regardless of booking class) that is available on Air France and KLM websites and pay for the complete ticket, including taxes and surcharges.

Our corporate account is linked to an online booking tool and RMM can book tickets according to operational needs including, such as rebooking flexibility or refundability.

WHICH TICKETS COLLECT BLUE CREDITS?

All IOM tickets issued under our partner account accrue blue credits. IOM staff who participate in AF/ KLM loyalty programmes still earn Flying Blue and Flying Club Miles – nothing changes for them. What is new is that every staff as well as beneficiary ticket will earn blue credits which will be used to help migrants in need.

HOW DOES IT WORK ?

As opposed to mileage loyalty programmes which attribute a mileage value to a flight ticket depending on booking class and distance, blue credits are calculated according to below formula :

$$(\text{✈️} + \text{🛫}) \times \text{💰} = \text{28 blue credits equals 28 CHF (1 blue credit equals the value of 1 CHF)}$$

$$\text{Ticket fare} \times \text{Carrier surcharge} = 3.5 \text{ blue credits}$$

550 CHF 250 CHF per 100 CHF spent

Compostable bags for IOM movements operations

BAG'S INGREDIENTS

100% biodegradable made of organic material (a blend of polylactic acid (PLA) and starch) in accordance with ISO 17088:2008– Specifications for compostable plastics, local equivalent or its local equivalent (CEN, DIN, ASTM, AS) with certification label.



In addition to the polyethylene bags, currently in use RMM has procured the first orders of compostable bags to be used for IOM movement operations. The new compostable bags reflect IOM's commitment to strengthen the environmental sustainability of its operations as well as supports Sustainable Development Goal 12, ensuring “sustainable consumption and production patterns”. With this initiative, IOM is contributing beating plastic pollution one bag at a time.

In order to implement this strategic initiative, RMM will work with missions to raise awareness of the new bags and to phase out use of locally procured IOM bags as well as the polyethylene bags in favor of the new compostable bags.



First flight taking Sudanese nationals stranded in Mumbai, India to Khartoum.
© IOM 2020

Compliance

Working in the age of compliance

The United States Refugee Admissions Program (USRAP) Integrity Guidelines for Operations (OPS) and Migration Health Division (MHD) were released in the third quarter of 2019, and successfully carried out in 2020 despite the COVID-19 situation.

The implementation of the integrity guidelines is a positive move towards preventing fraud and malfeasance and helping to foster an ethical culture through compliance. These guidelines offer useful, practical measures which illustrate clear linkages to mainstreaming Accountability to Affected Population through IOM programming by incorporating clear messaging about complaint and feedback mechanisms to USRAP applicants. Such measures serve as a protection tool as several aspects of the guidelines explicitly seek to reduce the opportunities which could be exploited to

commit fraud, enhancing protection for applicants and integrating increased levels of quality control into the resettlement process.

The training sessions on the Integrity Guidelines spurred meaningful, though-provoking discussions between colleagues about the implementation of these guidelines and the implications they have on the work of IOM staff, particularly in Operations.

The USRAP Integrity Guidelines for Movement Operations present an opportunity extend this good practice to a broader RMM operational context. RMM plans to launch RMM Integrity Guidelines applicable for all IOM Movement Operations in 2021.

RMM extended a contract with Aviation sans Frontières France

On 31 January 2020, RMM extended a contract with Aviation sans Frontières (ASF), a key service provider of operational escorts for resettlement operations. IOM and ASF's successful cooperation dates to 2003 and continues to be useful for all stakeholders.

ASF offers flexible, protection-oriented support during movements of vulnerable refugee cases. ASF employees are professionals of the air travel industry, not only providing high standard assistance escorting IOM beneficiaries from the country of first asylum to the country of resettlement, but also providing a cost effective option for IOM programmes given their staff access to low fare airline tickets.

	NUMBER OF ASF OPERATIONAL ESCORTS	NUMBER OF ESCORTED IOM BENEFICIARIES
2013	35	980
2014	39	360
2015	65	648
2016	124	598
2017	79	342
2018	112	3,974 ¹
2019	180	4,272 ²

¹2018: start of charters for Syrians departing from Turkey to Germany.

²2019: continuation of these operations to final destinations Germany, Spain and the United Kingdom.

RMM's repository for COVID-19 related information for movement operations

RMM dedicated space in the Division's internal information repository to collect and disseminate operational guidance for regarding the requirements at arrival into the countries of final destination for IOM beneficiaries. IOM Movement Operations staff are provided with information about the quarantine procedures, medical tests, specific documents, options available to use escorts for vulnerable cases required for the IOM beneficiaries to reach their destinations. This information is for daily use by Movement Operations staff planning movements of IOM beneficiaries under various IOM's programmes and projects. This repository helps IOM Movement Operations to effectively plan movements in the context of COVID-19.

New IOM transit points in Abu Dhabi and Addis Ababa airports

In January and September 2020 respectively, RMM-HQ facilitated two new contracts with transit assistance providers in Abu Dhabi and Addis Ababa airports to make support available to IOM beneficiaries in two more major airports of the world. This allows IOM beneficiaries transiting Abu Dhabi with Etihad Airways and Addis Ababa with Ethiopian Airlines receive the required level of support, including transfers between the flight, provision of meals, and support and reporting on exceptional situations with IOM beneficiaries. The use of Addis Ababa as a transit point was extremely important during COVID-19 situation, when Ethiopian Airlines were one of the few carriers that continued their operations.

Joint RMM-MHD COVID-19 related training

RMM-HQ jointly with Migration Health Division (MHD) conducted a series of webinar trainings on Coordinating Movements in the COVID-19 Environment.

This training was specifically developed to provide COVID-19 guidance and resources developed by MHD, RMM and resettlement states for IOM Movement Operations activities at the sending, transit and receiving missions. As detailed in the below table, over April – July 2020, six webinars were held for all the major regions with about 700 participants.

REGION	NUMBER OF ATTENDEES
AFRICA	155
ASIA AND THE PACIFIC	70
EURASIA/ MIDDLE EAST AND NORTH AFRICA/ TURKEY AND LEBANON	217
LATIN AMERICA	30
UNITED STATES PORT OF ENTRY	70
CATCH-UP (ALL REGIONS)	150

Online IOM Data Protection Principles Training

Given that in our day-to-day work within IOM we all handle personal data of IOM beneficiaries and other individuals, participating in the online IOM Data Protection Principles Training is essential for all IOM personnel. The IOM Data Protection Principles and Manual have been in place for the past decade and IOM has been often described as the leading organization in data protection within the UN system. Now, taking into account that robust data protection and privacy is specifically highlighted in the recently adopted IOM Data Strategy as one of the three cross-cutting deliverables, and on the agenda of most IOM partners and donors, it is extremely timely for everyone to ensure that they understand how to protect personal data while respecting IOM's internal rules on the matter.

Online IOM Data Protection Principles Training was launched by RMM on the Staff Development and Learning

(SDL) platform on 26 November 2020. This new training was initiated by RMM and its content was developed by institutional Law and Programme Support Division (LEGPS), being the focal point of the Organization on data protection matters, in coordination with SDL and RMM. Inputs and comments to the training were provided by Migrant Protection and Assistance (MPA), Migration Health (MHD), Displacement Tracking Matrix (DTM), Information and Communications Technology (ICT) and Immigration and Border Management (IBM).

Further information on data protection within IOM can be found on the [IOM website](#). For any questions or comments concerning the training do not hesitate to reach out to LEGPS (leg@iom.int).

Data and Systems

Digitalization of archived movement data

The RMM Data and Systems Unit has successfully encoded and digitalized the RMM archived data.

from 1952 to 1976

The interactive visualization for each year shows:

1. Cumulative number of movements as of 1952
2. Total number of movements by year
3. Top countries of departure and destination
4. Mode of travel by percentage of movements



Hungarian refugees prepare to depart Osijek, Croatia, with assistance from ICEM. © IOM 1957



The second group of Hungarian refugees is boarding the MS Augustus in the port of Genoa to leave for Brazil. © IOM 1957

DID YOU KNOW

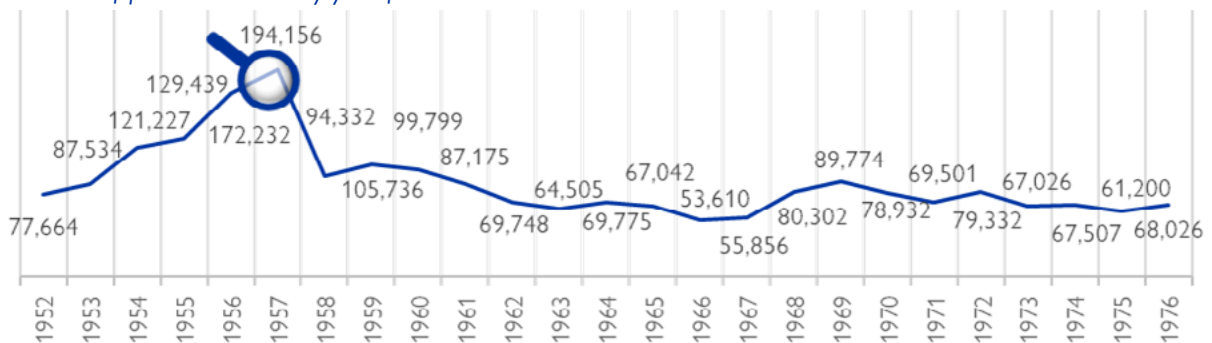
64 YEARS AGO



In 1957, one of the main factors decisive in affecting the shipping policy and the amount of ship space available for migrants was the request for extra space needed to transport Hungarian refugees. The great flow of Hungarian refugees arriving in Austria influenced the overseas shipping programme as early as December 1956.

DG Report on Transport 1956-57, MC/235 Annex 1.

Number of persons moved by year from 1952 to 1976



Programme and data integrity in MiMOSA webinars

RMM facilitated four on-line information-sharing webinars on “Programme and Data Integrity in MiMOSA (Migrant Movement and Operational Systems Application)” conducted by the Nairobi Movement Operations Hub in June 2020. Operations Managers, Movement Operations Supervisors, and Data Processing Unit staff supporting IOM movements were invited to participate in 90 minutes webinar. The webinar was provided to 283 staff members in Asia, Africa, MENA, EEA and the Americas.

A church community raised funds for the resettlement of this Syrian refugee family to Argentina. Ongoing support has been offered to the family to help them find work, learn Spanish and settle in their new home. Watch the full story video here.
© IOM 2019

Sustainable Resettlement and Complementary Pathways Initiative

The Sustainable Resettlement and Complementary Pathways Initiative (CRISP) is a joint IOM and UNHCR project that was launched in January 2020 as a key vehicle of the multi-stakeholder [Three Year Strategy \(2019-2021\)](#) on Resettlement and Complementary Pathways to expand third country solutions for refugees.

Over the course of Year 1 implementation, there was a significant programmatic shift away from the goals of the preceding project named the Emerging Country Joint Support Mechanism (ERCM) which focused primarily on the volume of resettlement movements. Building on the lessons learned the CRISP has set out to focus on the capacity and systems building of resettlement with an emphasis on the quality and sustainability of programming.

Despite the COVID-19 pandemic impact on travel and the subsequent restraint on resettlement countries to commit to new target populations and activities, there have been several accomplishments (as outlined in the “CRISP CY2020 accomplishments”).



CRISP CY2020 ACCOMPLISHMENTS

PLANNING

- UN to UN Agreement signed between IOM and UNHCR
- CRISP team assembled
- Budget and workplan finalized

ENGAGEMENT

- CRISP Donor engagement conducted
- Joint IOM-UNHCR letters submitted to the governments of Uruguay, Argentina and Brazil

DELIVERABLES

- CRISP website launched at ATCR
- The first semi-annual CRISP newsletter is published
- Delivery of Indicators for Integration Framework Workshop.
- Development of the Mental Health Manual in Argentina
- Mapping of mental health psychosocial care of refugees and migrants conducted in Brazil and the mapping of the results were presented at an online workshop
- Awareness-raising session on AAP and Protection carried out

MOVEMENTS

- First resettled refugees arrived to Argentina
- Refugees transferred to Romania on an urgent basis, pending final destination to Argentina once international travel resumes



“ Argentina has a very nice history of welcoming people from all over the world. After living here for two years, I see they are very kind and have a great heart, they’re very generous. They welcome you with love and respect...they treat you like a human being.”

Ammar

Syrian refugee resettled to Argentina



WATCH VIDEO OF AMMAR'S STORY
ON IOM'S YOUTUBE CHANNEL

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](#) (CRISP).

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.

Despite the general lockdown for the first few months after a Syrian refugee family was resettled from Lebanon to Argentina, the sponsors found creative digital solutions to maintain contact with the family, make them feel welcome and ensure all their basic needs were covered. The family started remote Spanish classes offered by the British Council, the children were able to join a virtual classroom at the local school, and groceries were delivered to their doorstep.



 **Paying It Forward: Syrian Brothers Pursue Their Dreams in Argentina**

Future priorities for CRISP



More information



For further information about CRISP, please visit the website www.resettle.org.

Communications

RMM Resettlement and Movement Publications on the IOM online bookstore



DOWNLOAD

IOM RESETTLEMENT

Number of pages : 48
 Year : 2020
 Language : English
 Electronic copy only



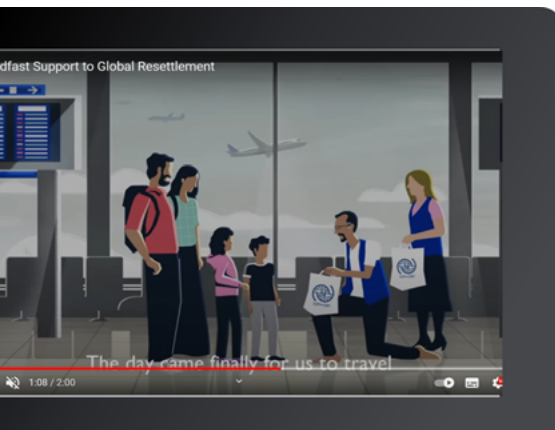
DOWNLOAD

IOM MOVEMENTS

Number of pages : 44
 Year : 2020
 Language : English
 Electronic copy only



Animated video about IOM resettlement support is available in several languages



IOM's Steadfast Support to Global Resettlement (original version, ENGLISH)

- SPANISH
- FRENCH
- ARABIC
- RUSSIAN
- PORTUGUESE STANDARD
- PORTUGUESE BRAZILIAN
- CHINESE MANDARIN
- TURKISH

+130,000

views on IOM Global Social Media accounts

RMM Strategy

2020–2023

Development and launch of the RMM Strategy

The RMM Division has developed a comprehensive four-year strategy, the first of its kind for the Division. The strategy went through an extensive development process that was largely field driven and highly collaborative.

The strategy articulates RMM's mission statement, strategic areas of focus, as well as its common goals and objectives. It lays out a plan for how IOM's resettlement and movement assistance activities will address the myriad of opportunities and challenges, taking into account institutional priorities as well as ensuring alignment with IOM and UN frameworks.

The strategy aims to guide the work of IOM staff carrying out resettlement and movement activities across the globe. During implementation of the strategy, it is expected that

cross-functional teams of staff with diverse experience will work together to achieve targets, accompanied by support and leadership from RMM-HQ Strategy Support, carrying out oversight functions, coordination and communication.

To pre-launch the RMM Strategy, DOE and RMM held a webinar on 16 December with an introduction by the DOE Director and presentation by the Head of RMM and Senior RMM Strategy Advisor.

RMM'S MISSION STATEMENT

To expand and improve the delivery of our activities in a changing landscape.

Development and launch of the RMM Strategy

Overall, RMM has identified five strategic areas of focus, five overarching goals and 18 objectives. The RMM Strategy includes a robust implementation plan (CY 2020–2023) to help the Division plan, keep group work on track, and monitor results. The focus areas and overarching goals are listed below: policy and planning; operations and programmes; partnerships; innovation and learning; compliance and reporting.

1. POLICY AND PLANNING

RMM expands its capacity to plan and analyse, provide guidance and share expertise. RMM establishes its identity and expands visibility.

2. OPERATIONS AND PROGRAMMES

RMM improves operational effectiveness through accountability, standardization, mainstreaming policy and adopting new methods of working.



3. PARTNERSHIP

RMM strengthens internal and external partnerships to ensure comprehensive programming for IOM beneficiaries and stakeholders.

5. COMPLIANCE AND REPORTING

RMM leverages monitoring and evaluation to optimize business processes.

4. INNOVATION AND LEARNING

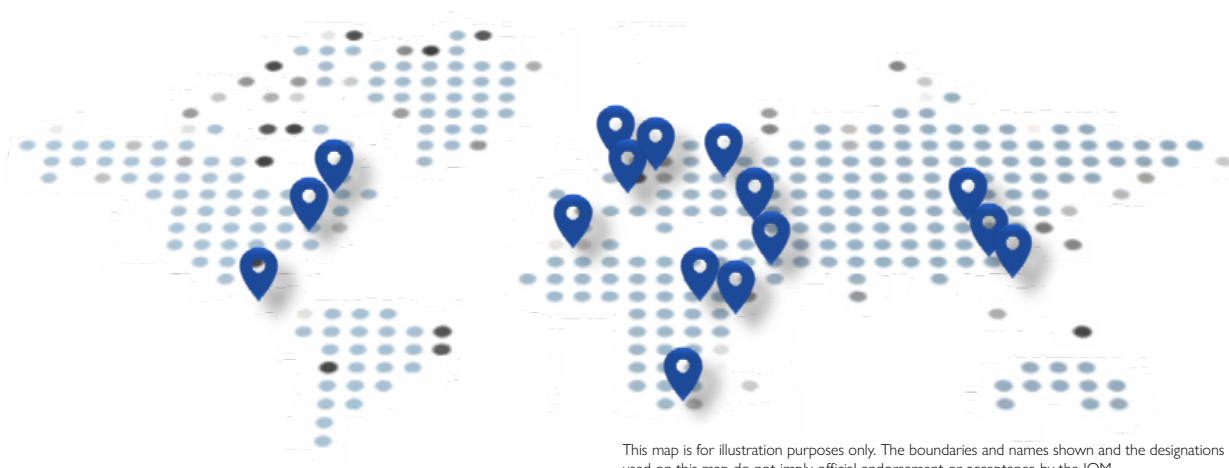
RMM supports IOM as a learning organization through innovation, knowledge management and staff development.

Within this structure, RMM has committed to achieve the following **18 objectives**:

1. Develop policy capacity, strategic planning and change management functions.
2. Streamline business continuity planning.
3. Invest in data integrity and information management.
4. Share expertise through targeted, timely and consistent communication.
5. Establish a budget-based approach for financial accountability.
6. Standardize roles and responsibilities for staff serving a movement operations project.
7. Mainstream institutional policies throughout the movement continuum.
8. Adopt new ways of engaging with airline actors.
9. Standardize operational support and professionalize procedures.
10. Leverage partnerships to share, promote and strengthen RMM's expertise.
11. External partners receive timely, tailored messaging reflecting RMM values and principles.
12. Promote joined-up thinking with other divisions ranging from policies to activities.
13. Strengthen operational delivery through technology, innovation, and data science.
14. Enable knowledge management.
15. Create opportunities for staff development.
16. Utilize an effective monitoring and evaluation tool tracking adherence to relevant procedures, policies and practices.
17. Establish minimum operational standards and train missions accordingly.
18. Create a monitoring and evaluation culture.

Geographic Coverage

In terms of collaboration and how work is structured, each of the five focus areas has an IOM focal point based in the field and Headquarters. Team Members and Focal Points of the RMM Strategy work in IOM offices across the globe (locations are depicted below on the map below). As the Division strives to engage more staff with a diverse range of skills and expertise who will ultimately contribute to the overall success of the RMM Strategy, current Team Members are working together on precise outcomes and outputs that will achieve our objectives.



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.

For additional information on RMM's work,
please visit the RMM page on IOM website.

Contact : RMM@iom.int