



IOM IN THE FIELD

Improving the Living
Conditions of Migrants
and Refugees in
Mainland Greece

2016–2018



Funded by
European Union
Civil Protection and
Humanitarian Aid

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IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental body, 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 work towards effective respect of the human dignity and well-being of migrants.

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IOM IN THE FIELD

**IMPROVING THE
LIVING CONDITIONS
OF MIGRANTS
AND REFUGEES IN
MAINLAND GREECE**

2016–2018

FOREWORD

As a founding member of the International Organization for Migration, IOM Greece has a long history of working closely with authorities and civil society in promoting and protecting migrants' rights and well-being during its 66 years in the country.

Through the establishment of its Emergency Operations Unit in 2015, IOM has further strengthened its presence in Greece, cooperating with different partners and the Greek authorities, focusing on the response to the humanitarian needs of migrants and refugees in Greece. IOM's implemented projects encompass a wide range of activities, from shelter to protection, education and transportation.

In particular, under the projects "Multi-sectoral Assistance to Migrants and Refugees Stranded in Greece" and "Humanitarian and Recovery Support to the Affected Population in Greece", funded by the European Commission's Civil Protection and Humanitarian Aid department (ECHO), IOM carried out numerous interventions in order to upgrade living standards and ensure dignified and humane living conditions for migrants and refugees residing in sites throughout Greece.

In line with international standards and through continuous needs assessments, IOM implemented urgent and targeted shelter, hygiene, and safety and security interventions, and supported the Government of Greece in reconstructing and renovating open accommodation sites for temporary as well as longer-term use.

With this publication, IOM aims to provide a comprehensive overview of the holistic interventions carried out by IOM and funded with European Union humanitarian aid, aiming to improve the living conditions of migrants and refugees in the mainland of Greece during the period 2016–2018.

IOM is particularly proud of the solutions provided and grateful to the European Commission and the Ministry of Migration Policy for having made them possible.



Gianluca Rocco

Chief of Mission, IOM Greece

Regional Response Coordinator

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INTRODUCTION

IOM, the United Nations migration agency, is the leading intergovernmental international organization in the field of migration. Founded in 1951 – and currently with 172 Member States and a further 8 States holding observer status, and offices in over 100 countries – IOM provides services and advice to governments and migrants, including refugees and internally displaced persons, worldwide. In a turbulent world, where migration is a common reality, IOM is involved with migration management, committed to the principle that humane and orderly migration benefits migrants and society, and seeks to promote international cooperation on migration issues and provide humanitarian assistance to migrants in need, including refugees and internally displaced people, by identifying and putting in place practical and durable solutions.

A founding member of IOM, IOM Greece was officially established in 1952. Based on over 66 years of experience in Greece, IOM has established a strong network of partners, including the Government of Greece, international and local actors and migrant communities. Its long-standing presence and uninterrupted support to relevant stakeholders have enabled IOM Greece to develop a pragmatic and holistic response in line with the local context, and successfully provide direct assistance to migrants and advice to the Government, with respect to the fundamental principles of independence, impartiality and neutrality, and with the ultimate objective of promoting and safeguarding migrants' rights.

Since 2015, IOM has been developing emergency actions in response to the humanitarian crisis in Greece that emerged from the unprecedented large and mixed migratory flows. Activities have included (a) the provision of humanitarian assistance ranging from the immediate to holistic, protection-based interventions, aiming at offering humane living conditions and protecting the lives and dignity of migrants and refugees stranded in Greece; (b) shelter assessments, distribution of emergency relief items, transportation, and provision of legal information and interpretation to newly arriving migrants; and (c) provision of mental health and psychosocial support to vulnerable migrants. In parallel, durable solutions are offered through Assisted Voluntary Return and Reintegration, family reunification and relocation.

Since 2016, the activities of IOM Greece have largely evolved into the areas of protection and Site Management Support (SMS), in line with the overall strategy of the Government of Greece for the organization of an adequate site accommodation system. In May 2016, IOM was first appointed as the official SMS agency for five sites: Derveni, Katsikas, Malakasa, Oinofyta and Ritsona; with European Union humanitarian aid contribution, this role was expanded to five other sites in August 2016: Agios Andreas, Thiva, Serres, Drama and Kavala; and, gradually, to another three sites by 2018: Thermopyles, Andravida and Elefsina. At present, with the support of the European Commission, IOM is operating as the SMS agency in 10 accommodation sites, located in Attica/Central Greece (Elefsina, Malakasa, Oinofyta, Ritsona, Thermopyles and Thiva), Northern Greece (Drama, Kavala and Serres) and Peloponnese (Andravida).

CONSTRUCTION, CARE AND MAINTENANCE

Acting as the SMS agency, IOM caters for the upgrading and upkeep of dignified living conditions in accommodation sites through the implementation of targeted interventions: site set-up and shelter upgrade (e.g. installation of accommodation containers, refurbishment of buildings); sustainable water, sanitation and hygiene (WASH) solutions (e.g. hygiene promotion, safe drinking water); and safety and security measures and precautions (e.g. fire protection). IOM ensures the streamlining of protection standards in the sites' daily life, by adjusting its interventions to the needs of migrant communities, as identified through their engagement in the process, and by taking under consideration gender and age sensitivities (e.g. gender disaggregated facilities, adequate lighting in common areas, and common spaces specially dedicated to women and children).

During the period 2016–2018, thanks to European Union humanitarian aid, IOM successfully refurbished 10 accommodation sites in mainland Greece through extended construction works, thus providing migrants and refugees with adequate, dignified and safe living standards: Alexandria, Andravida, Drama, Elefsina, Katsikas, Kavala, Ritsona, Serres, Thermopyles and Thiva. In parallel, the continuous monitoring of living standards across all sites where IOM acts as the SMS agency, the timely identification of gaps and, accordingly, the performance of care and maintenance activities ensure quality delivery of shelter, WASH and safety and security-related services, while also being vastly appreciated by the migrant community.

Figure 1: Open accommodation sites for migrants and refugees in mainland Greece



Source: Google Earth.

SITE MANAGEMENT SUPPORT AND PROTECTION

With the objective to facilitate the day-to-day management and coordination of site activities and, ultimately, provide comprehensive assistance to beneficiaries, multidisciplinary field teams are deployed across all sites, consisting of facility coordinators, community support workers, cultural mediators and handymen. By establishing a daily presence, the SMS field teams have gradually built trust with the migrant communities and have become the main point of contact of beneficiaries about all site-related developments and services.

In coordination with the national Site Management authorities, core SMS activities are performed according to beneficiaries' needs and by developing effective synergies with other actors operating either at site level or within local communities. The reception and registration of beneficiaries arriving at the site, the shelter preparation and allocation based on vulnerability assessments and demographics of the population, as well as the provision of welcome kits and food rations to new arrivals and vulnerable beneficiaries, constitute part of the daily responsibilities of field teams. Staff

members are also responsible for providing beneficiaries with up-to-date information about services available at site and local level, and assist them with integrating into the local context and making use of social services and benefits (i.e. referrals to hospitals, social services, access to markets, and referrals to other agencies when public structures are unavailable).

With a view to positively impacting the health, psychosocial well-being and safety of the site population, direct protection and assistance activities are streamlined across all sites.

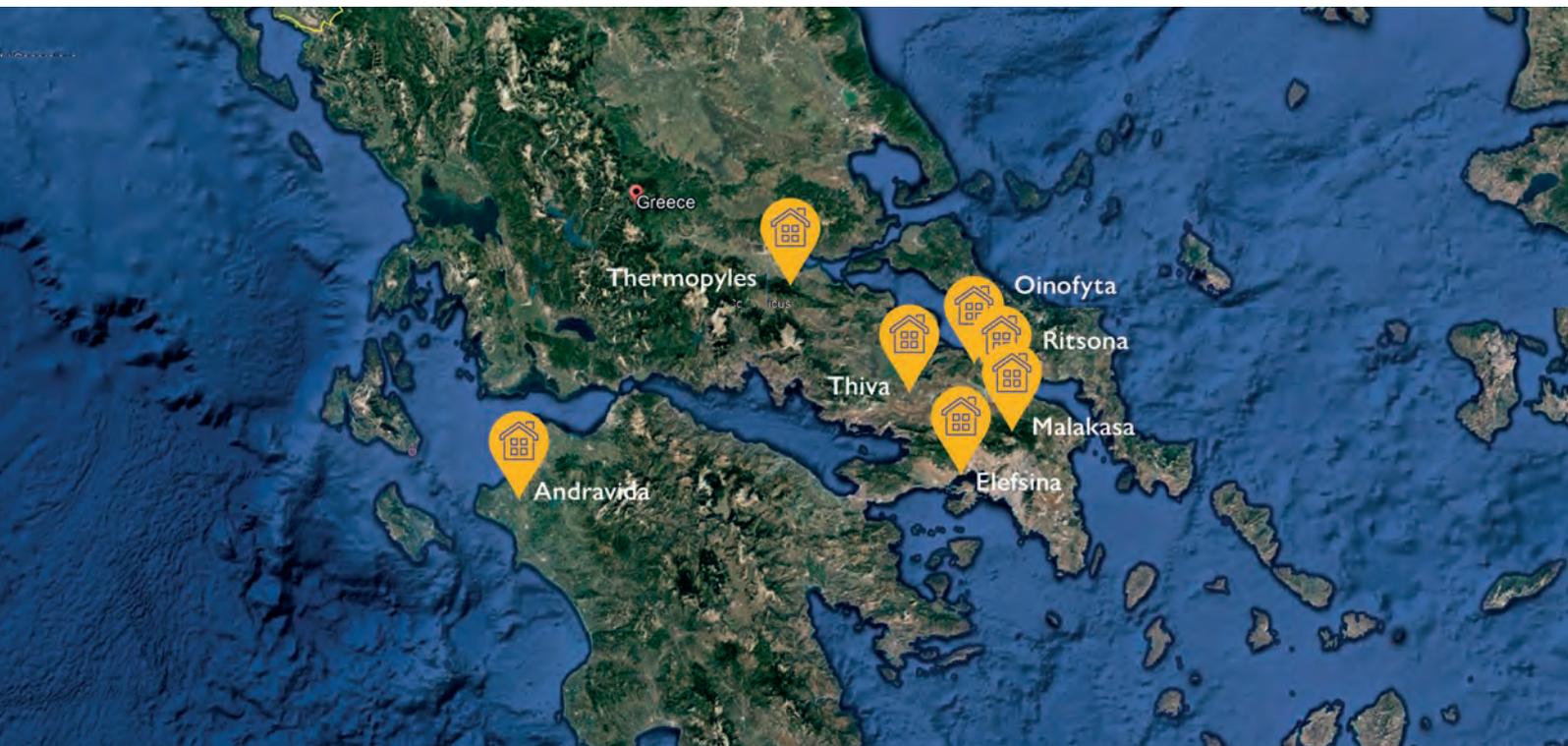
Given the broad range of vulnerabilities and the large caseload of protection cases, dedicated professionals with daily presence at sites are responsible for the initial screening and identification of vulnerabilities (i.e. conduction of vulnerability assessments), as well as for basic referrals to services (i.e. asylum service, accommodation programmes, public health and social services). Case management is also provided at site level for vulnerable cases (especially sexual and gender-based violence survivors, child protection cases and psychological cases) in order to ensure proper treatment and follow-up (i.e. individual/group sessions and referrals to appropriate shelters/services). Furthermore, mobile teams are deployed to cover additional needs, identified in the areas of legal counselling and in-depth psychological assistance.

In addition, community support workers continuously promote community engagement and encourage community-based activities, the most indicative examples being the operation of formal feedback mechanisms, community meetings, site cleaning groups, focus group discussions, awareness-raising sessions and various cultural activities/events. By reaching out to all community members and by placing specific attention to women, children and persons with specific needs, IOM aims to reinforce participatory and accountability mechanisms, strengthen beneficiaries' sense of ownership and ultimately assist them in achieving resilience.

Multilingual cultural mediators (speakers of Greek plus one or more community language) form an indispensable part of the SMS team, providing interpretation and, when necessary, accompaniment of beneficiaries to public services, ensuring informed and appropriate access to rights.

SOUTHERN AND CENTRAL GREECE

Figure 2: Open accommodation sites for migrants and refugees in Southern and Central Greece



Source: Google Earth.

ANDRAVIDA OPEN ACCOMMODATION SITE

The Andravida site was constructed in 1998 and started operating as a summer resort for the employees of the municipalities of Fillis and Andravida–Kyllini. After a short period, it closed and started operating again in May 2016, this time as an accommodation site for migrants and refugees. It is now home to 275 people, of whom 21 per cent are girls (under 18 years of age), 28 per cent boys, 24 per cent women and 28 per cent men. The site's population mostly originates from the Syrian Arab Republic (98%) and Iraq (2%). In Andravida, beneficiaries live in 53 fully equipped apartments of approximately 50 m² each. Every accommodation unit also has an individual bathroom, shower and kitchen area. IOM provides SMS, shelter, WASH and education services.

Table 1: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Andravida site

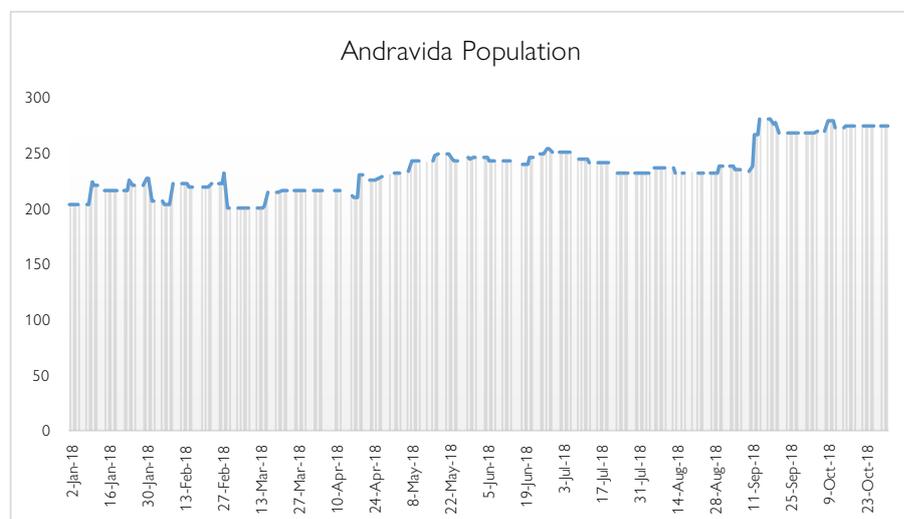
Parameters	Value
Accommodation type	Apartments
Maximum capacity	248
Max/min temperature (°C)	40.30/-5.70
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	140
Access to sanitation facilities (%)	100
Total living area (m ²)	2,200
Total surface area (m ²)	48,000

Figure 3: Andravida site



Source: Google Earth.

Figure 4: Time-series data of population at the Andravida site



IOM staff

- One facility coordinator
- Two facility coordinator assistants
- One community support worker
- One cultural mediator
- One handyman

Shelter

- Installation of wireless Internet network for new places created through construction works;
- Supply and installation of fire protection measures and provision of maintenance services;
- Maintenance and refill of 60 fire extinguishers (6 kg);
- Purchase and transportation of electrical equipment for rooms created through construction works (5 fridges and 17 kitchenettes);
- Supply of 100 single beds with mattresses;
- Repair works of electric boards and rearrangement of electrical outlets;
- Purchase, transportation and installation of television sets with satellite antennas in the communal space;
- Purchase and replacement of glasses in communal areas, kindergarten window and door frames (urgent response due to safety and security reasons);
- Installation of 13 new air conditioners for apartments;
- Replacement of boards and cupboards in two apartments;
- Works for the rehabilitation, removal and safe disposal of dried palm trees due to safety reasons;
- Purchase of paints, tools and insulation materials;
- Equipment and supplies for regular repairs (such as door handles, glasses, kitchenettes, water heaters, etc.);
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Water supply for the camp is provided by the Municipality of Kyllini and there is a borehole for emergencies;
- Provision of bottled water (contingency plan);
- Installation of water treatment system, with:
 - Pressurized sand filter/activated carbon; and
 - Chlorination system;
- Monitoring and maintenance of water storage tank, 100 m³;
- Maintenance of water supply system for water distribution in households;
- Replacement of the water pressure tank (volume = 5,000 l) of the water supply system;
- Replacement of the water level instrument for the proper operation of the central water supply system;
- Purchase chemical materials to provide drinkable water (12–14% sodium hypochlorite for disinfection of the treated water);
- Regular water quality tests;
- New drainage system addressing floods from surface water.

Sanitation

- Maintenance of the biological treatment plant;
- Installation of two new wastewater pumps with the proper metallic filters, new chlorination system and electrical upgrade;
- Purchase of chemical materials for disinfection of the recycled wastewater;
- Daily monitoring of the biological treatment plant;
- Transportation of the active sludge from the biological treatment plant;
- Regular recycled water quality tests;
- Supply of garbage bins and bags.

Hygiene

- Installation of new professional washing machines (10 kg each);

- Repairs of three domestic washing machines;
- Professional cleaning of internal and external communal spaces (including green areas);
- Signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Hygiene activities targeting children (hand washing and personal hygiene);
- Hygiene promotion sessions (hand washing, personal hygiene, menstrual hygiene, importance of breastfeeding and breastfeeding tips, pest control management, water management, waste management, infant care and HIV/AIDS and sexual reproductive health);
- Pest control services (installation of a rodent stations network, disinfections, etc.).

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

These works concern the rehabilitation of the existing 38 apartments including electro-mechanical works, as well as the reconstruction of four additional spaces (formerly not used) into living apartments, of the school, the mosque, the administration building, the medical area and the surrounding area.

- Decommissioning of existing kitchen furniture and installation of new infrastructure in 36 apartments;
- Replacement of problematic fibre ceiling tiles in 38 apartments;
- Repair electrical installation, restoring damaged materials;
- Installation of mosquito nets in external windows;
- Adjustments, repairs and painting of doors and windows;
- Installation of security lighting in every exit of each apartment;
- Installation of smoke detector points – autonomous with battery;
- Construction of a new wall with door in the medical area in order to create new spaces;
- Installation of new aluminium doors;
- One of the existing spaces, which was turned into an apartment, was adjusted to the specifications needed in order to be used by persons with special needs. Interventions such as larger door frames, ramps and special equipment in the bathroom were implemented;
- Electrical installation for four newly constructed rooms;
- Plumbing works for the installation of kitchens and bathrooms for four newly constructed rooms (water heaters, showers, toilets, water taps installations, etc.);
- Kitchen furniture for the newly constructed rooms;
- Installation of two fence doors for safe access to the beach;
- Construction of a new playground;
- Removal of all unused materials of the construction works to a certified collection area.

Figure 5: Various pictures from the Andravida open accommodation site for migrants and refugees



ELEFSINA OPEN ACCOMMODATION SITE

The Elefsina accommodation site comprises a building which used to operate as the Apprentice School of Elefsis Shipyards. Elefsina is an official accommodation site populated by 103 people, of whom 24 per cent are girls (under 18 years of age), 24 per cent boys, 23 per cent women and 29 per cent men. The site's population mostly originates from the Syrian Arab Republic (91%), Iraq (7%) and Palestinian Territories (1%). The Elefsina site is equipped with a main building with 30 rooms. Communal water and sanitation facilities are also available. IOM provides SMS, WASH and education services.

Table 2: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Elefsina site

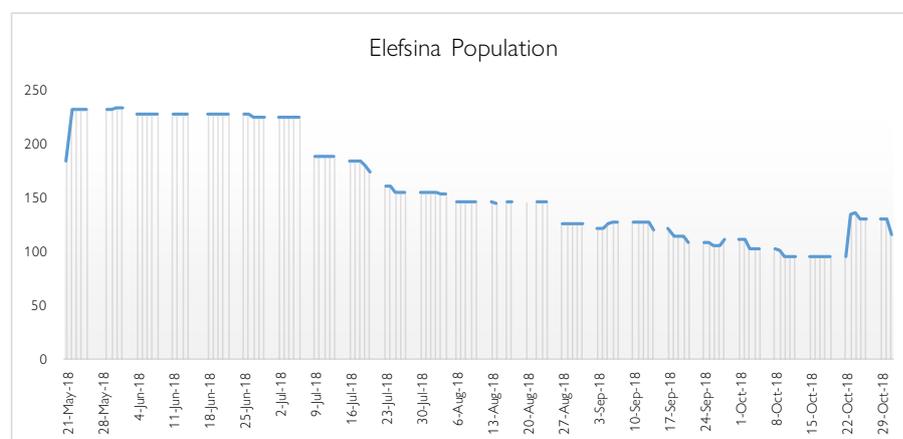
Parameters	Value
Accommodation type	Building
Maximum capacity	350
Min/max temperature (°C)	-5.50/45.30
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	120
Access to sanitation facilities (%)	100
Total living area (m ²)	1,600
Total surface area (m ²)	6,450

Figure 6: Elefsina site



Source: Google Earth.

Figure 7: Time-series data of population at the Elefsina site



IOM staff

- One facility coordinator
- One community support worker
- Two cultural mediators
- One handyman

Shelter

- Equipment and supplies for regular repairs (such as door handles, glasses, water heaters, fences, etc.);
- Maintenance of fire protection measures (water network, water pump, nests and fire extinguishers);
- Maintenance of 20 fire extinguishers (6 kg);
- Renovation works (plasterboard, air conditioners, electrical installations, etc.);
- Electrical and lightning upgrade with the supply of relevant equipment;
- Installation of fencing for water, septic tanks and for the entrance on the roof with razor wire on the top of the fencing;
- Equipment: tables, chairs, benches, garbage bins, fridges (30 pieces), etc.;
- Supply of 200 single mattresses;
- Purchase and installation of metallic cover for washing machines;
- Lease of two cargo containers as storage space;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Water storage tanks, three units of 5,000 l each;
- Water pumping system for water distribution;
- Installation of water pump system for water distribution;
- Purchase, transportation and installation of a water basin for access to potable water.

Sanitation

- Purchase of six garbage bins and garbage bags for indoor communal areas;
- Emptying septic tanks and provision of daily desludging service;
- Purchase and installation of two manhole covers for the septic tanks to secure the sewage system (safety reasons);
- Urgent provisions of unclogging services of communal bathrooms to avoid hygiene and functional hazards.

Hygiene

- Signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Installation and maintenance of five new domestic washing machines (10 kg);
- Hygiene activities targeting children (hand washing and personal hygiene);
- Hygiene promotion sessions (hand washing, personal hygiene, menstrual hygiene, proper use of WASH facilities, pest control management and water management);
- Pest control services (installation of a rodent stations network, disinfections, etc.);
- Professional cleaning services for communal bathrooms.

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

- Refurbishment works such as partitioning for the creation of 30 apartments, cooling and heating, water and power supply;
- Purchase and installation of 30 new air conditioners;
- Supply of 30 fridges and 30 wardrobes and power safety strips, one item per apartment;
- Electrical materials for the refurbishment of communal kitchen space, including the kitchen appliances, cooking hoods and food preparation steel tables;

- Dishwashing basins, taps and benches for refurbishment of communal kitchen space;
- Installation of 60 mosquito nets together with a wooden base;
- Installation of ceramic tiles for kitchen refurbishment;
- Provision and installation of 43 safety exit lights.

Figure 8: Various pictures from the Elefsina open accommodation site for migrants and refugees



MALAKASA OPEN ACCOMMODATION SITE

The Malakasa site opened in March 2016 as an emergency reception site in the Attica region, but has become an official accommodation site. It is populated by 1,000 people, of whom 16 per cent are girls (under 18 years of age), 22 per cent boys, 16 per cent women and 46 per cent men. The site's population mostly originates from Afghanistan (50%), the Syrian Arab Republic (26%), Iraq (17%) and the Islamic Republic of Iran (6%). The Malakasa site is equipped with 200 prefabricated accommodation containers, and each house hosts two families in separate rooms with a common shower/bath. Additionally, 2 rub halls have been partitioned into 14 apartments each, and up to 56 tents were installed in June–July 2018, as an emergency solution to temporarily increase the capacity of the site. IOM provides SMS, WASH and education services.

Table 3: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Malakasa site

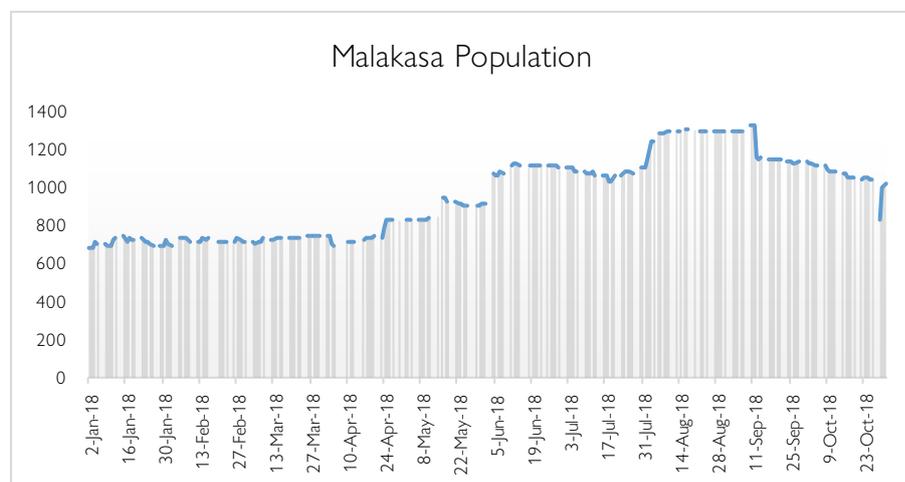
Parameters	Value
Accommodation type	Containers, Rub halls, Tents
Maximum capacity	1,162
Min/max temperature (°C)	-10.75/42.05
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	160
Access to sanitation facilities (%)	100
Total living area (m ²)	5,280
Total surface area (m ²)	66,800

Figure 9: Malakasa site



Source: Google Earth.

Figure 10: Time-series data of population at the Malakasa site



IOM staff

- Three facility coordinators
- Two community support workers
- Two child protection officers
- Four cultural mediators
- Two handymen

Shelter

- Equipment and supplies for regular repairs (maintenance of electrical and plumbing installations);
- Construction of a new playground and installation of protective floor;
- Repair of 56 accommodation containers, works included the repair of the ceilings, floors, electrical and plumbing installations. Works were conducted in order to make the containers habitable for people to move from tents;
- Supply of 206 air conditioners and maintenance of the existing 400 air conditioners in the accommodation units (2 units per container);
- Supply of fire protection measures: 450 smoke detectors, 40 wheeled fire extinguishers (25 kg), together with cabinets;
- Maintenance of the fire protection measures and equipment (refill of fire extinguishers, batteries for smoke detectors);
- Provision of 400 bunk beds, 800 mattresses, 200 kitchen tables and 800 chairs;
- Supply of 200 kitchen appliances, 200 fridges and 200 cooking hoods;
- Installation of a public address system;
- Upgrade of the external lightning with additional floodlights and automatic switches to reduce the electrical consumption;
- Minor construction works for the installation of siphons in 73 accommodation containers;
- Replacement of broken window glasses of accommodation containers and communal areas;
- Installation of Wi-Fi spots for Internet network upgrade;
- Construction of steps in front of 145 accommodation containers;
- Purchase, transportation and installation of four container ramps for persons with specific needs;
- Repair of 10 aluminium WC doors;
- Regular fencing works and repairs;
- Connection of various service containers to the electrical network;
- Removal and safe disposal of a burnt accommodation container;
- Transportation and installation of Office of the United Nations High Commissioner for Refugees (UNHCR) rub halls, and soil works for their installation in a total area of 1,200 m²;
- Construction of concrete bases for the two rub halls, partitioning and works for electrical installations in the two rub halls, and creation of 14 rooms in each rub hall;
- Repair works of two rub halls;
- Installation of 56 UNHCR tents with drainage system and shading structure through sun protection nets;
- Installation of two containers with professional fridges for the beneficiaries at the tents and the rub halls;
- Provision and installation of a steel door for main fuse boxes kiosk and covering of two shafts for safety reasons;
- Construction works for the upgrade of 77 bathroom floors and 225 m² of living room areas;
- Replacement of broken WC doors;
- Repair of all WASH containers;
- Purchase and installation of aluminium window frames in UNHCR's WASH containers (toilets and showers);
- Upgrade of the existing perimeter lighting, for protection issues and installation of 40 solar lights, donated by UNHCR;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Hellenic Water Company (EYDAP) provides untreated water and relevant treatment systems have been placed to comply with the relevant European Union and national standards through:
 - Pressurized sand filter/activated carbon; and
 - Chlorination system;
- Water storage tanks, three units of 20,000 l, three units of 10,000 l, and two units of 5,000 l;
- Water pumping system for water distribution;
- Water quality tests;
- Connection of various service containers to water supply network;
- Daily monitoring of water filter and chlorination system;
- Upgrade of the existing water supply network (pipe with higher diameter) addressing the issue of water shortages during the summer months;
- Purchase and installation of 250 sandbags in tent area;
- Urgent water trucking with potable water;
- Provision of bottled water (contingency);
- Utility costs for untreated water from Hellenic Water Company (EYDAP).

Sanitation

- Emptying septic tanks and providing daily desludging service;
- Connection of various service containers to sewage network;
- Purchase and installation of aluminium window frames and replacement of window glasses;
- Supply of boilers and boiler resistors for the provision of hot water in the accommodation containers;
- Lease of chemical toilets and shower units for the residents of the tents and rub halls; the service includes cleaning three times per day.

Hygiene

- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Professional cleaning in containers, when needed;
- Professional cleaning of UNHCR's WASH containers (toilets and showers);
- Repair works for eight washing machines and four dryer machines;
- Hygiene promotion sessions (hand washing and personal hygiene, oral hygiene and dental health, and pest control management);
- Pest control services (installation of a rodent stations network, disinfections, etc.).

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities at the accommodation site.

Figure 11: Various pictures from the Malakasa open accommodation site for migrants and refugees



OINOFYTA OPEN ACCOMMODATION SITE

Oinofyta, a former factory, is an official accommodation site, populated by 593 people, of whom 17 per cent are girls (under 18 years of age), 21 per cent boys, 23 per cent women and 39 per cent men. The site's population mostly originates from the Syrian Arab Republic (74%), Afghanistan (13%), Iraq (10%) and Palestinian Territories (1%). The Oinofyta site is comprised of 110 apartments with communal bathrooms and kitchens. IOM provides SMS, WASH and education services.

Table 4: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Oinofyta site

Parameters	Value
Accommodation type	Apartments, Tents
Maximum capacity	475
Min/max temperature (°C)	-8.95/43.15
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	100
Access to sanitation facilities (%)	100
Total living area (m ²)	4,700
Total surface area (m ²)	21,000

Figure 12: Oinofyta site



Source: Google Earth.

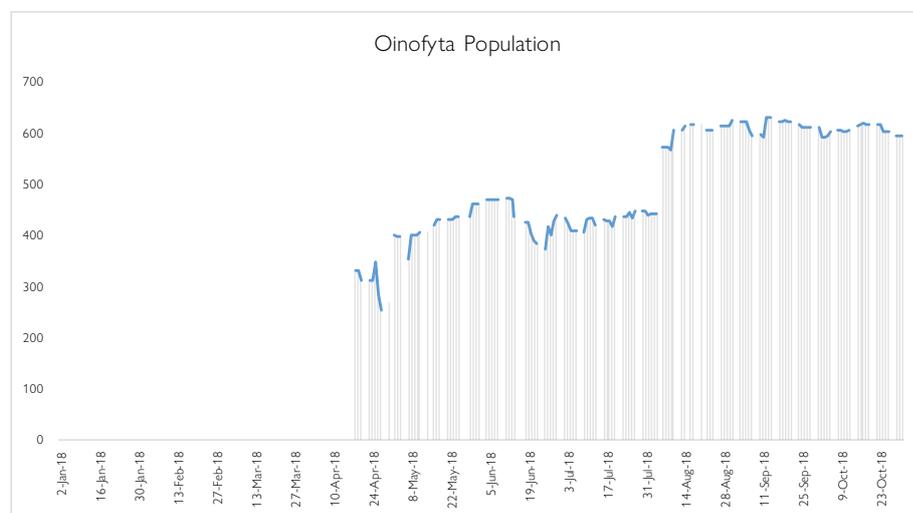


Figure 13: Time-series data of population at the Oinofyta site

IOM staff

- Two facility coordinators
- Two community support workers
- Three cultural mediators
- Two handymen

Shelter

- Equipment and supplies for regular repairs (maintenance of electrical, water and sewage installation);
- Maintenance of central ventilation system;
- Purchase and maintenance of 12 air conditioners;
- Supply and maintenance of 134 fire extinguishers and 20 hydrant points with water hoses;
- Maintenance of existing fire water supply system;
- Installation and maintenance of floodlights at the perimeter of the site. Flood lights were equipped with an automatic switch (day-night sensor) to eliminate the maintenance costs;
- Installation of public address system;
- Repair of the site's main gate for safety reasons;
- Installation of 125 door handles and locks (locks of the living apartments' doors);
- Purchase and installation of 18 doors;
- Fencing of septic tanks and regular repair of the perimeter fence of the site, especially the part next to the highway;
- Regular repair of plasterboard holes and installation of new parts of plasterboards;
- Replacement of window glasses in the communal areas and medical office;
- Lease of two containers (office and storage) and later donation from UNHCR of two office containers, which replaced the leased ones;
- Repair and maintenance of two metal stairs;
- Supply of 105 mattresses for the residents of the apartments;
- Three communal kitchen areas were created, and 106 kitchenettes were purchased. Kitchenettes were nailed on stainless steel benches and 85 small fridges were purchased for each apartment and 8 professional fridges for the residents of the tents;
- Preparatory soil works for the installation of the 40 UNHCR family tents, as well as construction of ditches and shading over the tents;
- Tents were equipped with a total of 200 folding beds along with mattresses and 40 lockable cabinets. Residents were using solar chargers to charge their cell phones;
- Creation of a communal kitchen area with fridges and kitchenettes for the beneficiaries living in tents;
- Dismantling and storage of tents and shadings following the departure of beneficiaries from tents;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- The site is connected to the Hellenic Water Company (EYDAP) water supply network;
- Supply of a water pump and water tank of 5,000 l capacity to increase the water pressure for water distribution in the existing site's water taps;
- Provision of bottled water;
- Regular water quality analyses;
- New drainage system addressing floods from surface water and repair of water leaks to the site's basement.

Sanitation

- Supply of garbage bins (29 pieces) and bags;
- Emptying septic tanks and providing desludging services on a daily basis;
- Upgrade the communal bathrooms (new sewage system, replace the damaged plasterboards and new tiles);
- Maintenance of the WASH facilities;

- Purchase and installation of 19 washing machines;
- Solar water heaters.

Hygiene

- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Room disinfection due to tuberculosis incident;
- Provision of cleaning supplies for residents to clean the communal spaces;
- Professional cleaning services in site according to hygiene issues, including indoor–outdoor areas and communal bathrooms;
- Hygiene activities targeting children (hand washing and personal hygiene);
- Hygiene promotion sessions (pest control management, water management, waste management, personal hygiene and hand washing);
- Pest control services (installation of a rodent stations network, disinfections, etc.).

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities at the accommodation site.

Figure 14: Various pictures from the Oinofyta open accommodation site for migrants and refugees



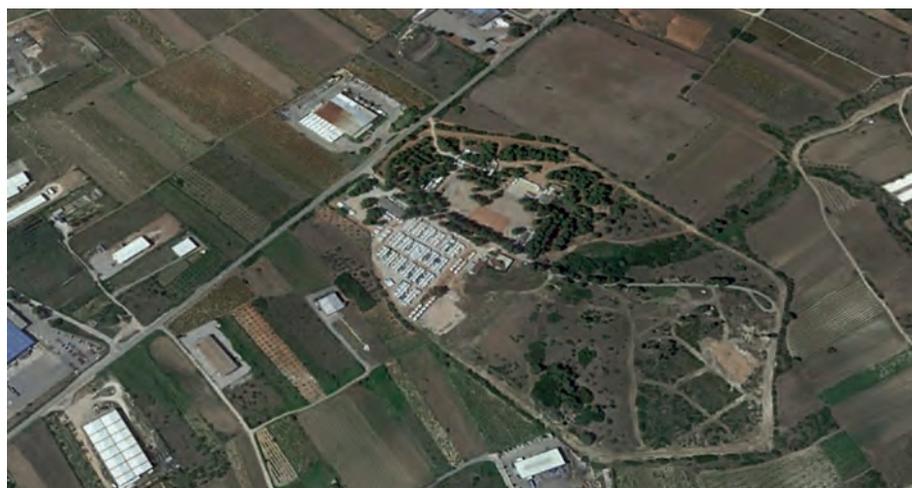
RITSONA OPEN ACCOMMODATION SITE

Ritsona is an official accommodation site populated by 834 people, of whom 15 per cent are girls (under 18 years of age), 23 per cent boys, 21 per cent women and 42 per cent men. The site's population mostly originates from the Syrian Arab Republic (67%), Iraq (15%), Somalia (2%) and Palestinian Territories (2%). The Ritsona site is equipped with 191 prefabricated accommodation containers, and each house hosts two families in separate rooms with a common shower/bath. The Hellenic Air Force, in collaboration with the Municipality of Chalkida, are the official camp managers. IOM provides SMS, WASH and education services.

Table 5: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Ritsona site

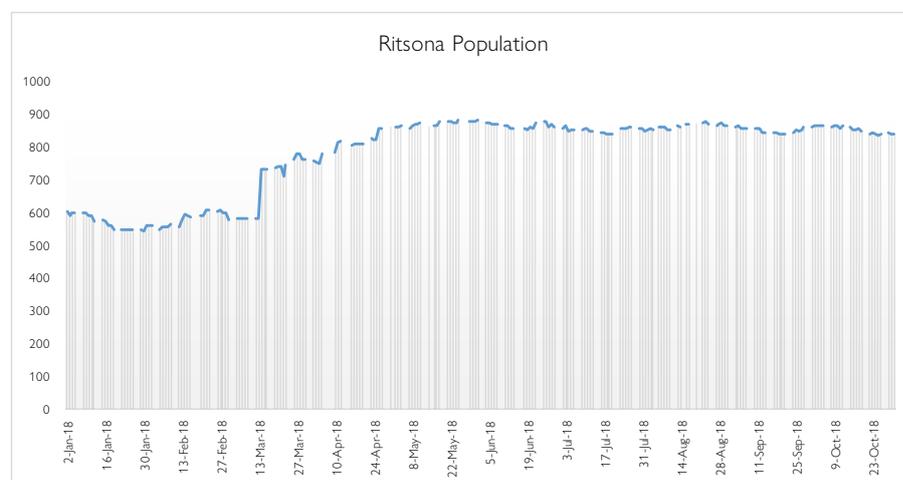
Parameters	Value
Accommodation type	Containers
Maximum capacity	900
Min/max temperature (°C)	-12.0/43.92
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	145
Access to sanitation facilities (%)	100
Total living area (m ²)	3,906
Total surface area (m ²)	173,900

Figure 15: Ritsona site



Source: Google Earth.

Figure 16: Time-series data of population at the Ritsona site



IOM Staff

- Three facility coordinators
- One community support worker
- One community support worker – child protection
- Four cultural mediators
- Two handymen

Shelter

- Equipment and supplies for regular repairs (maintenance of electrical, water and plumbing installations) such as locks, water heaters, containers' insulation to rain, repair of water pipe leaks, etc.;
- Installation of a metal fence to secure the water tank area, additional fence at the borehole area, and continuous maintenance. Fencing works to secure the septic tanks and continuous maintenance of the perimeter fence of the site;
- Maintenance and repairs of 80 air conditioners and purchase of two new air conditioners;
- Electrical upgrade in the laundry container to support the additional washing machines;
- Repair works in 160 kitchen units;
- Repair of four burnt units (two accommodation and two kitchen containers), including: replacement of partitions, new electrical installation, new hydraulic installation, new kitchen furniture and electrical appliances, removal of waste materials;
- Total rehabilitation works in four accommodation containers;
- Supply and maintenance of 360 smoke detectors, 225 fire extinguishers and 30 cabinets;
- Maintenance of the firefighting hydrant points of the water supply network and purchase of a water pressure tank;
- Installation of a public address system;
- Upgrade of the existing perimeter lighting, for protection issues and installation of 25 solar lights, donated by UNHCR;
- Replacement of 130 window glasses in kitchen and accommodation containers;
- Repair of 160 switchboards, as they were overheating and getting burned;
- Construction of a concrete base to install a tent to be used as a communal space by the residents of the site;
- Graveling to prevent soil erosion process and to backfill ditches for safety reasons;
- Concrete base construction for garbage bins (4 m length, 3 m width and 0.3 m height);
- Repair of the main entrance door of the site for security reasons;
- Supply of 200 mattresses for the accommodation containers;
- Purchase and transportation of 10 fridges;
- Water insulation of 50 containers. Metal sheets were placed on the containers' rooftops;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Water supply of the site is provided from groundwater resources through a water borehole and a pump, which have been upgraded to cover the increasing needs of the site, mainly following the installation of 30 new accommodation containers and the creation of 240 extra places;
- Maintenance of existing water supply system;
- Purchase and installation 12 water tanks (5,000 l) to increase the water capacity of the site and to avoid water shortages;
- A water treatment system has been installed to supply the site with clean and good quality water (water coming from the borehole):
 - Pressurized sand filter/activated carbon;
 - Chlorination system;
 - Reverse osmosis unit;
- Water storage tanks, 22 units of 5,000 l;
- Water pumping system for water distribution in households and kitchen containers;
- Regular water quality tests;

- Online monitoring system of the water quality with supervisory control and data acquisition – reverse osmosis unit;
- Warning GSM alert systems for borehole and reverse osmosis unit. In case of system failure, the GSM alert informs the staff through an SMS to take action;
- Construction of a drainage system (length 100 m) next to the main site's road to address floods from surface water. The drainage well was securely covered by protective grills;
- Provision of bottled water and truck to cover the need until the expansion of the borehole's capacity.

Sanitation

- Supply of garbage bin and bags;
- Construction of septic tanks to increase the available waste volume;
- Construction of one septic tank to avoid overflows and stagnant water;
- Emptying of the septic tanks and providing desludging services daily;
- Purchase and installation of seven washing machines;
- Purchase and transportation of new water heaters (60 l) with glass to cover the current needs for hot water.

Hygiene

- Cleaning and garbage collection for hygiene reasons;
- Professional cleaning services in the outdoor communal areas;
- Cleaning and cutting the grass in the communal areas, an essential service for hygiene and safety reasons (cleaning and pest control measures, reducing the fire risk);
- Supply of multiple cleaning materials for communal spaces;
- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Hygiene activities targeting children (hand washing and personal hygiene);
- Hygiene promotion sessions (hand washing and personal hygiene, oral hygiene and dental health, and water management);
- Pest control services (installation of a rodent stations network, disinfections, etc.);

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

- Supply and installation of 20 kitchen containers, each of them consisting of 8 kitchen units. Each unit contains a stove, a fridge, a cooking hood, cupboards and a sink. Construction works for their installation, such as excavations and graveling, were performed. Electrical, water and sewage networks were built, as were two new septic tanks to increase the sewage capacity of the site and containers' bases. A new power line was also installed to increase the power capacity of the site and cover the additional power consumption. Kitchen containers were distributed around the site to be accessible to the population;
- Supply and installation of six accommodation containers to be used as a Safe Zone and to accommodate Unaccompanied Migrant Children (UMCs). Works for the construction included soil works, construction of containers' bases and construction of the electricity, water and sewage networks. Of the six containers, five were used to accommodate UMCs and one was used as an office for appointed field staff. The containers were equipped with 20 bunk beds, 40 mattresses, 5 kitchen tables and 20 chairs, 10 wardrobes, along with linen and other consumables;
- A total of 30 accommodation containers (36 m² each) were purchased and installed, each with two bedrooms, one kitchen (electrical stove, fridge, etc.), small storage space and individual bathroom. Works included earthworks, graveling, construction of concrete bases, new lines of electric, water and sewage networks, upgrade of the electrical power supply to increase the power capacity and to respond to the additional need, water quality upgrade with installation of a reverse osmosis unit. All containers were equipped with bunk beds, 120 in total, 240 mattresses, 120 chairs, 60 wardrobes and 30 kitchen tables.

Figure 17: Various pictures from the Ritsona open accommodation site for migrants and refugees

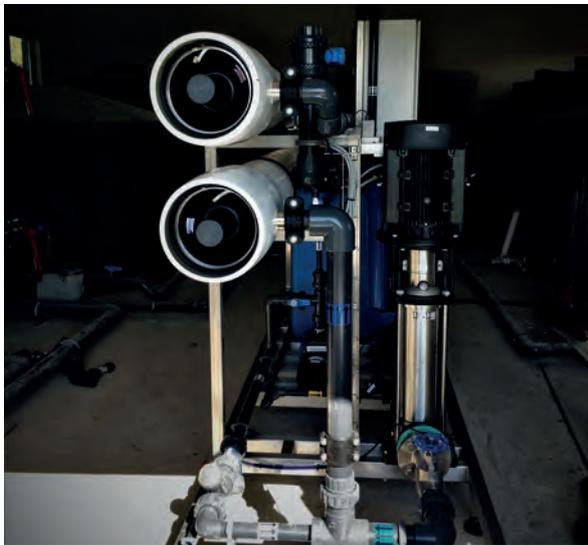


Figure 18: Installation of kitchen containers – Ritsona site



Figure 19: Installation of UMCs containers – Ritsona site



Figure 20: Soil works for the installation of 30 accommodation containers at the Ritsona open accommodation site for migrants and refugees



Figure 21: Installation of concrete bases for the 30 accommodation containers at the Ritsona open accommodation site



Figure 22: Installation of sewage system for the 30 accommodation containers at the Ritsona open accommodation site



Figure 23: Installation of 30 accommodation containers at the Ritsona open accommodation site



Figure 24: Water supply network (left), reverse osmosis unit (centre) and placed accommodation containers (right) at the Ritsona open accommodation site



Figure 25: Installation of 30 accommodation containers at the Ritsona open accommodation site



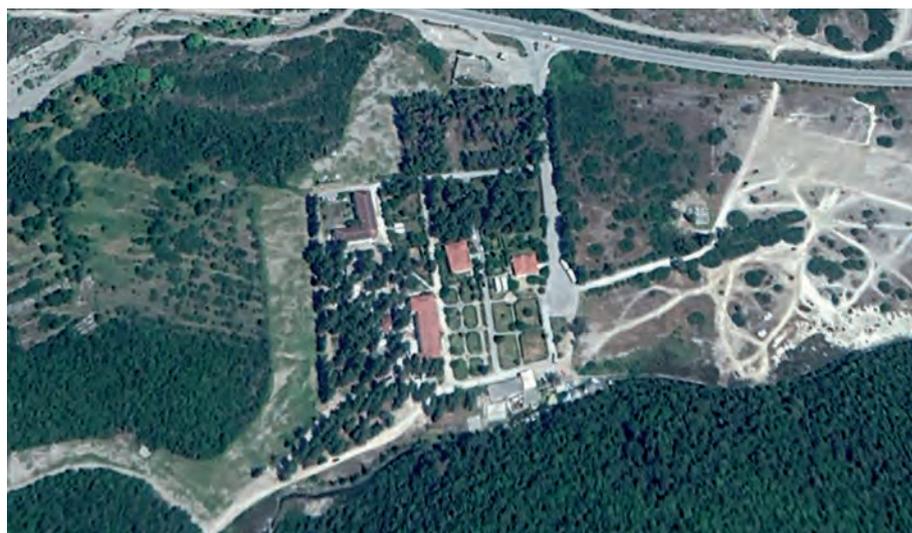
THERMOPYLES OPEN ACCOMMODATION SITE

Situated close to the historic battlefield of Thermopyles, a former hotel is now an official accommodation site populated by 534 people, of whom 23 per cent are girls (under 18 years of age), 26 per cent boys, 22 per cent women and 29 per cent men. The site's population mostly originates from the Syrian Arab Republic (61.2%) and Iraq (27.6%). The Thermopyles site has two main buildings, and the total number of apartments is 100. In the first building, there are communal bathrooms. The second building has apartments with individual bathrooms. IOM provides SMS, shelter, WASH and education services.

Table 6: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Thermopyles site

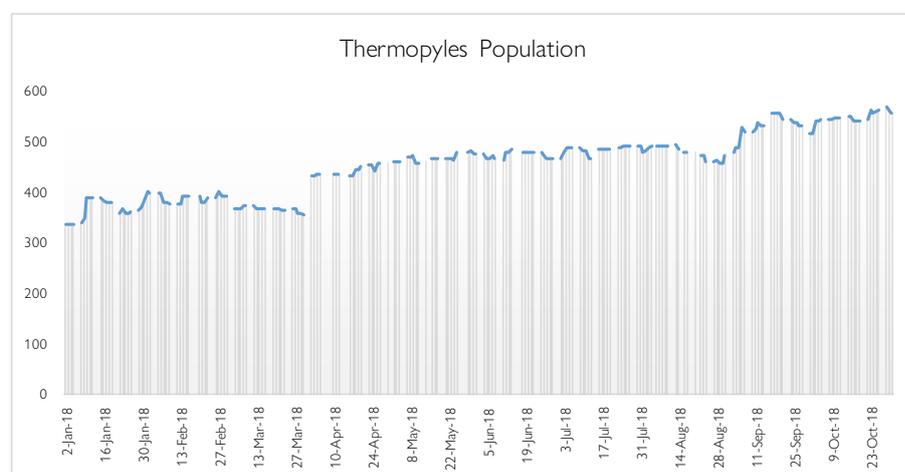
Parameters	Value
Accommodation type	Apartments, Containers
Maximum capacity	550
Min/max temperature (°C)	-10.01/45.59
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	140
Access to sanitation facilities (%)	100
Total living area (m ²)	3,600
Total surface area (m ²)	26,500

Figure 26: Thermopyles site



Source: Google Earth.

Figure 27: Time-series data of population at the Thermopyles site



IOM staff

- Two facility coordinators
- One community support worker
- One community support worker – child protection
- Three cultural mediators
- One handyman

Shelter

- Equipment and supplies for regular repairs (maintenance of electrical and plumbing installations);
- Maintenance of fire protection measures;
- Maintenance of the existing sewage system;
- Purchase and transportation of materials for fire protection measures;
- Purchase and delivery of storage container;
- Purchase of 20 door handles and 5 safety locks for wooden doors;
- Purchase and transportation of mattresses and zipper covers;
- Purchase of 27 remote controllers for air conditioners;
- Heating oil for kitchens;
- Purchase and transportation of bed mattresses;
- Purchase and transportation of new small fridges;
- Construction works (cement base 40 m) and various repairs in the existing fencing;
- Purchase of a grass trimmer;
- Purchase of storage containers;
- Purchase of 200 l white paint for the communal areas;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Utility costs for water;
- Water pumping system for water distribution in households;
- Water quality tests.

Sanitation

- Upgrade works (maintenance of the wastewater pumps, new electrical boards, new pump for recycled water, wastewater floaters and setting a new automation system) and spare parts for biological treatment plant;
- Repair and maintenance of the air blowing engines of biological treatment plant;
- Plumbing spare parts for education containers;
- Purchase, transportation and installation of five new professional washing machines;
- Emergency desludging services, including collection, transportation and safe disposal;
- Heating oil for hot water;
- Solar heaters for hot water;
- Metallic garbage bins (60 l) with plastic bags;
- Unclogging services for the main obstruction system in buildings;
- Plumbing spare parts for WASH containers;
- Portable clothes drying hanger, with side extensions, painted and suitable for interior and exterior use;
- Urgent provision of spare parts for the repair of a shower;
- Purchase of mosquito nets for the windows with the proper equipment for installation.

Hygiene

- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Professional cleaning of the open spaces, communal places and communal toilets;
- Transportation of welcome and hygiene kits;

- Hygiene activities targeting children (hand washing and personal hygiene);
- Hygiene promotion sessions (hand washing and personal hygiene, waste management, safe and appropriate use of WASH facilities).

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

- Urgent repairs of buildings' roofs;
- Purchase and installation or replacement of window glasses for security and weatherproof issues;
- Purchase and transportation of new refrigerators for the eight new accommodation containers (two rooms per container);
- Purchase and transportation of wardrobes for the new accommodation containers;
- Purchase and transportation of new wardrobes to equip the newly constructed rooms;
- Purchase and transportation of new small fridges;
- Maintenance of fire protection measures;
- Maintenance of the existing sewage system;
- Creation of four new fully-equipped apartments inside an existing building;
- Purchase, transportation and installation of 48 air conditioners along with all the needed electrical equipment (fusion boxes, cables, safeties, relais, etc.) and works (electrical connections);
- Replacement of the main entrance doors in the buildings;
- Replacement of wooden doors (92 pieces) and windows (19) in the buildings;
- Transformation of six new rooms with the essential construction works (doors, windows, floors, electrical upgrade, painting, furniture and air conditioners);
- Replacement of damaged fibre ceiling tiles (350 pieces);
- Installation of new water taps and siphons in the bathrooms (51 pieces);
- Installation of shower water taps, equipped with spiral and telephone (51 pieces);
- Replacement of toilet cisterns (41 pieces);
- Replacement of toilet fans (41 pieces);
- Installation of a central heating system with solar energy for hot water in the Asklipios building;
- Installation of four solar lights in the outside area.

Figure 28: Various pictures from the Thermopyles open accommodation site for migrants and refugees



THIVA OPEN ACCOMMODATION SITE

The facilities of the former Sakiroglou textile factory have been turned into the Thiva open accommodation site for migrants and refugees. It is populated by 798 people, of whom 15 per cent are girls (under 18 years of age), 17 per cent boys, 22 per cent women and 46 per cent men. The site's population mostly originates from the Syrian Arab Republic (32%), Iraq (26%), Afghanistan (26%) and Pakistan (9%). The Thiva site consists of 80 fully equipped apartments and communal WASH facilities, and 60 prefabricated accommodation containers, each of them hosting two families in separate rooms with common shower/bath. IOM provides SMS, WASH and education services.

Table 7: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Thiva site

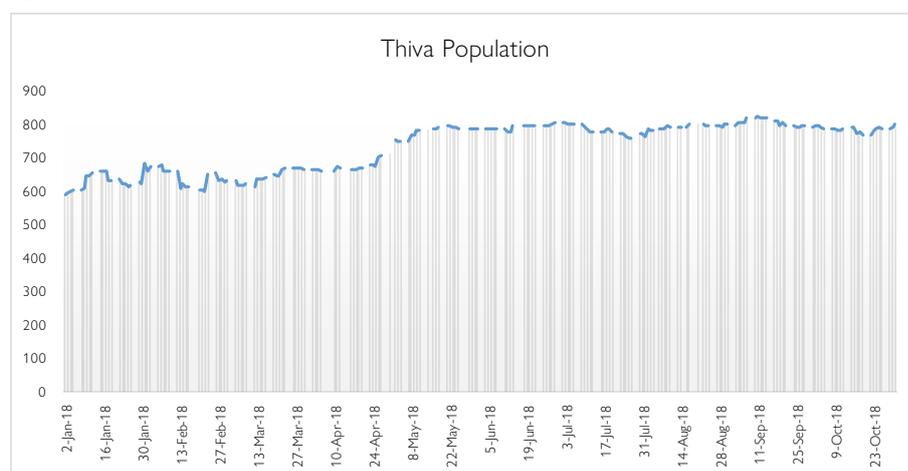
Parameters	Value
Accommodation type	Apartments, Containers
Maximum capacity	992
Min/max temperature (°C)	-8.21/43.89
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	120
Access to sanitation facilities (%)	100
Total living area (m ²)	7,900
Total surface area (m ²)	35,600

Figure 29: Thiva site



Source: Google Earth.

Figure 30: Time-series data of population at the Thiva site



IOM staff

- Three facility coordinators
- One community support worker
- Four cultural mediators
- Two handymen

Shelter

- Maintenance of central ventilation system and air conditioners;
- Replacement of broken windows (45 pieces);
- Equipment and supplies for regular repairs (maintenance of electrical and plumbing installations);
- Maintenance of the fire protection measures and equipment (refill of fire extinguishers, batteries for smoke detectors);
- Replacement of one window and one door handle of aluminium door handles;
- Repair works for the damaged plasterboards;
- Upgrade of the existing perimeter lighting, for protection issues and installation of 20 solar lights, donated by UNHCR.

Water, sanitation and hygiene

Water

- The site is connected to the Hellenic Water Company (EYDAP) network;
- There is a borehole with the pumping system for emergency conditions;
- Two water tanks of 20,000 l capacity cover the water needs during high consumption hours;
- Water pumping system for water distribution in households;
- Repair works in the central water supply system: in particular, it is urgently necessary to uninstall, refill with the proper air and install the pressure water tanks, and finally validate the water supply system;
- Regular water quality tests;
- Soil works to mitigate the flood events.

Sanitation

- Emptying of garbage bins;
- Purchase of cleaning supplies for the communal areas;
- Unclogging services in sewage system in communal areas;
- Purchase of 20 professional washing machines in the laundry room;
- Purchase of tokens for the proper function of the professional washing machines;
- Emptying the tank of the biological treatment plant/urgent desludging (due to high occupancy).

Hygiene

- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Hygiene activities targeting children (hand washing and personal hygiene);
- Hygiene promotion sessions (pest control management, water management, personal hygiene and hand washing);
- Professional cleaning services in communal areas (indoors and outdoors) and bathrooms;

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

In November 2016, works in the building and the surrounding area started taking place on the construction of 63 apartments (15 on ground floor and 48 on the first floor) and the installation of 65 accommodation containers (including 5 to be used as a Safe Zone) in the surrounding area. Apart from the accommodation areas, there are medical spaces (pathology, gynaecology, paediatric and a dental office) and a pharmacy within the building. Furthermore, five containers will be used as a Safe Zone to safely accommodate unaccompanied minor and separated children, the location of which has been identified in collaboration with the Ministry of Migration Policy. Furthermore, establishment

of extra spaces to be used by vulnerable populations has been foreseen, such as a mother and baby care area, a child-friendly space and a woman-friendly space.

Moreover, IOM has installed new water supply, sewage and drainage systems, and a biological treatment plant with the proper disposal area for recycled water. It should be noted that fire protection has been foreseen for the site and at the same time pest control and fencing of the site have taken place to ensure security for the beneficiaries soon to be accommodated. Furthermore, after the end of the construction works, the site has been cleaned by a professional crew. Finally, all apartments and accommodation containers are appropriately furnished and equipped (bunk beds, bedside tables, wardrobes, dining tables, chairs, stoves, fridges, kitchen sets, cleaning materials, linen, etc.) in order to provide humane and decent living conditions to beneficiaries. Finally, there is provision of Wi-Fi throughout the site, for facilitating beneficiaries' communication and access to information.

Figure 31: Indoor area of the first floor – Thiva site



Figure 32: Outdoor area – Thiva site



Figure 33: Equipped kitchen in apartment – Thiva site



Figure 34: Kitchen sets provided in every container/apartment – Thiva site

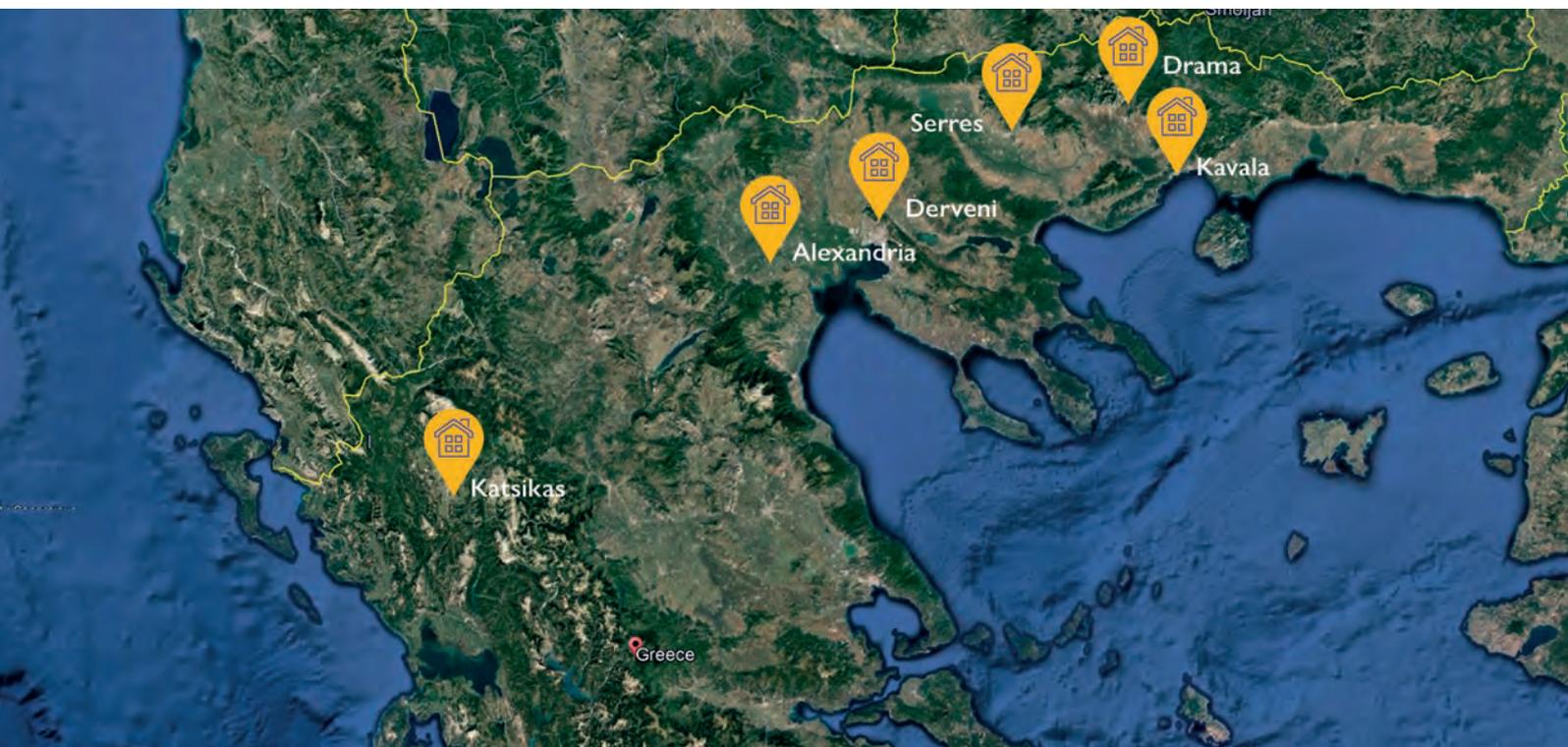


Figure 35: Various pictures from the Thiva open accommodation sites for migrants and refugees



NORTHERN GREECE

Figure 36: Open accommodation sites for migrants and refugees in Northern Greece



Source: Google Earth.

ALEXANDRIA OPEN ACCOMMODATION SITE

IOM implemented various construction interventions at the former “Pelagou” army camp in Alexandria from November 2017 to January 2018, and upgraded the living conditions for beneficiaries residing in the accommodation site. Within the given time frame of 60 days, IOM was able to provide safe and dignified accommodation to 365 beneficiaries (beds) and 30 additional places in a Safe Zone for UMCs. Migrants and refugees living in underserviced containers, without integrated WASH block and kitchen, until then, were moved into the 78 newly refurbished and fully equipped apartments, with integrated individual cooking units and WCs in the Safe Zone.

Figure 37: Alexandria site



Source: Google Earth.

Construction and upgrade works

- Preparatory works for the planned construction interventions included the relocation of 103 accommodation containers to the south-east side of the site, a new alignment of containers and the reinstallation of the electrical grid;
- Construction interventions were implemented in 11 buildings (refurbishment of 3 existing buildings and construction of 8 completely new buildings), creating 78 new accommodation apartments and a Safe Zone area consisting of 5 studios for UMCs;
- Construction works in refurbished buildings included:
 - Partitioning;
 - Installation of new electrical, water supply and sewage network;
 - Installation of an air conditioner unit in each apartment;
 - Installation of kitchen with electrical appliances for individual cooking;
 - Polishing of mosaic floors;
 - Creation of individual WC units in each apartment;
 - Painting externally and internally;
 - Installation of suspended ceiling and new lighting;
 - Repair of roof;
 - Installation of solar boilers.

Some areas in these buildings were given common use, such as: men’s space, laundry room, common WC for persons with specific needs, boiler room, medical offices area, waiting area, common WC and building management system room. Hot water in one of the buildings is provided by the central heating system, while newly constructed apartments are supplied with hot water by solar boilers.

- Newly constructed buildings required comprehensive interventions, namely:
 - Demolition of existing structures (including removal of sheets of asbestos);
 - Construction of a reinforced concrete base with necessary infrastructure;
 - Installation of steel carrying structure;

- o Placement of external insulated walls using cement boards;
- o Electromechanical installations;
- o Internal partitioning with plasterboards;
- o Placement of roof insulated panels;
- o Installation of insulated PVC windows and doors;
- o Air conditioner individual split system units;
- o Solar boiler units for each apartment for hot water use;
- o Individual kitchens;
- o WC units;
- o Ceramic tile floors;
- o Internal and external painting;
- o Rain protection sheds;
- o beds and dining furniture;
- One of the buildings pertained a prototype design and creation of three apartments for persons with specific needs, with access ramp and adjusted WC;
- Another newly constructed building was designed for the needs of a Safe Zone, including five studios with integrated WC, kitchen and a living/dining room;
- Further improvements took place thanks to the placement of a new internal sewage pipes system and connection to the central municipal sewage system of the newly constructed apartment block;
- Fire protection measures were foreseen for all the buildings and implemented accordingly;
- All accommodation units were equipped with furniture (bunk beds, wardrobes, bedside tables, dining tables, chairs), kitchen appliances, cooking hoods and fridges.

Figure 38: Various pictures from the Alexandria open accommodation sites for migrants and refugees



DERVENI OPEN ACCOMMODATION SITE

The temporary accommodation site of Derveni is located 2 km north of Derveni junction at the former Alexil auctioning storage facility and is of private ownership. There are four open floor warehouse areas, where 96 tents were placed and one building serves as a medical clinic and administration building. IOM provided SMS, WASH and education services.

Figure 39: Derveni site



Source: Google Earth.

Shelter

- Maintenance of central ventilation system and air conditioners;
- Equipment and supplies for regular repairs (maintenance of electrical and plumbing installations).

Water, sanitation and hygiene

Water

- Maintenance of borehole pump and provision of consumables for cleaning of water;
- Daily monitoring of WASH facilities by IOM's technical team.

Sanitation

- Daily desludging;
- Provision of daily cleaning of accommodation and surrounding area;
- Pest control;
- Maintenance of the WASH facilities.

Hygiene

- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.);
- Professional cleaning services in communal areas (indoors and outdoors) and bathrooms.

Construction and upgrade works

During the operation of the site in Derveni (it officially closed in November 2017), IOM enhanced the WASH facilities thanks to the installation of four shower and four WC containers.

Upgrading works include:

- Repairs on the site's fence to increase security at the site;
- Maintenance of WASH blocks;
- Maintenance of perimeter light;

- Maintenance of ventilation fans;
- Purchase of 300 folding beds;
- Distribution of non-food items (NFIs).

Dismantling and storing of the assets upon evacuation of the site:

- Dismantling of a big prefabricated rub hall and transfer and installation (partitioning into 12 rooms) at the Veroia site;
- Transfer of two WC containers to serve the Ministry of Education's kindergarten container at the Serres open accommodation site.

Figure 40: Various pictures from the Derveni open accommodation site for migrants and refugees



DRAMA OPEN ACCOMMODATION SITE

The main building in the Drama accommodation site used to be a tobacco storage building, and IOM reconstructed it to operate as a longer-term accommodation site for migrants and refugees. Since April 2017, Drama has been an official accommodation site, populated by 357 people, of whom 20 per cent are girls (under 18 years of age), 32 per cent boys, 20 per cent women and 27 per cent men. The site's population mostly originates from the Syrian Arab Republic (49%), Iraq (46%) and Morocco (1%), while 3 per cent is stateless. Drama's site is equipped with 70 individual apartments with integrated kitchens and lofts while communal bathrooms (toilets, showers and water taps) are equally distributed throughout the building in six blocks. The accommodation site also has two separate bathrooms for persons with specific needs. IOM provides SMS, WASH and education services.

Table 8: Generic shelter and WASH-related conditions, including basic information on living conditions at the Drama site

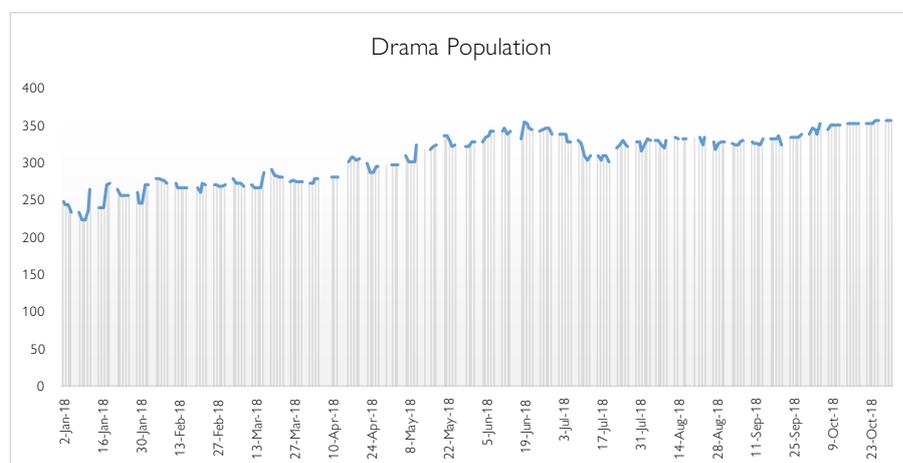
Parameters	Value
Accommodation type	Apartments
Maximum capacity	420
Min/max temperature (°C)	-15.35/42.75
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	140
Access to sanitation facilities (%)	100
Total living area (m ²)	3,100
Total surface area (m ²)	49,300

Figure 41: Drama site



Source: Google Earth.

Figure 42: Time-series data of population at the Drama site



IOM staff

- Two facility coordinators
- One community support worker
- Two cultural mediators
- One handyman

Shelter

- Construction of a playground including fencing and preparation of sand floor;
- Provision of fuel to cover the needs for hot water;
- Placement of a protection grid at the stair rails taking into consideration children's safety;
- Furnishing of the Safe Zone area, with fridge, kitchen, beds with mattresses, table and four chairs, wardrobes and bedside tables;
- Installation of a professional kitchen in the Safe Zone (inox kitchen furniture, tiles) to enhance sanitary conditions and productivity;
- Installation of metal bars on the Safe Zone food storage window and handyman window for security reasons;
- Purchase of water-resistant plasterboards to make leakage repairs of the problematic rooms neighbouring WASH blocks;
- Purchase of plastic bags to protect fire extinguishers from misuse;
- Installation of entrance gate mechanism to increase security at the site;
- Purchase of fence wire to close illegal openings at the site;
- Purchase of metal protective bar for electrical switchboard;
- Painting of the common corridors;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Utility costs for water;
- Water storage tanks for hot water;
- Water pumping system for hot water;
- Replacement of dysfunctional tank's floater with a new one;
- Purchase of uninterruptible power supply system for hot water pump.

Sanitation

- Construction of a secondary sewage route in men's WASH block on the second floor due to difficulty in eradicating leaks;
- Construction of a concrete slab and installation of fenced area for the disposal of garbage;
- Purchase of plumbing materials and regular repairs of faucets, shower heads and WC furniture;
- Purchase of cleaning products for communal areas to ensure better sanitary conditions in commonly shared WASH blocks.

Hygiene

- Signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Professional cleaning of linens;
- Disinfection of apartments recommended by National Health Services;
- Pest control services (installation of a rodent stations network, disinfections, etc.)

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

- Reconstruction works at the Drama site involved the partitioning of the former industrial building into 70 fully furnished apartments with a metal structure loft bedroom to approximately 35 m² of living space. In order to

provide independent living conditions, each family apartment has been furnished with six beds on average, one of which is a bed/sofa; kitchen with kitchen utensils (fridge, electrical stove, kitchen hoods, air conditioner and kitchen sets); dining furniture; and other cleaning accessories;

- Also included are bed covers and towels, kitchen furniture, cupboards, appliances and sets, NFIs and cleaning materials. Besides partitioning, a new infrastructural network was installed in the building, including sewage, water, hot water, ventilation, air conditioner units (in each apartment and common areas) and fire protection systems. The flat roof was replaced with a brand new panel roof;
- The site uses a solar boiler system for the provision of hot water during sunny days, while hot water also provides fuel. The site is connected to Drama's industrial zone sewage system, while running water is potable. Internal and external walls have been newly plastered and painted, while doors and windows have been replaced, to ensure energy efficiency in the building;
- Inside the building, there are common areas such as a medical clinic, informal education, social gathering area and other multi-purpose areas for women and men separately;
- WASH facilities are common, grouped and placed at six points (32 showers, 60 toilets and 90 wash basins). A laundry area equipped with 10 professional washing machines is also available.

Figure 43: Various pictures from the Drama open accommodation site for migrants and refugees



KATSIKAS OPEN ACCOMMODATION SITE

The Katsikas accommodation site is located 5 km south-east of Ioannina, in Epirus. It is a former military camp, whose operation as a newly refurbished site started in December 2017. IOM delivered and placed 90 double accommodation containers (6x6 m) following Oxfam's layout, which undertook the task of laying all the necessary infrastructure, and facilities for the site's proper operation. The double containers have two bedrooms, living rooms, air conditioner units, integrated kitchens, WCs, electrical equipment (electrical stove, fridge, boiler), and solar boilers. Delivery and placement of the containers on the respective bases were completed successfully within the planned time frame.

Figure 44: Katsikas site



Source: Google Earth.

Figure 45: Picture from the Katsikas open accommodation sites for migrants and refugees



KAVALA OPEN ACCOMMODATION SITE

The area of the Kavala open accommodation site used to be an army compound, which was refurbished and changed use in April 2017. Kavala is now an official accommodation site, populated by 498 people, of whom 19 per cent are girls (under 18 years of age), 29 per cent boys, 21 per cent women and 31 per cent men. The site's population mostly originates from the Syrian Arab Republic (43%), Iraq (32%), Afghanistan (13%) and Pakistan (5%). The Kavala site is equipped with 71 apartments and a Safe Zone (five apartments). Camp management is delivered by the Army in collaboration with the Municipality of Kavala. IOM provides SMS, WASH and education services

Table 9: Generic shelter and WASH-related conditions, including basic information on the living conditions at the Kavala site

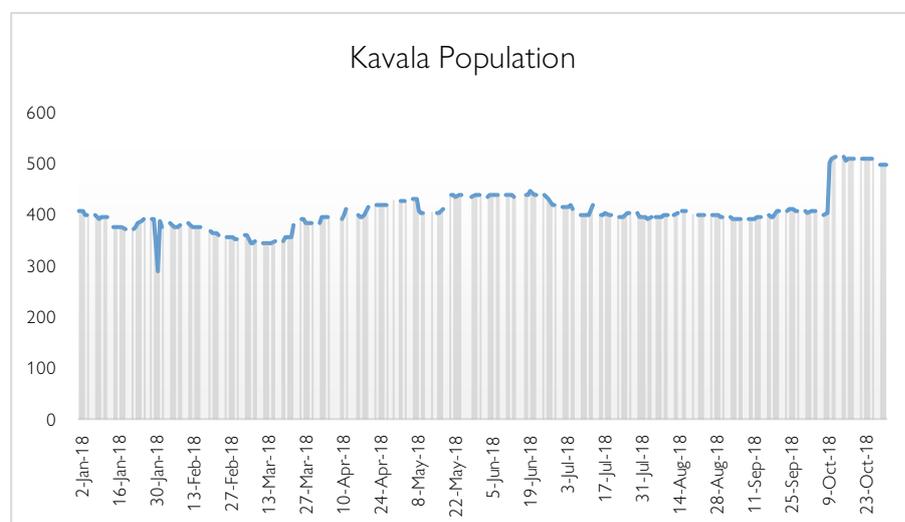
Parameters	Value
Accommodation type	Apartments
Maximum capacity	550
Min/max temperature (°C)	-16.46 / 38.41
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	120
Access to sanitation facilities (%)	100
Total living area (m ²)	3,000
Total surface area (m ²)	19,000

Figure 46: Kavala site



Source: Google Earth.

Figure 47: Time-series data of population in Kavala



IOM staff

- Two facility coordinators
- One community support worker
- One community support worker – child protection
- Three cultural mediators
- One handyman

Shelter

- Improvement of children's safety in common gym area by installation of protective metal nets on all windows and light lamps;
- Installation of an outdoor volleyball courtyard;
- Replacement of broken windows in offices, Safe Zone and common areas;
- Conversion of two office spaces into accommodation apartments to increase the site's capacity;
- Installation of air conditioner units in office and kindergarten areas;
- Works on installation of Ministry of Education containers for kindergarten;
- Repair of burned apartment. Works included cleaning, plumbing and electrical installations repairs, replacement of kitchen furniture, replacement of entrance doors, replacement of kitchen tiles and painting;
- Repair of damages in the Safe Zone area. Works included replacement of damaged doors, replacement of 10 broken double-glass windows, fixing damaged plasterboards, inspection and repair of sanitary ware in WC of four apartments, installation of a new air conditioner, provision of a new wardrobe;
- Upgrading works in Safe Zone: creation of a living room, a school room, repair of broken and installation of new free-standing heating units in common areas and installation of a laundry washing block, painting of walls with anti-graffiti paint;
- Provision and installation of a of 45 m wooden fence with three entrance doors around existing children's playground, repair of equipment and installation of sand floor to improve children's safety, installation of a second playground with a metal equipment and sand floor;
- Improvement works in common WASH block;
- Utility costs for electricity.

Water, sanitation and hygiene

Water

- Utility costs for potable water;
- Urgent water trucking with potable water.

Sanitation

- Provision of extra garbage bins in common areas;
- Unclogging of sewage manhole and maintenance of the sewage system.

Hygiene

- Signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi;
- Repair of two washing machines;
- Pest control services (installation of a rodent stations network, disinfections, etc.).

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities at the accommodation site.

Construction and upgrade works

- Reconstruction works included thorough cleaning and preparation of the site, followed by the refurbishment of seven buildings (of which five were designated for accommodation, one for common gathering and one as an administration building). Refurbishment works included:

- o Partitioning;
- o Installation of new doors and windows to ensure energy efficiency;
- o Replacement of roof;
- o New laminated floors;
- An entirely new infrastructure was installed, including sewage, water, electrical supply and fire protection. The site is connected to the municipal sewage and water supply system;
- The site's buildings have been plastered and painted;
- The Kavala site has a prototype Safe Zone for UMCs, a worship area, an indoor sports area, a resting area and a playground. The site provides a total of 71 apartments for families and a Safe Zone with five apartments for 30 UMCs;
- Every family apartment has been furnished with six beds on average, one bed/sofa, kitchen with kitchen utensils (fridge, electrical stove, air conditioner, kitchen hoods, kitchen sets), dining furniture and built-in toilet and cleaning supplies.

Figure 48: Various pictures from the Kavala open accommodation site for migrants and refugees



SERRES OPEN ACCOMMODATION SITE

Serres is an official accommodation site, populated by 980 people, of whom 20 per cent are girls (under 18 years of age), 24 per cent boys, 27 per cent women and 28 per cent men. The site's population mostly originates from Iraq (99%). The Serres site is equipped with 94 prefabricated accommodation containers, each containing two independent bedrooms, living room with integrated kitchen and WC. Furthermore, the site consists of a refurbished building with 16 rooms with common shower/bath and common cooking/dining areas. The Reception and Identification Service provide the camp management. IOM provides SMS, shelter, WASH and education services.

Table 10: Generic shelter and WASH-related conditions, including basic information on living conditions at the Serres site

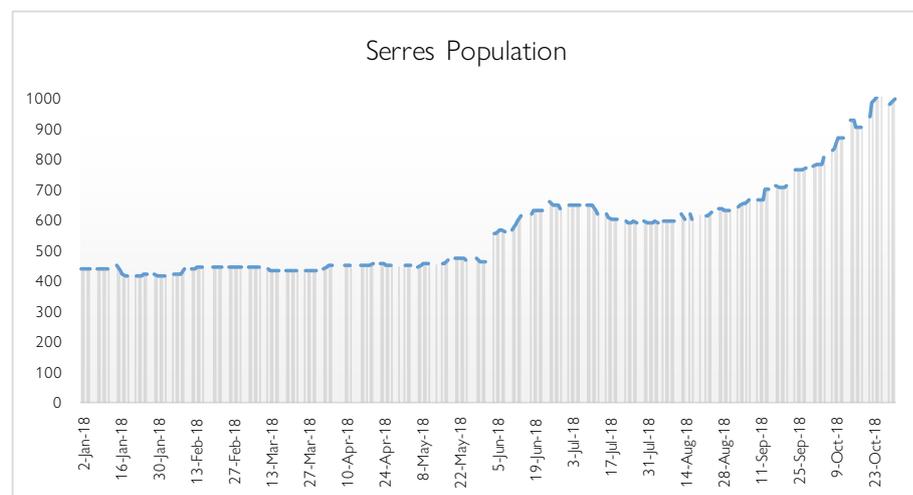
Parameters	Value
Accommodation type	Containers
Total population	1,000
Min/max temperature (°C)	-13.02 / 44.18
Access to drinkable water (%)	100
Quantity of water used per capita/day (l)	180
Access to sanitation facilities (%)	100
Total living area (m ²)	3,300
Total surface area (m ²)	45,400

Figure 49: Serres site



Source: Google Earth.

Figure 50: Time-series data of population at the Serres site



IOM staff

- Two facility coordinators
- One community support worker
- One community support worker – child protection
- Three cultural mediators
- Two handymen

Shelter

- Utility costs for electricity;
- Installation of shading in front of 94 accommodation containers;
- Equipment and supplies for regular repairs (maintenance of electrical and plumbing installations);
- Maintenance of air conditioners and solar boilers;
- Purchase of heating oil for heating and hot water;
- Installation of four Ministry of Education containers and installation of two WASH blocks;
- Graveling and levelling of surrounding area of the building and improvement of access;
- Lease of storage container;
- Installation of rub hall for community gathering purposes.

Water, sanitation and hygiene

Water

- Utility costs for water;
- Water pumping system for water distribution in households;
- Purchase of antifrost liquid for maintenance of solar boilers.

Sanitation

- Dry cleaning and reuse of dirty linen;
- Purchase of three household laundry washing machines and repair of two existing ones;
- Maintenance of three professional laundry washing machines and two laundry drying machines;
- Purchase of 30 shower curtains and support frames to prevent damaging WC floors;
- Purchase of grass trimmer;
- Unclogging of manhole, maintenance of sewage pump, placement of sewage metal net filter and increase of sewage pipe diameter.

Hygiene

- Daily garbage collection, compaction of garbage waste and washing of the bins once per week (until January 2018) when Municipality overtook the services;
- Professional cleaning of communal spaces for hygiene reasons;
- Disinfection of 15 containers (including office and doctor's office);
- Disinfection of two WASH containers for hygiene reasons;
- Hygiene signs for good hygiene practices (hand washing, toilets, showers, etc.) in English, Arabic and Farsi.

IOM's technical team conducted daily monitoring and maintenance of all shelter and WASH facilities in the accommodation site.

Construction and upgrade works

The reconstruction works that were implemented in the open accommodation site of Serres can be separated into two phases:

- First phase (November 2016–March 2017): Installation of a 94-accommodation container settlement (68 new and 26 remodelled on site). Each equipped with seven beds, kitchen with electrical appliances (kitchen stove, kitchen hood, fridge) and kitchen sets, built-in toilets with showers, and three air conditioners. IOM distributed bed covers, towels, NFIs and hygienic sets to the beneficiaries to maintain their new homes independently. Surrounding area works have also been implemented, mainly installation of fence around the site, graveling, access

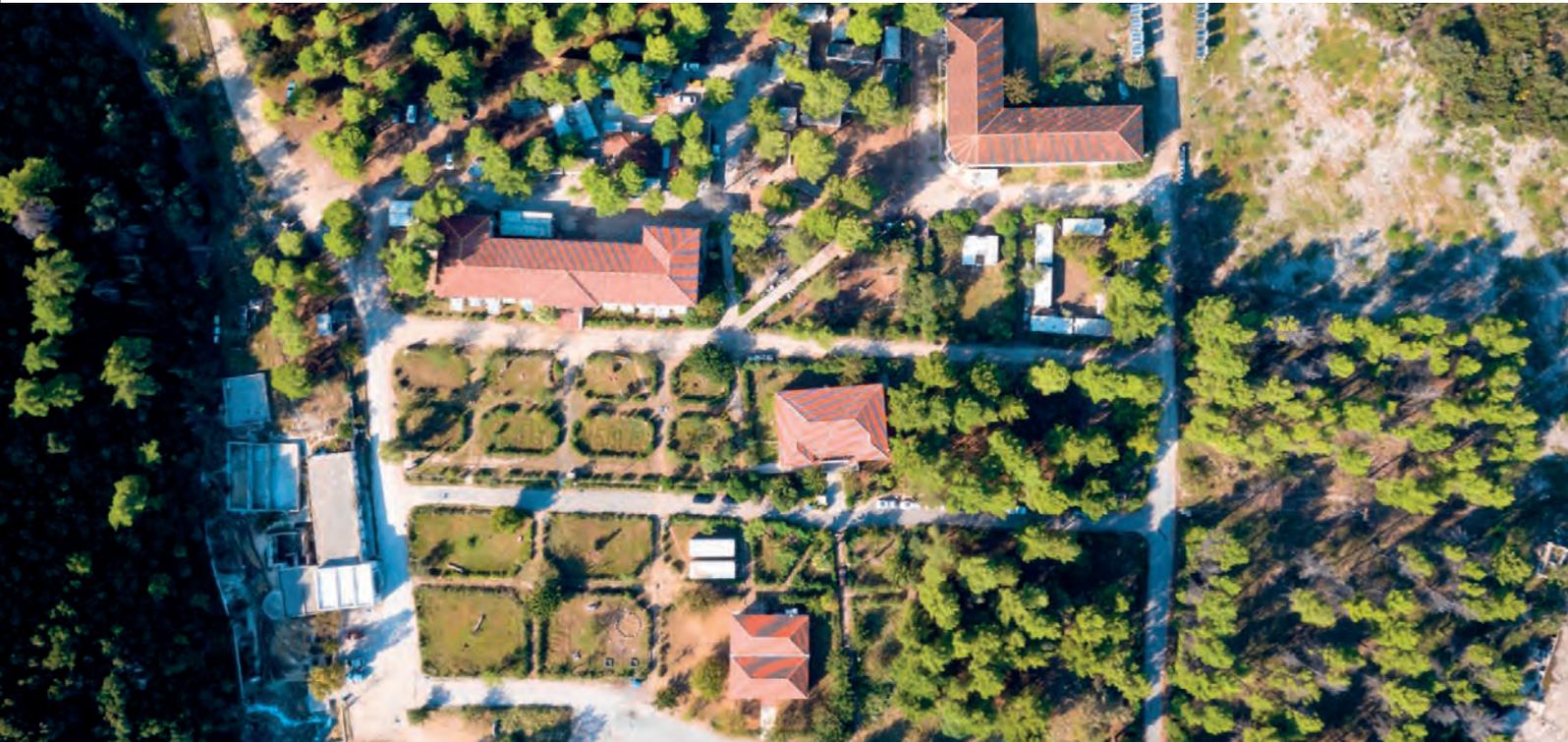
- paths to containers and installation of two playgrounds with wooden sheds for rest;
- Second phase (December 2017–January 2018): Renovation of main building to serve administration, medical, educational and common gathering purposes: (a) maintenance of roof and oil heating system; (b) installation of three WASH blocks and one WASH block for persons with specific needs and new interior infrastructural network; (c) change of doors and windows; (d) repair of floors and walls; and (e) installation of common kitchen and dining area, laundry washing area, plastering and external and internal painting of the building on the main accommodation building and two auxiliary buildings: (i) women’s and baby space and (ii) men’s space, including surrounding area works, gravelling, fencing and installation of mini soccer court. In terms of infrastructural works, extension of electrical grid and installation of main electrical switchboard and new external sewage network connecting to the municipal sewage network.

Figure 51: Various pictures from the Serres open accommodation site for migrants and refugees



ANNEX I – AERIAL PHOTOS

Figure 52: Thermopyles site



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ANDRAVIDA OPEN ACCOMMODATION SITE



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DRAMA OPEN ACCOMMODATION SITE



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ELEFSINA OPEN ACCOMMODATION SITE



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KAVALA OPEN ACCOMMODATION SITE



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MALAKASA OPEN ACCOMMODATION SITE



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OINOFYTA OPEN ACCOMMODATION SITE



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THIVA OPEN ACCOMMODATION SITE



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