

# European Economic Area





Austria  
Belgium  
Bulgaria  
Croatia  
Cyprus  
Czechia  
Denmark  
Estonia  
Finland  
France  
Germany  
Greece  
Hungary  
Iceland  
Italy  
Latvia  
Lithuania  
Luxembourg  
Netherlands  
Norway  
Poland  
Portugal  
Romania  
Slovenia  
Spain  
Sweden  
United Kingdom

Elderly migrants are often among the most vulnerable. Globally, 11.8 per cent of international migrants are over 65 years old (UN DESA, 2019) (accessed 8 October 2019). © IOM 2017/ Volodymyr SHUVAYEV

# Regional Office for the European Economic Area, the European Union and NATO

## *Migration Governance Framework principles and objective*

### **Principle 1: Adhering to international standards and fulfilling migrants' rights**

Legislation, policies and guidelines adopted by the European Union, Council of Europe and European Union member States will remain key references in the International Organization for Migration's (IOM) work in the region. IOM will continue to be regularly engaged and provide support to the transposition and implementation of these policies and guidelines at the national level. In particular, IOM will keep promoting a rights-based approach to migration throughout legislative, policy and programmatic discussions in the European Economic Area (EEA) region. More specifically, a rights-based and dignified approach to returns will continue to be advocated. IOM will, as appropriate, work with countries in the EEA region to support them in meeting the commitments they made in the New York Declaration for Refugees and Migrants, the Global Compact for Safe, Orderly and Regular Migration and Global Compact on Refugees, as well as the 2030 Agenda for Sustainable Development to promote policies and practices in line with these international frameworks. In order to mitigate forced displacement of populations affected by climate change, IOM will promote the upholding of the Paris Agreement and advocate that European Union member States undertake capacity-building initiatives for institutions at different levels, with special focus on local governments. IOM will also promote that relevant regional cooperation frameworks provide a forum for multi-stakeholder dialogue involving government actors, civil society and the private sector on policy development and action to address the complex nexus of environment, climate change and migration. IOM will continue to conduct trainings on protection from violence, exploitation and abuse. To recognize each individual migrant's particular situation, the factors that contribute to their vulnerability and the factors that contribute to their resilience, IOM will keep advocating for the agreement on a common definition of vulnerability, in line with the IOM Handbook on Protection and Assistance for Migrants Vulnerable to Violence, Exploitation and Abuse, which explores the determinants of migrant vulnerability. Attention will also be given to promoting IOM's set of humanitarian principles, in particular with the European institutions and within the region, to ensure that responses to migration crises prioritize life-saving measures and the protection of migrants and streamline gender issues. Finally, IOM will continue to advance migrants' health agenda, including within the Global Compact for Migration and through scale up and dissemination of the Migrant Integration Policy Index (MIPEX) health strand and the recommendations on access to health services for migrants in an irregular situation.

## Principle 2: Using evidence and whole-of-government approaches

IOM will share migration data and analyses with European institutions to promote informed evidence-based migration policymaking. IOM will also continue to challenge the negative narratives on migration that can lead to xenophobia and discrimination. The Organization will continue to engage with relevant stakeholders in the European Union institutions and agencies to support linkages between migration and related policy areas, such as foreign policy, humanitarian aid, development cooperation, justice and fundamental rights, health, employment and social inclusion, climate action and research. A key forum for this dialogue is the European Union–IOM Strategic Cooperation Framework, signed in 2012 and extended in 2016, with the European Commission (Directorates-General for International Cooperation and Development (DEVCO), European Civil Protection and Humanitarian Aid Operations (ECHO), Migration and Home Affairs (HOME) and Neighbourhood and Enlargement Negotiations (NEAR)), as well as the European External Action Service. IOM will continue to support governments mainstream migration into international cooperation and development policies of the European Union and other donors and partners, increase awareness and support the efforts of partner countries to integrate migration in their development policies.

## Principle 3: Developing strong partnerships

IOM will continue to pursue good migration governance at international and regional levels through engagement in regional dialogues and forums addressing migration, including those supported by the European Union. In the area of integration, IOM will continue to work closely with local non-governmental organization (NGO) networks and civil society organizations (CSOs), as well as local authorities and municipalities in the European Union to support them in fostering social cohesion between migrants and local communities and promoting exchanges. At the European Union level, IOM will pursue its collaboration with the European Integration Network and other relevant committees active in migrants' integration matters. To promote labour mobility schemes as a safe and legal pathway for migrants, IOM will sustain its support in facilitating transnational dialogue between countries of origin and countries of destination on, inter alia, matters related to ethical recruitment. In view of encouraging the hiring of migrants in the European Union, IOM will continue to engage with the private sector and relevant public employment agencies and strengthen their capacity on diversity in the workplace and administrative procedures in recruiting third-country nationals.

IOM will continue cooperating with children's rights advocacy groups and the European Commission to explore alternative care for unaccompanied and separated migrant children and promote integrated child protection systems with a view of

enhancing the protection of children in migration. Furthermore, IOM will pursue its efforts to measure the footprint of human trafficking, forced labour and child labour in global supply chains jointly with UNICEF, the Organisation for Economic Co-operation and Development, International Labour Organization and United Nations Office on Drugs and Crime, while engaging the private sector to ensure that risks of human trafficking and associated forms of abuse and exploitation in business operations and supply chains are prevented and addressed.

IOM will also seek to strengthen its regional partnerships in the areas of return and migrant health by contributing in the dialogue within the European Migration Network's (EMN) Return Expert Group. IOM will continue to foster dialogue on return within and among partner countries, while also promoting engagement and facilitating cooperation with European Union counterparts. It will also aim to increase its engagement with the private sector, and in particular with companies in the EEA region, as well as associations and foundations with an interest in migration issues within Europe. IOM will continue training DG ECHO staff on aspects related to humanitarian aid, emergencies and the link with human mobility. IOM will further develop its already well-established regional partnership in the area of migrants and ethnic minorities' health with all relevant European Union institutions and other regional networks. Specific emphasis will be put on institutions involved in e-health, training and fostering dialogue between institutions. IOM will continue to work with European agencies, such as the European Border and Coast Guard Agency, European Asylum Support Office and the European Union Agency for Fundamental Rights.

### **Objective 1: Advancing the socioeconomic well-being of migrants and society**

Within the framework of its regional multi-country projects, IOM will contribute to building more cohesive and inclusive societies in Europe. IOM will further scale up its work on migrant integration by increasing the capabilities of local and regional authorities in dealing with the multiple dimensions of socioeconomic inclusion of migrants at the local and regional levels. To realize these tailored capacity-building interventions, IOM will provide trainings and peer mentoring activities and enhance transnational knowledge and experience-sharing.

IOM will continue its engagement in linking pre-departure and post-arrival support to increase integration outcomes for resettled refugees. Moreover, building on good practices and lessons learned, IOM is committed to continuing its activities in the area of skills-based job matching and labour market integration for migrants in Europe by working with employers.

In the field of labour migration, IOM will further promote legal migration pathways to Europe by enabling young workers from North and West Africa to temporarily

work in the European Union where specific sectorial labour shortages have been identified. By doing this, IOM will also contribute to the development of migrants' skills and employability upon return to their home country.

To promote efforts towards policy coherence in the area of migration and sustainable development, IOM will continue building capacity on how to mainstream migration into international cooperation and development and train European Union staff, member States governments and development actors in partner countries. Additionally, IOM will arrange exchanges of technical experts between European Union member States and partner countries on this topic.

As part of its European approach to assisted voluntary return and reintegration (AVRR), IOM will work to strengthen country-specific approaches to reintegration assistance under its AVRR programmes that will focus on strengthening the perspectives towards sustainable reintegration for returnees within their communities of origin.

IOM will also strengthen and adapt existing national support services for sexual and gender-based violence (SGBV) to include migrants and refugees (children, women, lesbian, gay, bisexual, transgender, queer and/or intersex (LGBTQI) persons, young girls, men and boys) in 12 European Union member States that represent a combination of arrival and transit countries along the Mediterranean routes, as well as destination countries in Western Europe.

IOM will support national authorities to reinforce the quality of family-based care for unaccompanied migrant children (UMCs) with dedicated foster caregivers trained and supported in issues and challenges affecting UMCs and establish the highest standards of care and protection provided to them. IOM will subsequently work to increase the quality and number of family-based care placements available to unaccompanied children across Austria, Belgium, Greece, Luxembourg, Poland and the United Kingdom.

IOM will build the capacity of health professionals, law enforcement officers and other staff working with migrants in regard to migrants' health.

IOM will continue contributing to the integration of newly arrived migrants and refugees, in the European health-care systems and outside the European Union through the utilization of the electronic Personal Health Record (e-PHR), a unified tool for health assessments that aims at improving the continuity of care, making medical records available for health practitioners from reception to destination countries and facilitating data collection to better understand migrants'/refugees' health needs.

## Objective 2: Addressing the mobility dimensions of crises

IOM will continue to support national authorities in reinforcing the design, set-up and enhancement of resettlement and humanitarian admission programmes through the application of the resettlement toolkit for Europe while ensuring that IOM's standards for resettlement processing are met, as well as establishing the highest care and protection for the beneficiaries of resettlement programmes. Through the European Resettlement Network and SHARE Network, IOM is an active partner in promoting refugee resettlement and complementary pathways, as well as refugee inclusion through partnership with local communities and civil society.

IOM will continue to support Italy and Greece and possibly other European Union member States that are affected by a large influx of asylum seekers, with direct focus on children's access to safe accommodation, health care and education.

IOM will also assist national authorities with the implementation of emergency support for the reception of asylum seekers, including site management support, support at disembarkation points, transportation assistance and assistance for vulnerable migrants to ensure their protection needs are met.

## Objective 3: Migration should take place in a safe, orderly and dignified manner

IOM will continue working on a Pan-European approach to AVRR that would complement national AVRR programmes while focusing on the development of innovative initiatives, enhanced cooperation and coordination, as well as increased harmonization of AVRR from Europe.

IOM will continue to implement the European Readmission Capacity Building Facility (EURCAP Facility), which seeks to enhance cooperation between the European Union and its partners on return management. Specifically, IOM aims to develop an electronic readmission case management system to digitize the flow of information between European Union member States and relevant government authorities, as well build the capacities of these stakeholders on return management. This support will increase the capacity of governments to manage a higher volume of readmission applications, as well as increase transparency, accountability and time-efficient processing of applications.

Special attention will be devoted to combating human trafficking and protecting its victims at a regional level, based on the success of the TACT project (Transnational Action – Safe and sustainable return and reintegration for Victims of Trafficking returning from France, Greece, Italy, Poland and Spain to priority countries (Albania, Morocco and Ukraine)). This action contributes to enhanced capacities



and coordination mechanisms among priority countries' authorities in the field of protection and assistance, with special focus on return and reintegration assistance for victims of trafficking (VoTs) (adults and children) as one of the protection options.

## Austria

In 2020, IOM Austria aims to support the Government by providing evidence-based data and expertise related to asylum, migration and integration as well as migration policy. In addition, IOM Austria aims to advance the socioeconomic well-being of migrants and society by fostering participation and social cohesion through integration activities. Furthermore, IOM aims to contribute to safe, orderly and dignified migration by providing voluntary return and reintegration assistance to migrants who wish to return to their countries of origin.

## Belgium

IOM Belgium will continue to focus on existing programming that includes AVRR, assisted movement operations, migration and development, labour migration and human development, while including innovative aspects. Specifically, IOM aims to:

- Within the framework of AVRR, develop new and tailored initiatives to strengthen reintegration processes.
- Strengthen labour migration and human development actions by engaging and supporting diaspora communities in Belgium in their respective home countries to promote regular migration opportunities, as well as training initiatives.
- Promote inclusion and social cohesion interventions for migrants, including access to public services and assistance.



IOM Brussels, in coordination with IOM Uganda, assisted Stephane Kalala reunite with his daughters after three years of separation. Stephane now lives with his daughters in Belgium. © IOM 2018/Abubaker MAYEMBA



## Bulgaria

IOM Bulgaria will focus on providing psychosocial and integration support for regular migrants and asylum seekers, as well as AVRR. All activities will incorporate the needs of migrants, the host communities and to State institutions and NGOs. Through training activities and support, IOM aims to boost the capacities of institutions addressing migrants' needs. Priorities for 2020 will include the following:

- Establish a dedicated reception centre for unaccompanied and separated children (UASC). The number of UASCs has been considerably high in Bulgaria since the beginning of the migration influx in 2013, and although the overall migration flows have decreased, the country does not have a reception centre for UASCs, where children can be appropriately assisted and hosted during their asylum procedures.
- Continue to provide information and counselling to third-country nationals on options for voluntary return. Carry out voluntary return to countries of origin and provision of reintegration assistance for persons who have returned voluntarily to their countries of origin.
- Conduct awareness- and knowledge-raising activities among the Roma population to inform them on their legal rights and obligations in European Union/EEA countries, as well as irregular migration risks, such as smuggling, trafficking, false identity documentation and labour exploitation that put Roma population in a vulnerable situation and at increased danger of abuse.
- Improve social solidarity and acceptance of migrants within the Bulgarian society. Emphasis will be placed on introducing Bulgarians to the problems and needs of migrants and, in particular, those of vulnerable migrants, such as UMCs, persons suffering from health problems, pregnant women and survivors of human trafficking. IOM aims to host a number of multicultural events and media campaigns to strengthen social bonds between host communities and migrants.
- Provide legal, psychological and social assistance to migrants, both seeking and granted international protection. IOM's legal counsellors, psychologists, social workers and cultural mediators work individually and in groups with migrants and asylum seekers to support their adaptation and integration in Bulgaria.
- Organize capacity-building activities aimed at improving the services offered to persons seeking international protection by strengthening and enhancing the administrative capacity of national institutions and NGOs. IOM will provide training and workshops on different topics, such as administrative capacity, working with interpreters and cultural mediators, working with vulnerable persons, protection of human rights and others.

## Croatia

In 2020, IOM Croatia intends to focus and further develop its current lines of operation, primarily focused on supporting the Government in its resettlement effort and AVRR programmes. IOM Croatia will provide technical support to the Government and local partners on migration management, as well as strengthen institutional capacity and mechanisms to promote safe and dignified migration for the beneficiaries and the authorities alike. Specifically, IOM will be looking for ways forward, especially in terms of ensuring a comprehensive approach and support to the entire resettlement process, as well as increasing the volume of reintegration assistance under AVRR.

Building on its experience in migration and health, IOM plans to further expand its migration health activities, and work with the national and subnational health authorities to tackle the complexities of migration within public and occupational health. Furthermore, IOM aims to organize a nationwide capacity-building and training-of-trainers exercise for first responders, law enforcement and other entities working with migrants. IOM promotes inclusive approaches to health care that are based on multi-country and multicultural collaboration and focus on reduction of health inequalities and enhanced social protection in health.

In addition, IOM Croatia intends to further explore sustainable health solutions, including health insurance, for international protection seekers and beneficiaries of international protection.

Further to conducting research on the National Roma Inclusion Strategy's health aspects, IOM Croatia would like to revisit the Roma health mediation modalities. Stemming from its refugee early integration activities, IOM gained valuable knowledge and practice in intercultural mediation, which could be put to good use for the benefit of the long-discussed health mediation for Roma.

IOM will be exploring sustainable solutions for UASCs by combining direct assistance with systemic solutions to the issue of initial reception and assistance to UMCs. While the numbers remain low, Croatia requires durable solutions for this population, especially after the de-institutionalization of the social welfare system. At the same time, direct assistance for UASCs and caretakers should continue, especially through language support, which is in an extremely short supply in Croatia. As such, IOM intends to explore options to re-engage in UMC protection and care based on its past experiences in the field.

Croatia has a fairly large diaspora worldwide compared to its in-country population. This combined with the current demographic structure and the more recent

emigration of younger generations towards European and global destinations, Croatia is interested in looking at how diaspora can be engaged. IOM intends to support the Government gain a better understanding of these trends, as well as explore any potential interest from the diaspora to engage in socioeconomic dynamics in Croatia.

## Migration in the 2030 Agenda for Sustainable Development



Source: IOM and the European Parliament: Facilitating orderly, safe, regular and responsible migration that benefits individuals and communities (Ninth European Parliament, 2019–2024). Available at <https://eea.iom.int/sites/default/files/publication/document/IOM-&-the-European-Parliament-2019-2024-online.pdf>.

## Cyprus

IOM Cyprus programmes have a strong capacity-building focus, enabling policymakers and practitioners to better manage migration and adhere to international standards and the fulfilment of migrants' rights. Three priorities for 2020 include the following:

- Inclusion and social cohesion, including access to public services. This will be achieved by raising awareness and campaigning against xenophobia, promoting ethical recruitment of migrant workers and engaging diaspora to contributing in countries of origin through skills transfer.
- Effective responses to the mobility dimension of crises by increasing solidarity among Member States, collecting displacement data and contributing to resolving displacement.
- Ensure respect for migrants' rights in return policies through the provision of protection for all vulnerable to violence, exploitation and abuse, as well as dignified return and reintegration of migrants and protection to UMCs.

## Czechia

IOM in Czechia will intensify its cooperation with the host government to strengthen IOM's core activities. There are still limits as to the resettlement and relocation schemes on the national government level, and IOM is ready support in needed areas. The priorities for 2020 are the following:

- Further develop outreach campaigns for AVRR, as well as design tailor-made solutions for sustainable reintegration in cooperation with the returnee and the country of origin.
- Increase migration literacy by co-hosting the Summer School on Migration Studies in cooperation with the Charles University Faculty of Natural Science. An estimated 100 students from around the world will attend the programme. The aim of this initiative is to share accurate migration trends, as well as discuss migration myths and misconceptions and explain what areas in migration are of relevance to IOM.
- Disseminate migration data related to the Mediterranean and Balkan regions in the frame of early warning system. This activity is based on daily information provided by IOM to the Czech Ministry of the Interior and its Analytical Centre.
- Strengthen its cooperation with the Ministry of Labour and Social Affairs and Ministry of the Interior to establish foreign workforce schemes. Focus will be given on ethical recruitment, cultural orientation course, medical screening and facilitation of smooth entry process.



Between January and June 2019, 14,393 beneficiaries resettled to countries in the EEA. © IOM 2015/Alexander ROZHENYUK

## Denmark

IOM Denmark will continue to provide AVRR assistance to migrants in Denmark, in particular, vulnerable groups such as VoTs and UASCs, in view of sustainable return and reintegration. Furthermore, IOM seeks to expand its partnerships with governmental counterparts, academia, CSOs and UN agencies to increase awareness on, inter alia, IOM's work in Denmark, migration, IOM's work in relation to the Sustainable Development Goals (SDGs) and the Global Compact for Migration.

## Estonia

IOM in Estonia will continue its work in building the capacities of migration authorities to improve the quality of migration management (reception and integration and return) and respective public understanding. Three priority areas are as follows:

- Provide assistance in safe and dignified return and reintegration of failed asylum seekers and other vulnerable groups, including VoTs and persons with health needs.
- Pursue strong cooperation with relevant ministries, migration authorities and strengthen partnerships with local municipalities and the private sector.
- Improve the public's understanding of migration-related matters through the sharing of facts and evidence.

## Finland

IOM will continue to provide assistance to migrants and strengthen its migration governance support to the Government, including through existing programmes on resettlement, AVRR, pre-departure orientation for Finland-bound refugees, two-way integration, migration and development and counter-trafficking. Increased focus will be placed on results-based management, evidence-based policymaking and a whole-of-government approach in a variety of areas. Furthermore, IOM Finland will aim to increase understanding of migration issues among policymakers, practitioners and the public at large through communication campaigns; topics will include migration and environment/climate change, migration and the SDGs and migrant health.

## France

IOM in France will pursue the implementation of the refugee resettlement programme through the following: (a) facilitating the pre-departure arrangements, such as pre-embarkation checks that determine fitness to travel for all passengers; (b) facilitating selection of missions/visa processing and logistical arrangements related to it and a five-hour pre-departure information session; (c) movement assistance such as flight reservation; (d) providing operational and medical escorts; and (e) facilitating exit visas. All activities are to be carried out in close cooperation with the Ministry of the Interior, institutional counterparts and non-government partners.

In addition, IOM will continue to maintain close relationships with authorities and NGOs involved in counter-trafficking activities to reinforce current activities, such as trainings on identification and assistance for VoTs and develop new initiatives.

IOM will conduct awareness-raising activities to promote the positive contribution of migrants to host societies through film screenings and community events. A specific focus on trafficking in human beings will be made to support France in its efforts to better address and combat this phenomenon.

## Germany

IOM Germany will continue supporting the Government and its non-governmental partners in migration governance in Germany. Priorities for 2020 will include the following:

- Continue to assist the voluntary return of migrants from Germany to their home countries and will continue developing complementary activities, such as outreach, training and airport assistance.



- Cooperation with governmental partners, such as GIZ, will be strengthened.
- Further develop integration initiatives identified in the elaboration of the German National Action Plan on Integration led by the German Federal Chancellery.
- Continue to support the Federal Ministry of the Interior, Federal Office for Migration and Refugees and the Federal States of Berlin and Schleswig-Holstein with humanitarian admission and resettlement activities by providing medical check-ups, pre-departure orientation and transportation services.
- Continue to implement the Family Assistance Programme (FAP) and host the FAP Germany team that counsels refugees in Germany on the possibilities of family reunification.
- Establish a platform for dialogue and exchange between civil society and the Government for the implementation for the Global Compact for Migration and advocate for a rights-based approach to migration issues with government partners.
- Promote a better understanding on IOM's work in humanitarian response, stabilization and transition to make IOM an increasingly relevant partner for the Government in these areas. This will be achieved by increasing the number of visits from field colleagues to Germany to present their results, priorities and funding needs.



Displaced family receiving assistance from IOM. © IOM 2016/Alexander ROZHENYUK



## Greece

IOM will continue supporting the Government in facilitating a smooth and sustainable migration management process with the ultimate objective of enhancing the capacity of national authorities in reception and integration of migrant communities. In parallel, IOM Greece is proceeding with direct interventions to ensure empowerment and resilience of migrants. Priority interventions for 2020 include the following:

- Integration initiatives will be mainly addressed to beneficiaries of international protection and aim at assisting them achieve self-reliance and navigating independently across the Greek public services. Activities will include the provision of integration courses (consisting of Greek language learning, cultural orientation, job readiness and life skills), accommodation support (provision of contributions to rental costs and move-in costs to the beneficiaries signing lease agreements with apartment owners) and employability support (job counselling sessions, job fairs and networks with employers). IOM aims to sensitize host communities and local authorities and municipalities through the organization of media campaigns, workshops, activities and events to create venues for exchange between the hosting and the hosted communities. Finally, integration monitoring will be conducted by specialized professionals to provide beneficiaries moving into apartments with individualized assistance and support and ensure that necessary steps towards their integration into local communities have been taken.
- IOM will continue supporting the Government in camp coordination and camp management of migrants and refugees' accommodation sites. More specifically, support will be provided through the following: (a) day-to-day management of sites; (b) care and maintenance of the facilities; (c) safety and security interventions; and (d) basic protection assistance to migrants and asylum seekers.
- IOM will continue implementing the AVRR programme, alongside the operation of an open centre for beneficiaries of AVRR, where vulnerable returnees are accommodated until their departure to their countries of origin.

## Hungary

In 2020, IOM Hungary will continue to offer AVRR support as a humane, needs-based, tailored and cost-effective option to third-country nationals who are in Hungary but cannot or do not wish to stay and would like to return to their respective countries of origin.

Furthermore, IOM Hungary will contribute to the development of the country's new national counter-trafficking strategy and remain involved in the discussions related to the rights and protection of victims through the National Counter-Trafficking Coordination Mechanism and the counter-trafficking NGO round table. IOM will continue to be actively engaged in counter-trafficking activities, ranging from the creation of international referral mechanisms to direct assistance, trainings, awareness-raising, research and long-term strategic planning.

IOM will also continue to disseminate and build on the child protection guidelines recently created within the framework of the regional project. Additionally, IOM Hungary will continue to disseminate and use the guidelines created on SGBV in the 12 participating countries.

IOM Hungary will continue to disseminate the intellectual outputs of the multi-country project titled Supporting the Professional Development of Migrant-Related Educators. The aim is that the multilingual e-learning platform is utilized by a wide range of educators working with migrants and will be further developed to include additional topics.

IOM, in close coordination with the regional offices in Bangkok, Brussels and Vienna has reached out to various Hungarian government agencies, such as the Immigration and Asylum Office and the Ministry of Finance to offer a wide range of services related to labour migration to and from Hungary. In addition, IOM Hungary will establish a Visa Application Centre to assist the Government of the Republic of Korea.

IOM Hungary is working together with the faculty of the Department of Migration Health of the University of Pécs – a collaborative centre of the World Health Organization (WHO) – on a multi-country migration health research project.

IOM Hungary will remain involved in IOM's global initiatives intended to protect the rights of migrants through shaping the public perception of migrants and shaping the vocabulary and dialogue surrounding migration. IOM will continue to contribute – among other initiatives – to the “I am a migrant” campaign and participate in the Global Migration Film Festival.

Utilizing the experience of previous initiatives such as the [Outcast Project](#), IOM will continue to organize exhibitions, panel discussions and living library projects to help generate positive personal experiences and disseminate unbiased, accurate and up-to-date information with regards to various aspects of migration.

## Iceland

IOM will continue to provide assistance to migrants and provide migration governance support for the Government, including through existing programmes on resettlement and pre-departure orientation, as well as AVRR. Particular focus will be on supporting the increasing application of results-based management, evidence-based policymaking and a whole-of-government approach.

## Italy

IOM in Italy will continue working on all dimensions of migration. In the past year, IOM Italy positioned itself in the region as an integration hub. In 2020, IOM Italy will maintain a diversified spectrum of activities and continue working on direct assistance to vulnerable populations, migration and health, cultural mediation, migration and development, research, technical advice and capacity-building on integrated border management and supporting the Italian resettlement scheme, as well as ad hoc relocation from Italy under the framework of bilateral agreements. IOM Italy will continue working closely at all levels of government, while enhancing its collaboration with local administrations and stakeholders, the media, academic partners and the private sector. IOM Italy will further continue strengthening the capacities of these stakeholders to build a more accurate and balanced discourse on migration.

## Latvia

IOM in Latvia will continue its services to the Government and migrants by providing safe and dignified voluntary return assistance programme for rejected asylum seekers and foreigners. IOM aims to assist migrants of various nationalities by counselling, obtaining travel documents and tickets, as well financial support and reintegration. In addition, IOM would like to initiate new activities to facilitate medical service availability for undocumented migrants with health problems.

## Lithuania

In 2020, IOM will intensify its activities in the following three directions:

- In cooperation with the Government and in accordance with the objectives of the Lithuanian Migration Policy Guidelines, IOM will intensify information and assistance to returning Lithuanian migrants and their family members. IOM will strengthen its Migration Information Centre (MIC) capacity and act as a one-stop shop for information for returning Lithuanian migrants. MIC also provides consultations via telephone, live chat, Internet and in person for people who have recently returned to Lithuania or are actively thinking about returning.

- Acting as the National Contact Point for EMN in Lithuania, IOM will continue to provide objective and comparable information on migration and asylum for policymakers, as well as collect good practices and promote exchanges of expertise between Lithuanian migration authorities and their counterparts in other European Union member States. In this framework, IOM will also produce country-relevant research and actively contribute to shaping migration policies in Lithuania based on international and European Union values.
- IOM will address the issue of irregular migration through the provision of AVRR options for migrants in need. Due to changes of legislation in mid-2019, more foreigners will be able to take advantage of the IOM assistance with voluntary return.

## Luxembourg

In 2020, IOM Luxembourg aims to maintain its ongoing and traditional activities, while including innovative aspects.

IOM aims to assist rejected asylum seekers and irregular migrants currently living in Luxembourg by facilitating successful return and sustainable reintegration into their country of origin. IOM foresees conducting regular information sessions to different audiences in contact with potential migrants. Subsequently, a comprehensive set of activities including assistance with housing/rent, training/education, material (such as food, clothes and furniture) and legal assistance in their country of origin, job search assistance, professional equipment, as well as assistance with the set-up of revenue-generating activities taking into account the resources and their local circumstances. Furthermore, tailored and specific assistance will be provided to address the needs of vulnerable groups.

IOM is also supporting the Government in its efforts to determine the best interest of the child, and more specifically of UASCs. IOM aims to assist in coordinating the family assessment of the UMCs' relatives in their countries of origin and submitting the detailed situation reports to the Luxembourg Ministry of Foreign and European Affairs, in view of contributing to the determination of the best interest of the child.

Moreover, IOM in Luxembourg will implement new initiatives in the fields of labour migration, human development and the prevention of SGBV.

IOM aims to address labour market shortages by enabling migrants from Nigeria and Senegal to work for a period of one to two years in companies in Belgium, Italy, Luxembourg or the Netherlands where specific sectorial labour shortages

have been identified, primarily the information and communications technology, technology and digitalization sectors.

Furthermore, IOM will continue to implement the Equal(C)ity initiative, which aims to improve existing urban services for victims and potential victims of SGBV and better reach migrant communities, as well as improve identification, referral, protection and recovery of SGBV victims within these communities. This project targets European Union cities and their migrant communities, including refugees and asylum seekers, whether they are newly arrived or from a second or third generation.

## Netherlands

IOM in the Netherlands will continue its national AVRR programme, including its outreach, counselling, return and reintegration assistance directly to migrants. For 2020, the following priorities have been identified: (a) further strengthen partnerships with CSOs at the national and local levels; (b) intensify outreach activities for the migrant population in urban areas; (c) boost public information-sharing around migration management; and (d) increase protection, assistance and case management services for the most vulnerable migrants.

The focus within migration and development will remain in diaspora engagement. Whereas in previous years the principal focus was on diaspora for knowledge transfer, in 2020, diaspora engagement for entrepreneurship will become equally important.

In coordination with IOM Brussels, IOM Netherlands will implement the MATCH project, which is about promoting legal (circular) migration. IOM will also explore further opportunities in this domain in 2020.

In regards to integration, IOM will support several Dutch regions, such as Hart van Brabant, with the following: (a) enhancing knowledge and capacities to implement innovative integration measures; (b) promoting the implementation of an innovative integration action, such as the set-up of a one-stop shop in the context of its approach to the new Dutch civic integration policies, and identifying lessons to enable its replication or scaling-up; and (c) setting an informal transnational network that encourages and leverages on diversity as an added value to facilitate integration through regional thematic exchanges.

Furthermore, IOM will continue to focus on the capacity-building of Dutch professions and awareness-raising in migrant communities on the topic of SGBV in migration, through training and support of migrant ambassadors, training of service

providers, and enhancement of municipal networks, particularly in the municipalities of Amsterdam, Leeuwarden and Utrecht.

IOM aims to finalize a framework agreement for resettlement that would allow IOM to continue its support for the Dutch Resettlement Programme, envisaging to resettle a yearly quota of 500 refugees, as well as an anticipated additional quota of Syrian refugees under the 1:1 Agreement between the European Union and Turkey.

Within the context of family reunification, IOM will continue to support vulnerable migrant families with the reunification with their family members in the Netherlands. Additionally, IOM will continue to facilitate DNA sampling for family reunification cases in Lebanon on behalf of the Government (Immigration and Naturalisation Service (IND) and Ministry of Foreign Affairs), as well as DNA sampling for cases individually identified by IND. Additionally, IOM aims to support the Government on the wish to offer pre-departure measures to family reunification cases.

## Norway

In 2020, IOM will continue to engage in meetings with relevant governmental entities, public offices and organizations, as well as in seminars, workshops and training sessions, to champion the commitment of Norway's public sector and civil society in adherence to international standards and protection of migrants' rights. Additionally, to develop strong partnerships, IOM Norway will continue to engage in new and existing partnerships with a wide variety of sectors and stakeholders, including academic institutions and relevant public events.

IOM in Norway will continue to support safe, orderly and dignified migration by maintaining its AVRR programme by which IOM will facilitate the voluntary return of asylum seekers and irregular migrants to their home countries. IOM will continue to provide VoTs, UASCs and other vulnerable migrants returning voluntarily to their home countries with health assistance as part of their respective reintegration programmes. IOM will also pursue the provision of information to migrants and their networks on AVRR through extensive outreach activities, as well as provide targeted information for vulnerable groups, such as children, VoTs, irregular migrants and families with children that will contribute to reducing the vulnerability of these returnees upon their return home, consequently easing their transition into society. IOM's AVRR programme has a holistic focus, from initial outreach activities to post-arrival follow-up to ensure safe, orderly and dignified migration.

IOM will continue to support family reunification cases with assistance in Norway, in coordination with the Directorate of Immigration.



Migrants and refugees in the Greek island of Lesbos. © IOM 2015/Amanda MARTINEZ NERO

IOM in Norway will continue to support the mobility dimensions of crises through the Norwegian refugee resettlement programme. IOM will provide pre-departure cultural orientation for quota refugees to prepare participants for the transition period upon arrival in Norway by providing factual information and coping skills to ease their integration into Norwegian society. Additionally, IOM will provide information about the refugees' country, culture and integration potential at seminars for receiving municipalities. Furthermore, IOM will continue to participate in seminars on resettlement and integration for civic societies and other stakeholders, in coordination with the Directorate of Integration and Diversity. In 2020, it is anticipated that 3,000 refugees from various countries will receive travel and pre-departure assistance.

## Poland

IOM in Poland will intensify its outreach and capacity-building initiatives with the private sector to promote ethical international recruitment and regular and orderly labour migration by advocating for the usage of the International Recruitment Integrity System (IRIS). IOM will also continue to engage with the private sector to mainstream migration and migrant integration into their corporate social responsibility policies.

IOM also aims to strengthen its cooperation with local authorities and continue to provide advisory and capacity-building services in the area of migrant integration. Finally, IOM will work with relevant entities to improve identification of vulnerable migrants and provide adequate assistance.



## Portugal

IOM in Portugal will continue promoting alternatives to detention and support governmental authorities in mainstreaming the human rights of migrants in border management and administrative detention settings in adherence to international and European Union human rights standards. IOM will prioritize the following: (a) information provision for migrants on their rights and duties; (b) capacity-building for staff working in detention; (c) technical support to improve conditions in detention centres; and (d) advocacy on alternative to detention.

IOM aims to promote the socioeconomic well-being of migrants and communities in Portugal as well as in countries of origin. In 2020, IOM will focus on four priorities: (a) provide enhanced and comprehensive reintegration support for returned migrants, including fostering local actors' capacity-building and referral mechanisms in priority origin countries namely Brazil; (b) provide pre-departure orientation for refugees to be resettled to Portugal, as well as early information sessions for local actors in Portugal on refugees' background, adaptation and intercultural communication; (c) provide support for the Government in defining future well-structured labour migration schemes that can swiftly respond to labour market demand, while also providing prospective workers with safe ethical migration pathways; (d) seek to reduce health disparities through the identification of psychosocial needs of refugees and asylum seekers and support for local service providers in defining effective responses to these needs.

With the growing and increasingly diversified immigration flows, IOM will also provide technical assistance to the Government to improve the response of existing national and local integration structures that represent the bedrock of Portugal's integration policies and institutional response. IOM will also remain active in providing comprehensive assistance to the Government in implementing its commitment to resettling refugees to Portugal, including pre-departure health assessment. Finally, IOM will continue to assist migrants requesting voluntary return through thorough counselling and enlarged referral partnerships with associations, public entities and NGOs, as well as operational support.

## Romania

The main objective of IOM in Romania is to effectively address migration and identify priorities for action that will guide IOM's response in collaboration with the Government, migrants, international organizations, civil society and the private sector. Adapting to migrants' needs and developing targeted services for migrants will remain a guiding principle for IOM Romania in 2020. The main initiatives that IOM Romania aims to conduct in 2020 will be as follows:

- Support the expansion of refugee resettlement programmes in partnership with the Government, United Nations High Commissioner for Refugees (UNHCR) and receiving communities. Together with its strategic partners and the Romanian Ministry of Internal Affairs, IOM will continue to provide protection and assistance to refugees and migrants in crisis and in vulnerable situations. In this respect, IOM will facilitate transportation, medical screening, cultural orientation, as well as logistical and movement support to the Emergency Transit Centre (ETC) in Timisoara for refugees selected by UNHCR and the governments of the resettlement countries. Based on the previously successful ETC experiences and resettlement projects, IOM is expected to support the Government in resettling 100 refugees to Romania in 2020. This will further intensify IOM's commitment to resettlement assistance in Romania and contribute to the development of the resettlement programme in the country.
- To contribute to the socioeconomic well-being of migrants and society, IOM will provide voluntary return and reintegration support focusing on the framework for AVRR launched in December 2018 and will continue raising awareness among the governmental and civil society partners. Focus will also be put in strengthening case management-based approach in reintegration with the IOM missions in countries of origin.
- IOM will provide direct assistance to VoTs and exploitation, capacity-building and support to the Government and civil society. IOM intends to consolidate its network of NGOs active in the field of trafficking in human beings and actively contribute to prevention, victim identification and referral systems in Romania. IOM also seeks to expand its partnership with the private sector representatives and continue to use innovative financial products such as prepaid cards in providing direct assistance to VoTs.
- Support integration for migrants residing in Romania by providing tailor-made assistance and facilitating access to medical services, administrative support, educational activities, as well as Romanian language and orientation courses.

- Strengthen existing and establish new partnerships with the private sector.
- Provide migration health services in support of the refugee programme in the ETC in Timisoara. The programme aims to prevent and control transmissible diseases prior to migrants' departure.
- IOM will continue to provide health assessment and pre-departure health assistance for resettled refugees to the receiving countries, while also providing health assessments for self-payer immigrants bound for Australia, Canada and New Zealand.

## Slovenia

In 2020, IOM Slovenia will work closely with partners to further develop and strengthen measures for the protection and assistance to migrants, as well as improve the prospects for successful integration, through the following activities and initiatives:

- Facilitate training opportunities and regional exchanges, IOM will work with municipal authorities and other local actors to increase their capacities for innovative integration measures that will promote diversity and support the inclusion of migrants at the community level.
- Through comprehensive assistance in family reunification procedures for beneficiaries of international protection, IOM will help refugee families exercise their right to family reunification by helping them navigate the complex administrative procedures and ensure that their family members travel and arrive safely to Slovenia.
- IOM will continue providing support to migrants with safe and dignified voluntary return to their countries of origin, tailored to the specific needs of individuals and families, with special attention given to those in vulnerable situations and ensuring sustainable reintegration in the countries of return.
- Strengthen support services in the field of gender-based violence to better address the needs and specific vulnerabilities of migrants, asylum seekers and refugees, with special attention given to issues and protection concerns related to LGBTQI persons.

## Spain

IOM in Spain will pursue its efforts to support governmental and non-governmental actors in facilitating orderly, safe, regular and responsible migration and mobility. Priority interventions include the following:

- Assist the Government in the execution of the National Refugee Resettlement Programme in Spain, which aims to resettle 1,000 refugees from Turkey and Jordan.
- Promote migration policies and the implementation of the AVRR programme.
- Promote qualified circular migration schemes by enhancing skills development and training of migrants (particularly students) and capitalize on their acquired skills to enhance local development upon return.
- Contribute and enhance bilateral cooperation to foster both countries' migration governance through capacity-building and best practices exchange.
- Continue to promote migrants' well-being through sensitization and capacity-building activities.
- Develop specialized integration programmes and strengthen stakeholders' capacities, thus enhancing resettled population's integration in the host communities. IOM also aims to conduct cultural exchange between host community and migrants.
- Support European Union member States improve health-care provision for migrants through capacity-building, mainly targeting law enforcement bodies and forefront health workers.
- Empower third-countries national youth to enhance their integration and foster their engagement within the host community.
- Prevent SGBV against migrants and strengthen support for victims through strengthening the national support services for victims of SGBV.
- Build on migrants' capacity to foster their job skills and support them to navigate job market opportunities.
- Support and design innovative social integration public policies in rural areas to counter discrimination and foster equity.

## Sweden

IOM will continue to provide assistance to migrants and provide migration governance support to the Government, including through existing programmes on resettlement, AVRR and counter-trafficking. Particular focus will be on supporting the increasing application of results-based management, evidence-based policymaking and a whole-of-government approach in a variety of areas. Furthermore, IOM will aim to increase understanding of migration issues among policymakers and practitioners with particular focus on migration and development in light of the SDGs, as well as migration and environment/climate change.

## United Kingdom

In the United Kingdom, there is a growing need for integration support for migrants due to expanded resettlement, higher migrant numbers and support services being stretched. In 2020, IOM will focus on identifying emerging barriers to integration and assist in developing support services sensitive to migrant issues. IOM will enhance pre-departure orientation services and work in partnership with local authorities and front-line professionals to help develop targeted services and integration upon arrival for migrants, especially vulnerable women and children. IOM aims to reduce barriers to labour market integration by analysing employer and migrant needs, encouraging opportunities for migrants and creating space for increased employer and migrant engagement. IOM will continue to actively engage with job centres across the United Kingdom and develop partnership with the Department for Work and Pensions to gain a better understanding of employment support processes. IOM will also work closely with partners in the private sector to support the early labour market integration of refugees. IOM also seeks to increase understanding of the integration process of refugees resettled in the United Kingdom to inform integration policy and the implementation of concrete initiatives to support the integration of refugees in the country. IOM will provide training and capacity-building to local authorities and small community organizations in using the recently published UK Home Office Indicators of Integration Framework, which provides practical ways to design effective strategies, monitor services and evaluate integration interventions.

IOM works in cooperation with national and local governmental, intergovernmental and non-governmental partners in the United Kingdom to protect and promote the rights of all migrants, with emphasis on the rights of children, VoTs, forced labour or other forms of exploitation, refugees and other vulnerable migrants. IOM will expand its training to local authorities on human trafficking and modern slavery to encourage adherence to national frameworks around victim identification and support. IOM intends to explore the feasibility of implementing global IOM



IOM's LINK IT project aims to improve socioeconomic integration by linking pre-departure support for Syrian refugees living in Jordan, Lebanon and Turkey with post-arrival support when resettling in European countries (Germany, Portugal, Romania and the United Kingdom). © IOM 2019/Abby DWOMMOH

initiatives that seek to uphold the rights of migrant workers, such as the Corporate Responsibility in Eliminating Slavery and Trafficking programme (CREST) and IRIS, in the United Kingdom context to offer business-led solutions in addressing exploitation of their workers, both in the United Kingdom and in their global supply chains. This may include training companies on these particular issues and providing migrant communities with information about their rights. IOM also seeks to support migrant domestic workers with information about their rights and how to access support in the United Kingdom if they are being exploited.

IOM will continue to deliver training for front-line professionals and stakeholders in the United Kingdom on the rights of UMCs and promote their rights in civil society and cross-government working groups that focus on the subject. IOM will build on its work to promote family-based care for UMCs as the best type of care they can achieve. IOM will continue to advocate for more support for care leavers (children aged 17.5 who will leave the care system aged 18) and is seeking to increase its capacity in this area.

Diaspora communities in the United Kingdom include skilled professionals with expertise in a broad range of sectors. IOM intends to expand its diaspora mapping and research activities to increase understanding of how the United Kingdom's

diaspora communities can further contribute to the development in their countries of origin. Based on existing gaps regarding diaspora engagement in development, IOM aims to improve the evidence on how public policies and home and host country conditions enable and incentivize diaspora members to engage in the development of their home country, and provide guidance for home and host countries on how to support and promote diaspora engagement including diaspora investment and entrepreneurship. To support diaspora members to engage in the development of their home country, IOM will work to enhance the quality of services for local communities and the volume of beneficiaries in these countries (such as local populations and professionals) through diaspora-led interventions, as well as the provision of new services in key priority sectors not previously offered. IOM will continue to facilitate refugee resettlement to the United Kingdom, in cooperation with the Government, UNHCR, local authorities and NGO partners under the Government's resettlement programmes. The Government has confirmed its post-2020 resettlement plans, pledging to resettle in the region of 5,000 refugees in the first year of a new consolidated global scheme and broadening the geographical scope beyond the Middle East and North Africa.

IOM, in partnership with a number of CSOs and in close coordination with United Kingdom local authorities, will support vulnerable or at-risk European Union citizens and their family members to access the European Union Settlement Scheme (EUSS). EUSS has been designed by the Government to provide European Union citizens and their families with a route to living and working in the United Kingdom beyond 31 December 2020.





IOM is ensuring that new arrivals in transit or destination countries are provided with direct emergency assistance and basic services, including temporary shelter and accommodation, food and non-food items, transportation and basic health care. IOM collaborates with government institutions, UN agencies and other partners to ensure the provision of assistance. © IOM 2019/Muse MOHAMMED

European Economic Area	P1	P2	P3
	Adhering to international standards and fulfilling migrants' rights	Using evidence and whole-of-government approaches	Good migration governance relies on strong partnerships
Regional Office Brussels	200 000	500 000	500 000
Austria	197 500	506 500	-
Belgium	546 162	685 205	333 704
Bulgaria	116 000	40 000	-
Croatia	-	-	250 000
Cyprus	135 000	135 000	33 670
Czechia	-	-	37 350
Denmark	-	-	-
Estonia	44 654	-	22 327
Finland	-	66 521	-
France	-	-	-
Germany	-	45 793	-
Greece	-	-	-
Hungary	1 000 000	1 000 000	100 000
Iceland	-	-	-
Italy	-	-	278 087
Latvia	-	-	-
Lithuania	-	300 000	114 000
Luxembourg	138 459	148 470	51 696
Netherlands	-	50 000	1 370 000
Norway	50 000	-	50 000
Poland	-	-	50 000
Portugal	75 000	222 470	-
Romania	-	-	-
Slovenia	12 000	10 000	5 000
Spain	166 852	15 692	448 280
Sweden	-	-	-
United Kingdom	732 888	1 370 040	865 869
<b>Total</b>	<b>3 414 515</b>	<b>5 095 691</b>	<b>4 509 983</b>

O1	O2	O3	TOTAL
Advancing the socioeconomic well-being of migrants and society	Addressing mobility dimensions of crises	Migration should take place in a safe, orderly and dignified manner	
8 000 000	250 000	4 000 000	13 450 000
495 500	401 500	2 018 500	3 619 500
532 258	1 501 668	6 324 249	9 923 246
600 000	2 031 000	4 702 000	7 489 000
700 000	-	785 000	1 735 000
33 670	1 045 000	1 015 000	2 397 340
50 000	24 170	723 000	834 520
425 000	-	375 000	800 000
-	-	156 290	223 271
1 728 422	1 448 864	1 013 081	4 256 887
70 000	6 500 000	-	6 570 000
53 026 652	-	680 190	53 752 635
14 928 235	24 586 192	14 214 183	53 728 610
4 000 000	200 000	1 500 000	7 800 000
107 310	161 343	107 310	375 963
834 260	-	2 780 868	3 893 215
30 000	-	155 000	185 000
161 000	-	250 200	825 200
107 313	-	371 718	817 656
685 000	100 000	14 840 000	17 045 000
-	5 600 000	3 200 000	8 900 000
150 000	-	165 000	365 000
968 563	57 000	603 823	1 926 856
559 672	202 071	508 741	1 270 484
150 000	50 000	65 000	292 000
333 704	2 291 015	1 779 755	5 035 298
5 243 209	8 300 012	1 205 241	14 748 462
756 996	13 120 000	3 803 820	20 649 613
<b>94 676 763</b>	<b>67 869 835</b>	<b>67 342 969</b>	<b>242 909 756</b>