

# IOM MOVEMENTS

THE UN MIGRATION AGENCY



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## RESETTLEMENT AND MOVEMENT MANAGEMENT (RMM)

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Cover: IOM charter flight arriving in N'Djamena with Chadians evacuated from Bangui, Central African Republic © IOM 2014.

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# INTRODUCTION



**1 billion people**  
are on the move today

**258m**

international  
migrants

**763m**

internal  
migrants

## FORCIBLY DISPLACED

**25.4m**

refugees

**3.1m**

asylum  
seekers

**40m**

internally displaced  
people

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

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

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

According to Article 1 of IOM's Constitution, <sup>1</sup> "[t]he purposes and functions of the Organization [are]:

- a. to make arrangements for the organized transfer of migrants, for whom existing facilities are inadequate or who would not otherwise be able to move without special assistance, to countries offering opportunities for orderly migration;
- b. to concern itself with the organized transfer of refugees, displaced persons and other individuals in need of international migration services for whom arrangements may be made between the Organization and the States concerned, including those States undertaking to receive them;
- c. to provide, at the request of and in agreement with the States concerned, migration services such as recruitment, selection, processing, language training, orientation activities, medical

examination, placement, activities facilitating reception and integration, advisory services on migration questions, and other assistance as is in accord with the aims of the Organization;

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

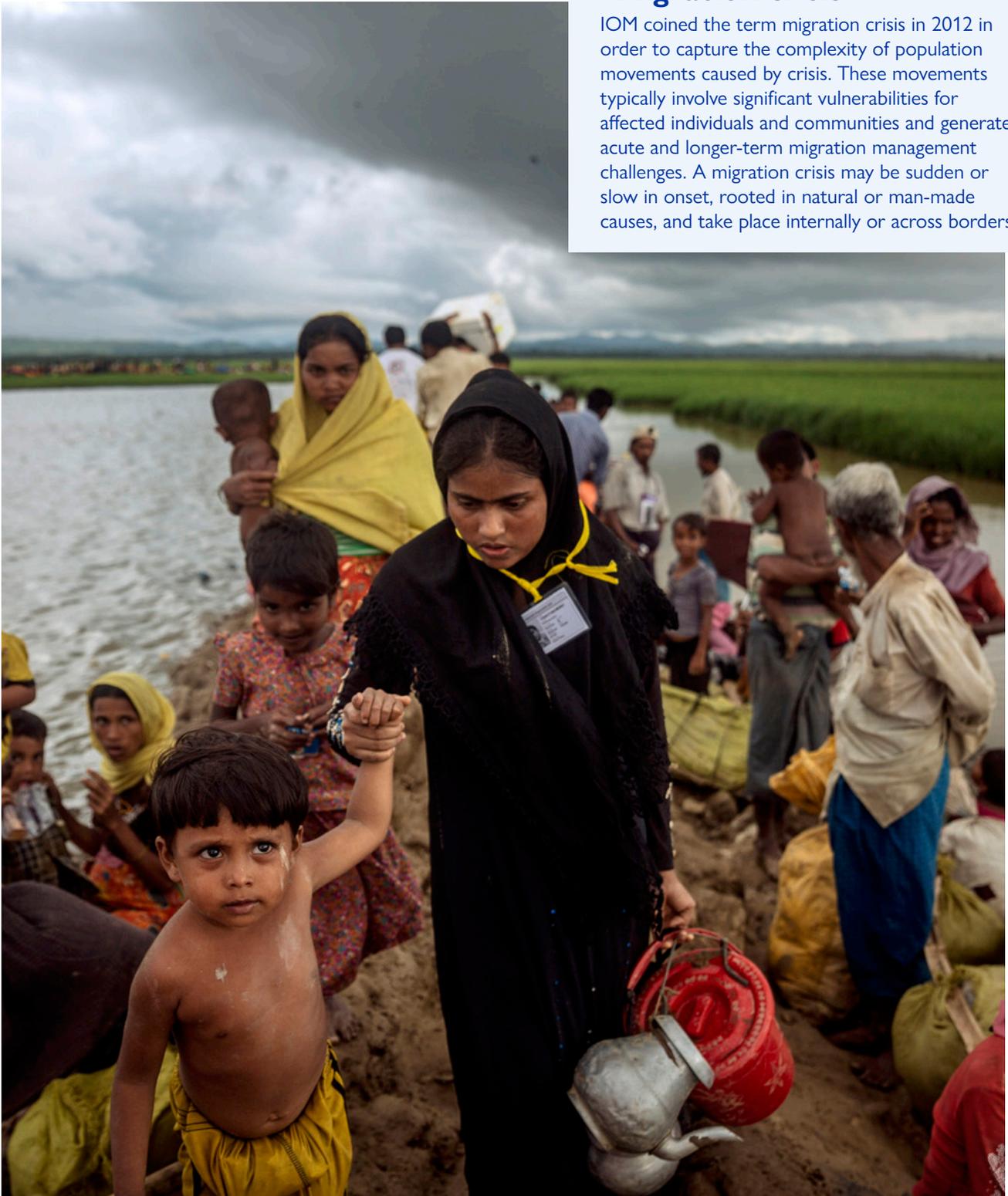
The safe and dignified movement of migrants requires a comprehensive, rights-based and humane approach—one which recognizes the interdependencies of travel, health and the potential for integration as key components of the movement process. These essential elements of IOM's movement operations benefit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

## “Migrant”

IOM defines a migrant as any person who is moving or has moved across an international border or within a State away from his or her habitual place of residence, regardless of (1) the person's legal status; (2) whether the movement is voluntary or involuntary; (3) what the causes for the movement are; or (4) what the length of the stay is. IOM concerns itself with migrants and migration-related issues and, in agreement with relevant States, with migrants who are in need of international migration services. For the purpose of this document, IOM refers to beneficiaries of IOM movement operations as migrants.

### “Migration crisis”

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



Large scale displacement is an increasingly common phenomenon. Since August of 2017, over 700,000 Rohingya refugees have fled Myanmar, seeking protection in Bangladesh. © IOM 2018

# THE IOM MOVEMENT MANDATE

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

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

Whether to mitigate the consequences of forced displacement or maximize the benefits of planned migration, IOM's movement operations continue to grow in complexity and scope. Similar to numerous international and non-governmental organizations, the International Organization for Migration currently has 172 Member States in addition to a further 8 States holding observer status. Over 11,000 IOM staff work in almost 400 locations worldwide to assist displaced, migrant and affected communities and States.

At its very core, IOM is an Organization grounded in the movement of people. Through 68 years of field experience, IOM has identified best practices from millions of migrant movements around the globe, informing the development of the Organization's many movement protocols. Every single day, IOM teams are moving migrants and assisting communities and States; whether migrants are moving due to humanitarian evacuation or in search of a pathway to opportunity, IOM movement operation staff tailor movement assistance to meet the needs of the individual and the relevant stakeholders in the particular departure and receiving community or State.

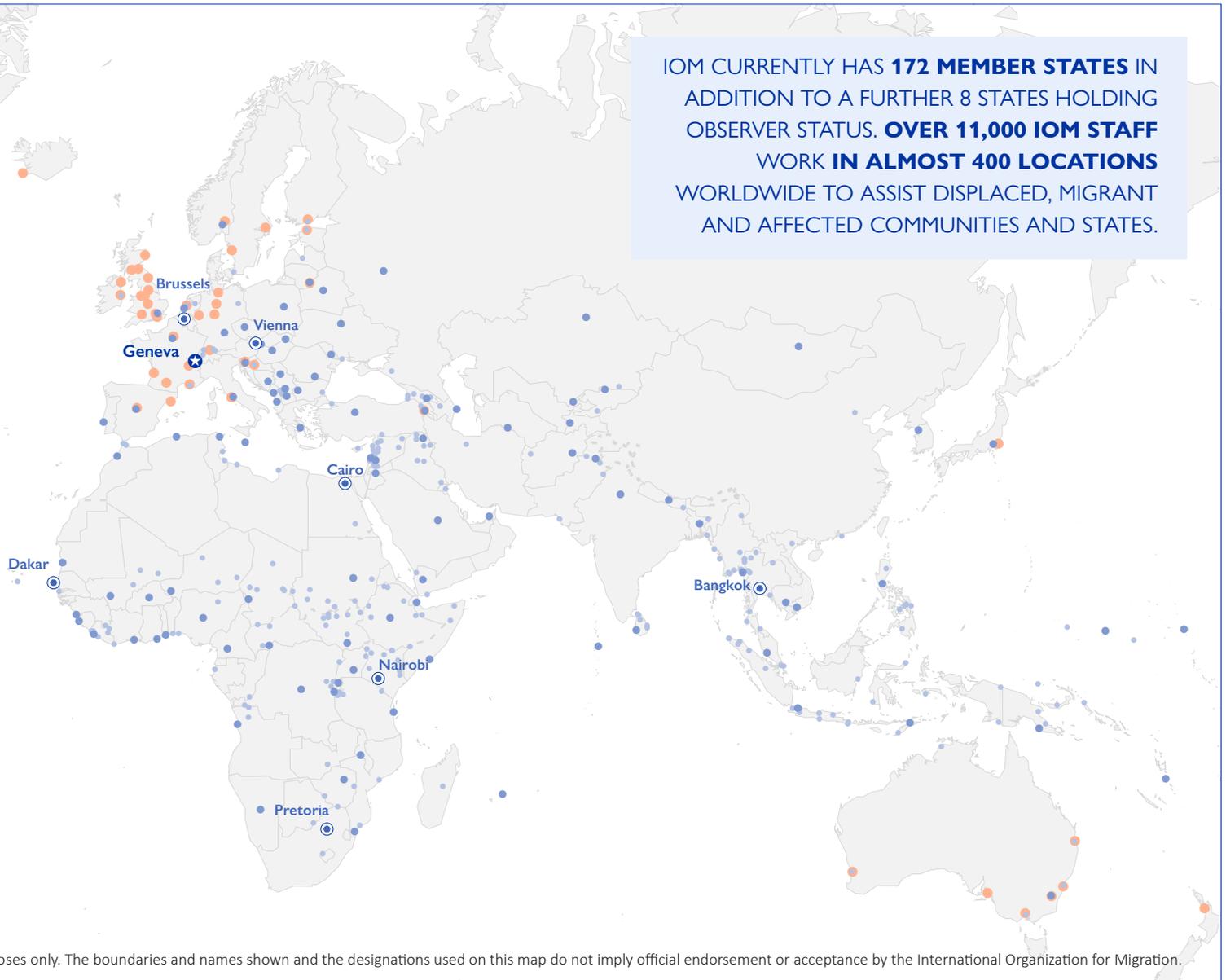


## THE NEW-YORK DECLARATION

### ► Enhanced International Commitment to Safe Migration



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



...ses only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

### MIGRATION IN THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT

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

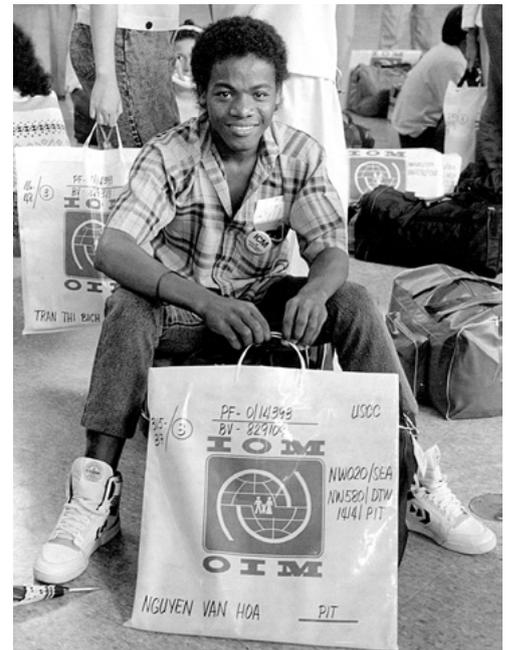


IOM EVOLUTION

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

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

A succession of name changes—from PICMME to the Intergovernmental Committee for European Migration (ICEM) in 1952, the Intergovernmental Committee for Migration (ICM) in 1980 and the International Organization for Migration (IOM) in 1989—reflects the Organization’s transition from an Organization with a single mandate to the United Nations Migration Agency: dedicated to working with governments and civil society to advance the understanding of migration issues, encourage social and economic development through migration, and uphold the human dignity and well-being of migrants.



Vietnamese migrants en route to the United States transit through Seoul as part of IOM's Orderly Departure Programme. © IOM 1990

ICEM's 1000th flight to the United States, 31 May 1959. © IOM 1959





A young Syrian migrant arrives at Buenos Aires airport, Argentina. © IOM 2018



Young Vietnamese migrants prepare to leave Tan Son Nhat Airport for the United States with assistance from ICM's Orderly Departure Programme. © IOM 1988



Mrs. La arrives at Brussels Airport. She is 76-years-old and one of the oldest indo-chinese refugees to be assisted by ICEM. © IOM 1979



Burmese refugees from Mae La camp wait for their departure to a third country. © IOM 2007

# MOVEMENT RESPONSE

**The International Organization for Migration has an active role in assisting the movement of migrants around the globe. Requirements for each type of movement vary depending on the specific vulnerability of the migrant and the agreements and operational protocols of the sending and receiving communities and countries.**

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

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

## RESPONDING TO MIGRATION CRISIS

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

IOM teams are innovative and deploy appropriate movement solutions to relocate crisis affected migrants to safe areas so that they may access services, opportunities and safety. In both natural



**68M people**  
people are **forcibly displaced**

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

disasters and in conflict, IOM teams work with partners and governments to ensure that movements take into consideration the vulnerabilities of particular groups and individuals in order to reduce risks before, during and after travel. These movements are often undertaken rapidly and in complex and insecure operating environments.

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

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



In order to reach communities in isolated areas of Papua New Guinea, IOM staff must often travel by boat. © IOM 2016



IOM often builds and maintains transit centres to accommodate migrants during their journeys. The Nairobi transit centre provides secure lodging and medical assistance to refugees hailing from Kakuma and Dadaab refugee camps and are resettling to third countries. © IOM 2013





*IOM has been evacuating vulnerable migrants from Libya since 2006. In 2017 alone, IOM assisted in the safe return of 19,370 stranded migrants. © IOM 2011.*

## INTERNATIONAL HUMANITARIAN EVACUATIONS

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

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

While there are a variety of reasons for migrants to be caught in crisis, it is often migrant laborers working overseas that require evacuation upon the onset of a new emergency. An example would be the 2006 evacuation of migrants from Lebanon.

In coordination with the Governments of Lebanon and the Governments of Bangladesh, Brazil, Canada, Chile, Côte d'Ivoire, Ethiopia, Gabon, Ghana, Iraq, Madagascar, Mali, Republic of Moldova, Nepal, Paraguay, Philippines, Russian Federation, South Africa, Senegal, Sri Lanka, Sudan, Bolivarian Republic of Venezuela and Viet Nam, IOM was able to provide rapid evacuation assistance by road to Damascus and then onward international flights to the migrants' home country.

### Voluntary Humanitarian Return

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

All migrants who benefit from voluntary humanitarian return have been individually counselled and assisted in making an informed decision in line with their desires and specific needs. In particular, during counselling activity and irrespective of whether

the migrant wants to file an asylum claim or not, IOM makes an initial assessment of any risks of ill-treatment, persecution or other human rights violations that the migrant may suffer in the case of return to the country of origin. Every migrant assisted by the voluntary humanitarian return is screened against a specific set of criteria. These include medical fitness and available documentation to travel, as well as specific vulnerability criteria that might designate some migrant's cases as higher priority than others.

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

## THIRD-COUNTRY SOLUTIONS

### Refugee Resettlement

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

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

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

In recent years, new countries have provided support in accepting refugees for resettlement. The Emerging Resettlement Countries Joint Support Mechanism (ERCM), led by IOM and UNHCR, has been developed to build the resettlement capacity and technical expertise of these States. The ERCM has initiated support to

*IOM hosts various mechanisms in order to assist migrants in need of immediate support.*

### RAPID RESPONSE TRANSPORTATION FUND (RRTF)



The RRTF facilitates **joint operations** between **IOM** and **UNHCR**.

### HUMANITARIAN ASSISTANCE TO STRANDED MIGRANTS (HASM)

HASM provides **assistance to stranded migrants regardless of their status**, whether they are regular or irregular migrants, whose travel was interrupted by unpredictable circumstances and made them extremely vulnerable.

### THE GLOBAL ASSISTANCE FUND (GAF)

The GAF is an **emergency mechanism to provide comprehensive support to migrants in vulnerable situations globally, especially to those who were trafficked**. This support includes immediate protection and personalized assistance to victims of trafficking; unaccompanied or separated migrant children; migrants subject to, or at risk of exploitation, abuse and violence; and migrants in extreme psychological and physical distress.

the countries of Chile, Argentina and Brazil to strengthen their resettlement and humanitarian admission programmes, linking to other relevant initiatives such as private sponsorship as a means of ensuring sustainability of these programmes and optimizing integration outcomes.

During 2018, IOM supported 34 countries in conducting resettlement, relocation and humanitarian admissions for 95,399 refugees and other vulnerable persons, with significant operations out of Afghanistan, Ethiopia, Iraq, Jordan, Kenya, Lebanon, Malaysia, Rwanda, Sudan, Turkey, United Republic of Tanzania, Ukraine and Uganda. Of the above mentioned figures, the ERCM helped strengthen resettlement to South America whereby a total of 57 refugees were resettled to Argentina.



## EMAL AND SIBAL GAZIANTEP, TURKEY

Sisters Emal and Sibal fled from the Syrian Arab Republic and are living as refugees with their family in Gaziantep, Turkey. Emal was born with a cleft pallet and was unable to receive a surgery to correct her condition in the Syrian Arab Republic. Upon arrival to Turkey, IOM was able provide Emal and her family with transportation to Ankara in order for her to complete the surgery. Emal and her family continue to live in Gaziantep as they wait for their country to stabilize to allow them to return home.

Displacement can be a challenge and in order to help mitigate against disruptions to education, IOM provides safe daily transportation for 20,000 Syrian refugee children living in Turkey. Both Emal and Sibal board IOM buses every day to be ferried to and from their primary school in Gaziantep.



All photos © IOM 2015



**IOM provides safe daily transportation for 20,000 Syrian refugee children living in Turkey.**

### Complementary Pathways

There are currently more than 68.5 million people forcibly displaced in the world due to persecution, conflict, violence, or human rights violations.<sup>2</sup> The overwhelming scale and complex nature of global displacement has renewed the debate on enhancing access to refuge that is safe, regular and sustainable. While refugee resettlement remains both a vital protection tool and a durable solution, there is a widening gap between the gravely inadequate number of resettlement places available and the growing number of refugees and other vulnerable persons of concern in desperate need of a third country solution. Therefore, complementary pathways serve to increase the range of safe and legal means to achieving a third country solution for those in need of international protection.<sup>3</sup> Several States are interested in or currently employ the use of complementary pathways through humanitarian admission programmes, humanitarian visas, community-based private sponsorship, academic scholarship and labour mobility schemes.<sup>4</sup> The development of these avenues helps to provide legal alternatives to perilous and irregular secondary movements by land and sea, which are currently affecting several countries around the Mediterranean as well as other locations in Africa, Asia, and the Americas.

### Other Protection Pathways

IOM defines protection pathways as, “pathways for admission to third countries which may provide opportunities for protection

and solutions.<sup>5</sup>” Programmes of this nature<sup>5</sup> can be established to protect family members of already resettled refugees, dissuading them from seeking life-threatening journeys and protecting them from misinformation and exploitation. For example, the IOM Family Assistance Programme (FAP) is funded by the German Federal Foreign Office to facilitate the reunification of vulnerable migrant families with a recognized refugee in Germany as they flee protracted conflicts in Sudan, Ethiopia, Afghanistan, the Syrian Arab Republic and Iraq. In practice, families that have been separated face many obstacles in the reunification process, leading to prolonged separation, negatively affecting the ability of resettled refugees to integrate and thrive. The obstacles that families face include restrictive eligibility criteria, onerous financial and evidentiary requirements, lack of information and support, and logistical obstacles. Resettlement countries should therefore make more effective use of programmes and instruments that facilitate family reunification.

### RELOCATION

In the context of the European Union (EU), relocation is the transfer of asylum seekers who are in need of international protection from one EU Member State to another Member State where their asylum application will be examined once the relocation has taken place. Relocation is an expression of internal EU solidarity and responsibility sharing, particularly with those



Syrian refugees depart for a new life abroad. © IOM 2016.

countries at the external borders of the European Union that are most affected by rapid increases in the arrival of asylum seekers. IOM provided pre-departure and movement assistance to more than 35,500 persons in need of international protection relocated from Italy and Greece to 25 EU Member and Associated States through the EU-wide emergency relocation scheme, which was launched in September 2015 and concluded in early 2018. IOM also provided post-arrival assistance, including additional support for unaccompanied migrant children.

### ASSISTED VOLUNTARY RETURN AND REINTEGRATION

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



**72,176** migrants

benefited from IOM's assisted voluntary return and reintegration (AVRR) support in 2017.

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

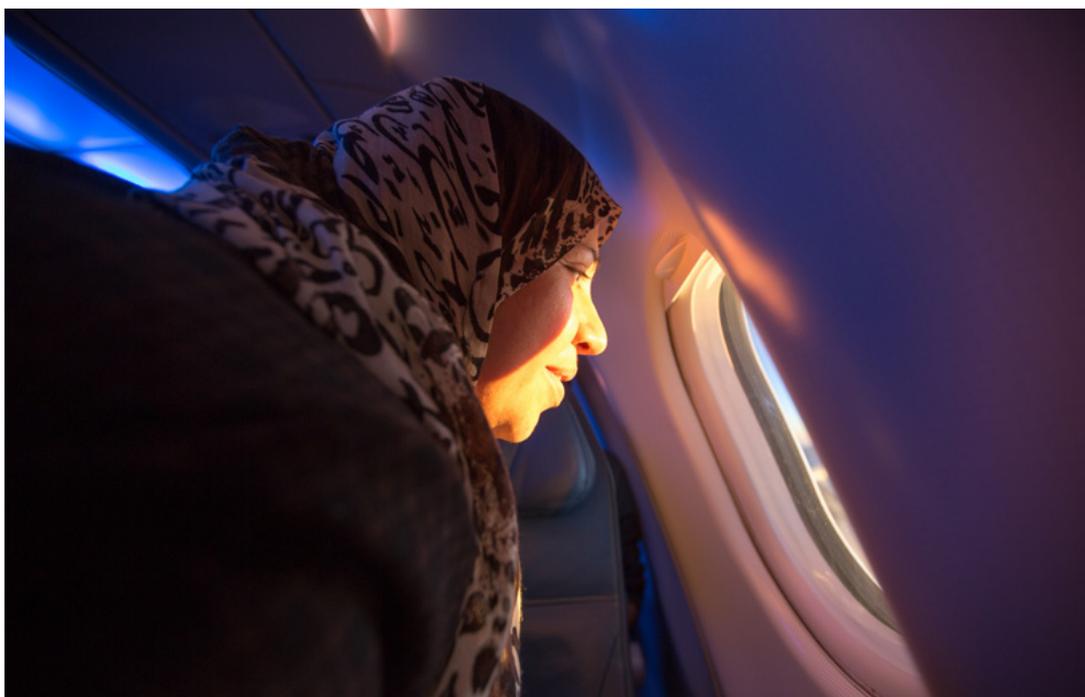
The successful implementation of AVRR programmes requires the cooperation and participation of a broad range of actors, including the migrants themselves, civil society, and host, transit and origin country governments. The partnerships shared between IOM and a diverse range of national and international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



Since 2014, IOM Ethiopia has provided emergency transportation to 382,000 South Sudanese refugees arriving at the border. © IOM 2015.



Syrian refugees are received by IOM staff in Argentina as part of the joint UNHCR and IOM ECRM programme. © IOM 2018



In 2015, IOM deployed surge teams to Jordan, Lebanon and Turkey in order to support Canada's unprecedented Syrian resettlement programme. IOM teams provided logistics, individual case management, medical health assessments, and ground and international air transportation to help Canada receive over 25,000 Syrian refugees in less than six months. © IOM 2015



*Syrian refugees take part in skill building courses, like tailoring, to help them develop skills that they can not only use in their countries of asylum, but also to their benefit when they return home.*

© IOM 2016



IOM supports migrants efforts to study and work internationally. Originally a refugee from Rwanda, Fabrice is now a University student in Canada. IOM provided support with documentation, health assessments and international flights.

© IOM 2016

# THE MOVEMENT CONTINUUM

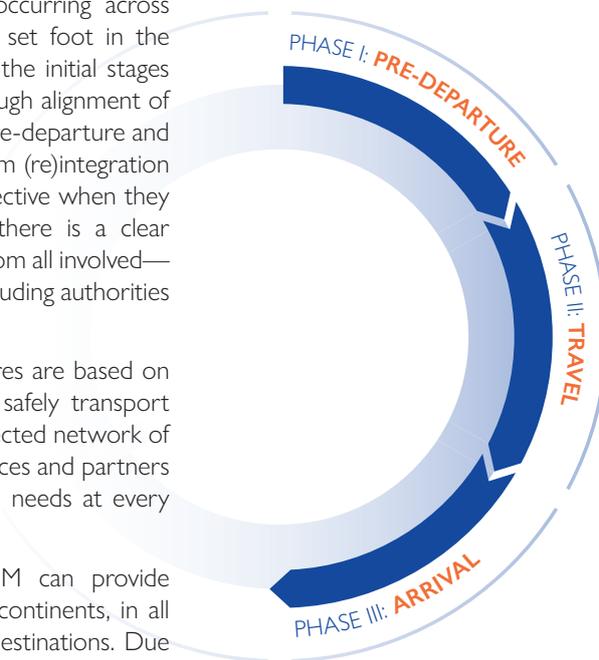
**Movement operations are complex and can be resource intensive, involving the synchronized actions of many partners within and outside the State. Close and regular consultation with concerned parties and strong, informed partnerships are crucial to meet migrants' needs and efficiently address the movement challenge.**

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

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

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

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



## “(Re)integration”

IOM acknowledges that there are fundamental differences between integration, when a migrant is arriving to an unknown community or country, and reintegration, wherein a migrant is returning to her or his country or community of origin. For the sake of this document, we refer to (re)integration as the period post-arrival when an individual has migrated to a particular community, whether the motivation for migration was resettlement, relocation, return or opportunity.



## PHASE I PRE-DEPARTURE

All IOM assisted movements require careful coordination to ensure that migrant travel and (re)integration is successful. Preparing migrants and receiving communities prior to travel is the most vital step in the movement continuum, as tailored programming reduces stress during the journey and prepares the migrant to meet potential challenges and opportunities upon arrival and during the (re)integration stage.

Pre-departure awareness raising, outreach and orientation goes far beyond simply sharing information about the receiving country; it prepares migrants by helping them to develop the skills and attitudes they will need in order to succeed in their new environment. It also addresses the psychosocial well-being of migrants, taking into account the social, anthropological, cultural and psychological aspects of resettlement and (re)integration. Orientation must address the real concerns of participants and emphasize cultural adaptation, inter-generational communication, gender roles, changing family dynamics and other challenges.

IOM teams around the globe are skilled in providing individual case management to migrants seeking solutions for return and (re)integration, as well as for those resettling or following other complementary pathways through third country solutions. Caseworkers assess migrant vulnerability in order to address their

specific protection and assistance needs, which may include shelter, safety and security, family tracing, assessment and reunification, AVRR or third-country solutions. Collecting detailed biographical information, caseworkers join forces with relevant partners and stakeholders to ensure migrant and refugee travel is as seamless as possible; when planning for movement and (re)integration, they make sure to address and take into consideration the individual's protection.

Logistically, many activities must take place prior to travel. For refugee resettlement and AVRR movements, paperwork and agreements must be signed between the sending and receiving countries. In many cases, extensive exit procedures are undertaken, including but not limited to satisfying exit permit interviews and issuance, surrendering refugee ration cards, producing travel documents, and securing transit visa waivers for IOM passengers who cannot



In order to prepare Bhutanese refugees for resettlement to the United States, IOM Nepal teams conducted casework interviews. Between 2007 and 2017, over 100,000 people were resettled. © IOM 2009



Pre-departure orientation is an integral component of successful refugee resettlement programmes and is most effective when linked closely to post-arrival services. Over the past 25 years, IOM has conducted pre-departure orientation (PDO) courses for more than half a million refugees in over 70 locations around the world. © IOM 2015

fly directly from their departure country to their point of entry. Admissions documentation must also be completed according to the protocol of the receiving country. This can include the issuance of visas, immigration and customs paperwork, as well as the clearance of security checks and other country-specific vetting protocols. IOM assists migrants through the facilitation of these processes, with teams that are skilled at capturing biographic information, undertaking identity verification, preparing case files and working with sending and receiving governments to process paperwork. Additionally, IOM provides movement and transit accommodation for migrants required to attend interviews, health assessments, trainings and other activities related to departure.

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

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

#### Pre-departure Activities may include:

- Logistical support for selections missions—including specialized movement operations for both visiting missions and the migrants themselves;
- Case management and counselling;

- Migration and refugee health assessments, vaccinations and identification/treatment of diseases of public health concern;
- Pre-departure orientation;
- Outreach and awareness raising;
- Family tracing for reunification;
- Recording biographical data and biometrics of beneficiaries in IOM's proprietary tools;
- Ensuring travel documentation is secured and accurate prior to travel:
  - Exit permits
  - Identity verification
  - Travel documents
  - Visa waivers for transit airports
  - Visas or entry permits
  - Entry documentation
  - Preparation of travel loans
- Arranging and booking of IOM flights, which may include

provisions for charter movements, international air and surface travel;

- Pre-embarkation session focused on departure, transit and arrival procedures;
- Providing pre-embarkation fitness to travel checks 72 to 24 hours prior to departure;
- Interfacing with IOM staff, authorities, and the local community at the point of entry and arrival to ensure reception formalities and enhanced assistance for vulnerable migrants, such as unaccompanied minors, are secure;
- Arranging for operational or medical escorts for vulnerable migrants—in addition to medical escorts, IOM passengers with significant medical conditions may need special arrangements, such as stretchers or supplemental oxygen, or other specialized mobility assistance. Pre-departure health assessments ensure that all necessary provisions are identified and arranged in advance to avoid any complications during travel and arrival.

## IOM HEALTH ASSESSMENTS

IOM health assessments in the context of refugee resettlement constitute one of the Organization's most established activities, in practice since 1951. Refugees are a particularly vulnerable population with health profiles that vary according to displacement experience, pre-existing health conditions and epidemiological profiles, among other factors. Pre-departure health assessments and related services, including travel health assistance, serve to protect individual and public health, ensure that refugees are fit to travel, and enable the receiving parties to properly prepare for reception and continuity of care.

Health assessments of refugees admitted for resettlement to third countries are carried out at the request of resettlement countries such as Argentina, Australia, Canada, Chile, Germany, Ireland, Italy, Japan, New Zealand, Portugal, the Republic of Korea, Spain, the United Kingdom, the United States, and others.

Health assessments are based on resettlement country governments' requirements and are performed prior to a refugee's departure for resettlement at IOM Migration Health Assessment Centres (MHACs). Medical information is shared with receiving country's health authorities prior to the refugees' arrival in order to enable proper reception preparations and ensure that the continuum of care is maintained.

Traditional components of refugee health assessments conducted at IOM MHACs include medical history-taking and physical exam, mental health assessment, pre- and post-

test counselling, radiological and laboratory investigations, vaccinations, treatment or referral for treatment for certain conditions (including pre-travel hospital stabilization), and pre-embarkation fitness-to-travel checks. Individuals in need of travel health assistance (such as wheelchairs, supplemental oxygen, medical escorts) during transportation are identified at the time of the health assessment; this is to ensure that they travel safely and without undue hardship to themselves or other travelers, as well as to avoid in-flight medical emergencies or flight deviations.



Health assessment for Libyan returnees. © IOM 2012



## PHASE II TRAVEL

**International air movements require both close coordination in house and strong partnerships within the travel industry. IOM has a longstanding relationship with all major airline alliances with which the Organization has negotiated agreements.**

In order to respond promptly and effectively to the mobility dimensions of humanitarian crises at the request of States or regular programmes such as AVR and resettlement, IOM also maintains strong relationships with air and sea charter brokers.

IOM-facilitated movements normally take place by scheduled commercial air service. However, in large scale operations or in remote locations, tailor-made travel arrangements are required and air charter operations will be secured. IOM international air movement experts maintain a range of pre-negotiated agreements with commercial carriers globally providing for preferential availability to seats and fares as well as a pool of vetted charter carriers that meet international safety criteria and operate in fragile contexts. This unique relationship with the airlines, coupled with IOM's larger humanitarian imperative, ensures that IOM is able to respond quickly to emerging crisis as well as to secure cost-effective travel for migrant passengers.

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

Longstanding relationships with both international air providers and airport authorities around the world uniquely place IOM to respond to issues that may arise during travel. Both at airport transit points and during flights, the fitness for travel of passengers is assessed. IOM staff and partners check IOM passengers to ensure that they are comfortable and informed of the next steps and that no health issues have arisen during travel.

IOM proprietary real-time information management, monitoring of migrant movements, and established communication protocols ensure that passengers under IOM auspices travel safely. These tools enable all partners to stay informed of migrant progression from take-off to arrival.

### Travel and transit activities may include

- Provision of transportation—commercial movements on planes, ships, buses, trains or chartered movements of the same;
- Handing over of sensitive documentation to enable international departure, travel and arrival;
- Orientation at departure, transit and arrival points;
- Fitness-to-travel is assessed during transit and any medical issues are responded to;
- Provision of operational and medical escorts;
- For surface movements—assessing surface conditions and security to assign appropriate movement type;
- Working with partners to ensure security arrangements are in place for safe passage (convoys, armed escorts);
- Real-time tracking of movements from departure, travel, transit and arrival through MiMOSA;
- Luggage and household supply movements;
- Weighing, tagging and searching of luggage to ensure compliance with movement carrier and arrival guidelines;
- IOM assistance at departure airports and communities—identity verification, immigration and customs formalities and check-in where applicable;
- Accommodation and catering arrangements for migrants in transit;
- Liaison with airlines, partners and relevant stakeholders to ensure timely and safe passage.

# VOLUNTARY HUMANITARIAN RETURN FROM YEMEN

JAN 2010–AUG 2018

**26,049** migrants assisted to return home

Through IOM’s Voluntary Humanitarian Returns mechanism, over 24,000 migrants stranded in Yemen have returned to their homes in Ethiopia, Somalia and Sudan. Due to insecurity and crumbling infrastructure, movements from Yemen are challenging. IOM is often required to charter ships and airplanes in order to ensure safe passage.



**36** sailings from Al-Hudaydah  
**29** sailings from Aden



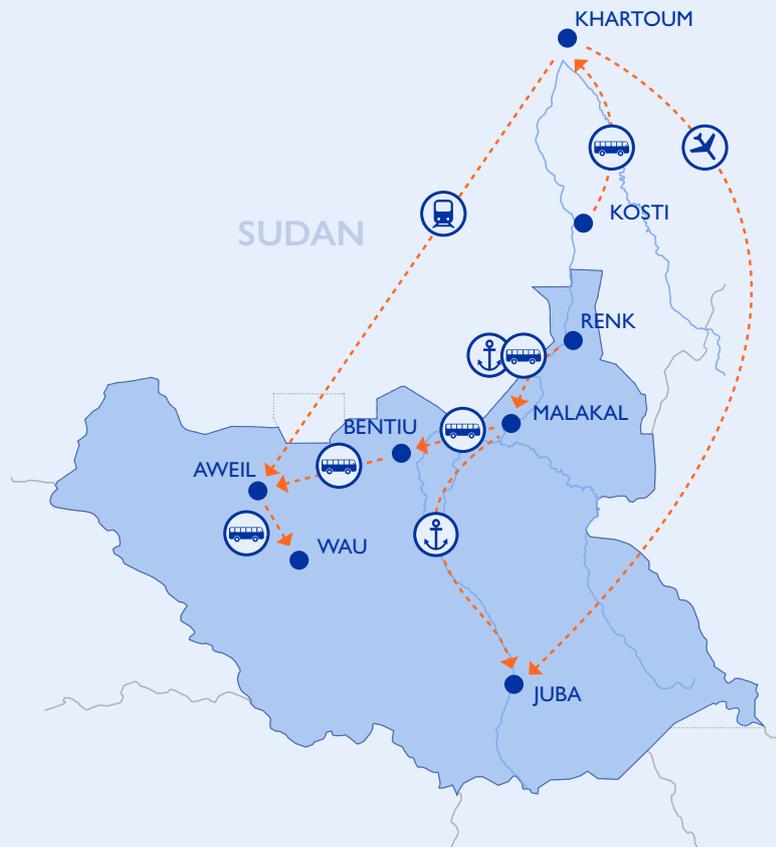
**27** chartered flights  
**101** commercial flights

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

## 2012 RETURNING MIGRANTS SOUTH SUDAN

 **28,385**  
individuals assisted

South Sudan, the world's newest country, gained independence from Sudan in 2011. IOM assisted tens of thousands of migrants to return and repatriate to South Sudan. With only 70 kilometres of paved roads and seasonal rains that restrict access to 60 per cent of the country for six months of the year, bringing South Sudanese migrants home was an incredible challenge. IOM teams utilized barges, trains, buses, chartered aircraft and complex pedestrian movements to carry out this endeavor.



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



All photos © IOM 2012



# ONE DAY OF INTERNATIONAL AIR MOVEMENTS

On any given day, IOM staff are moving over a thousand migrants by air, with tens of thousands more receiving assistance through ground and sea assistance.

**25 SEPTEMBER 2018**



**1 day**

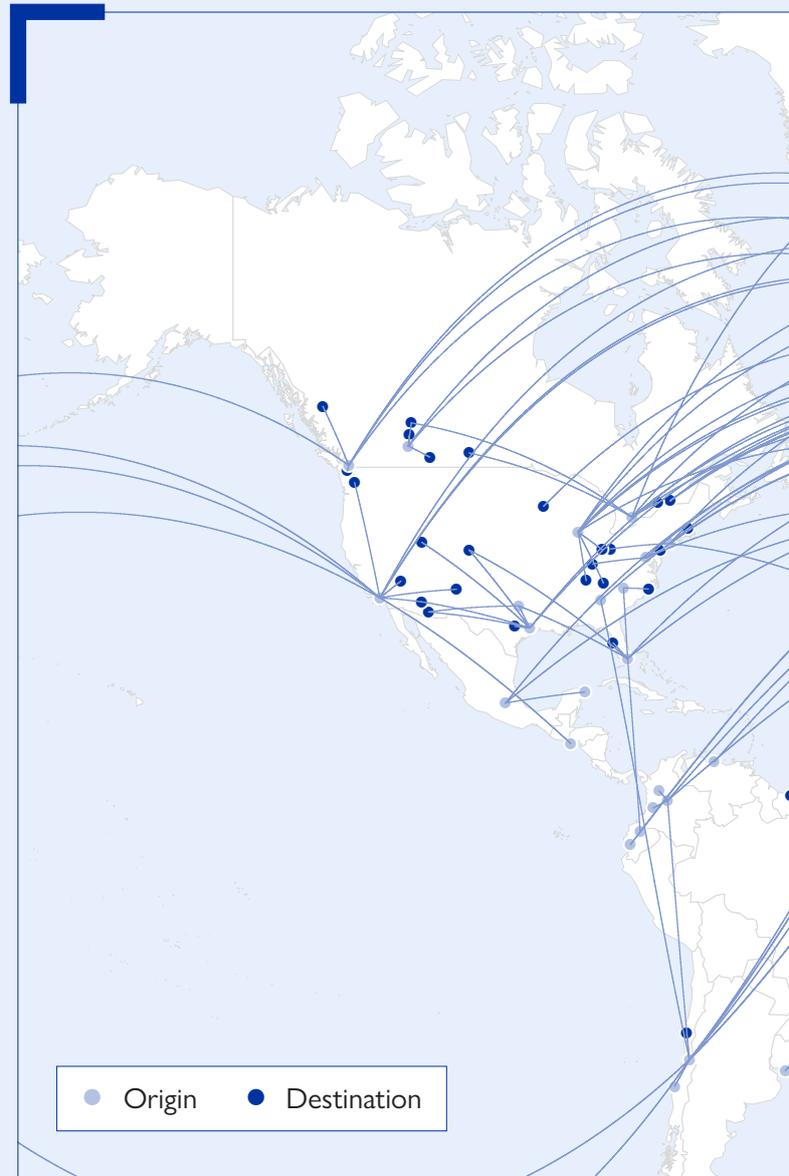


**1,308 people**



**56 countries of departure**

**55 countries of destination**



## OUR AIRLINE PARTNERS

The following companies have been key partners of IOM for many years and in this and other respects their assistance has contributed to helping hundreds of thousands of refugees begin life anew.

- |                              |                          |                                   |
|------------------------------|--------------------------|-----------------------------------|
| Adria Airways                | American Airlines        | Egypt Air                         |
| Aegean Airlines              | Austrian Airlines        | Emirates                          |
| Air Algerie                  | Avianca                  | Ethiopian Airlines                |
| Air Canada                   | British Airways          | Etihad                            |
| Air Charter Service – France | Brussels Airlines        | Everest Travel / Deutsche SkyLink |
| Air Contact                  | Buraq Air                | Aviation and Travel GmbH          |
| Air France                   | Cathay Pacific           | Fly Dubai                         |
| Air Libya                    | China Airlines           | Hunt and Palmer PLC               |
| Alitalia                     | Customer Ground Services | Iberia                            |
| Amadeus                      | Delta Airlines           |                                   |

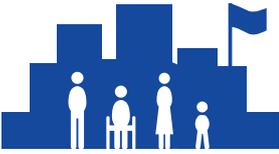


This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

- Icelandair
- Japan Airlines
- Jet Airways
- Kenya Airways
- KLM Royal Dutch Airline
- Lufthansa
- Next Jet
- Norwegian Air
- Qantas
- Qatar Airways
- Royal Air Maroc
- Royal Jordanian
- Scandinavian Airlines
- South African Airways
- Swiss International Airlines
- TAP Portugal
- Turkish Airlines
- Ukraine International Airlines
- United Airlines
- WestJet Airlines



© IOM 2015



## PHASE III ARRIVAL

**IOM teams meet migrants upon international arrival to ensure that immigration and border formalities are undertaken with minimal stress to the passengers. As IOM international movements take into account migrants'-specific vulnerabilities as well as the protocols of the sending and receiving State, reception formalities in most significant points of international entry are streamlined.**

IOM teams are active in most international airports and have established relationships with airport officials, partners and service providers. This interconnected network helps to ensure that migrant arrivals and departures are as seamless as possible and that IOM teams have maximum access to migrants at every stage of travel.

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

Migration and (re)integration do not end when a migrant arrives to his or her new home or returns to his or her community of origin. IOM works with a network of partners, civil society and governments to aid in successful (re)integration. IOM's extensive (re)integration programming ranges and depends on the type of movement, the length of stay and the needs of the individual migrant.

Arrival and reception activities may include:

- Arrival orientation;
- Immigration and customs formalities;
- Accommodation upon arrival;
- Facilitating and developing access to livelihoods, education and basic services;
- Health, mental health and psychosocial services referral where applicable;
- Provision of post-arrival orientation courses and language classes;
- Labour market inclusion and early job matching programmes;
- Information seminars for municipalities and other reception actors on refugees' profiles and as a feedback mechanism for the pre-departure orientation;
- Referral to health and other services in cooperation with NGOs and other actors;
- Exchange of best practices on housing and education, among others;
- Volunteering schemes to assist with early integration of refugees.

Mobility helps saving lives but can also play an important part in resilience-building and the progressive resolution of displacement situations. IOM is increasingly involved in the preparation process of both countries of origin and receiving countries to ensure a continuum of care and services for migrants and enable receiving communities to plan for the integration of newcomers. IOM has developed a range of tools to strengthen the linkage between the pre-departure and post-arrival assistance.



*IOM often visits receiving communities to understand the obstacles and opportunities that will be presented to migrants upon arrival. Bhutanese refugees, like Krishan, undergo cultural orientation in Nepal to help familiarize themselves with challenges that they may face in order to ease post-arrival (re)integration. © IOM 2009*



IOM Integrated Border Management activities are directed at helping governments develop improved policy, legislation, administrative structures, operational systems and the human resource base necessary to respond more effectively to diverse migration and border challenges and to institute good migration governance. © IOM 2018

# THE MOVEMENT CONTINUUM



## PRE DEPARTURE

### IDENTIFICATION AND SELECTION

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

### CASE MANAGEMENT

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

### HEALTH

- Migrant health assessment, vaccinations and identification/treatment of diseases of public health concern;
- Treatment and stabilization of migrants requiring care prior to travel.

### DOCUMENTATION

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

### ORIENTATION

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

### LOGISTICS

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



IOM's web-based movement database, MiMOSA, provides real time movement information to keep IOM teams informed of migrant's itinerary and emerging needs.



Standard and centralized operating procedures are built on 67 years of best practice and the protocols of sending and receiving States.



IOM's global network of staff and partners ensures that migrants are assisted at every stage of travel.



Actions taken at pre-departure reduce stress during travel and upon arrival.



## TRAVEL

### IMMIGRATION AND CUSTOMS

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

### INTERNATIONAL AIRPORTS

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

### EN ROUTE

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

### TRANSIT

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

## ARRIVAL

### RECEPTION

- Immigration and Customs Formalities;
- Retrieval and distribution of luggage;
- Accommodation and catering.

### HEALTH

- Provision of specialized health response as necessary;
- Referral to health and other services in cooperation with partners.

### ORIENTATION

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

### (RE)INTEGRATION

*(Re)integration activities take place post-arrival and are specific to the type of movement and the needs to the particular migrant community.*

- Facilitating and developing access to livelihoods, education and basic services;
- Information seminars for municipalities and other reception actors on migrant profiles;
- Exchange of best practices on housing, education, and more.

# CROSS-CUTTING ELEMENTS OF MOVEMENTS

## MIGRATION HEALTH

IOM's pre-departure migration health assessments are recognized as an important tool for individual and public health promotion and disease prevention. Health assessments conducted to address migrants' health needs early in the process prior to travel can also be cost-effective and can facilitate migrants' integration into the receiving country health system post-arrival.

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

Migration health assessments promote the health of migrants through preventive and curative health interventions for conditions that, if left untreated, could have a negative impact on the refugee or migrant's overall health status, and on the public

health of receiving communities. With the migrant's consent, IOM confidentially transfers medical information to the receiving health and resettlement authorities prior to arrival, enabling health-care providers in the receiving community can receive information on conditions that require follow-up treatment or specialized investigation. Bridging health management systems between source, transit and receiving communities enables States and communities to properly prepare for migrants' arrivals and facilitates continuity of care. Migration health assessments adhere to IOM's goal of "healthy migrants and refugees in healthy communities" and, as such, positively impact migrants' capacities to successfully integrate into receiving societies.

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





Laboratory staff working in the the IOM tuberculosis (TB) laboratory in Damak, Nepal. © IOM 2009



IOM health staff in Beirut, Lebanon, takes the temperature of a Syrian refugee bound for Canada. © IOM 2015

## MOVEMENT PARTNERSHIPS

All IOM movements are carried out with consultation and approval of relevant partners, stakeholders and in the case of international air travel, at the request and approval of States. Recognizing that movement is a continuum, IOM relies on States, humanitarian partners and other referral networks to assist in a variety of services that comprise its assistance. These range from identifying IOM movement beneficiaries to assisting where necessary during travel and providing support following the arrival of migrants to their receiving countries or communities.

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

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

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



*IOM never works alone. Partnerships with agencies, NGOs, States and civil society are vital to ensure a “whole-of-community approach”. IOM and Danish Refugee Council teams work together to relocate displaced persons in Malakal, South Sudan.. © IOM 2015.*

PROTECTION IN MOVEMENTS

Successful movement programmes are people-centred and feature protection as their main driver.

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

IOM adopts a rights-based approach and seeks to ensure that the migrant’s right to protection is upheld and his or her needs are fulfilled. The Organization has a responsibility to support States in protecting migrants’ human rights on their own soil, regardless of their legal status. This obligation extends to displaced persons and affected communities, as well.

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



Since its establishment in 2000, the Global Assistance Fund (GAF) has helped 2,700 victims of trafficking and other migrants vulnerable to violence, exploitation and abuse, including through AVRR movements. © IOM

## COUNTERING TRAFFICKING OF PERSONS

IOM takes a comprehensive approach to addressing human trafficking. Respect for human rights, the physical, mental and social well-being of the individual and his or her community, and the sustainability of the Organization's actions through institutional capacity development and partnerships are at the centre of all of IOM's counter-trafficking efforts.

IOM works in partnership with governments, the United Nations, international and non-governmental organizations, the private sector and development partners on all aspects of counter-trafficking identification and responses—including prevention, protection and prosecution. Since the mid-1990s, IOM and its partners have provided protection and assistance to nearly 100,000 men, women and children who were trafficked for sexual and labour exploitation, organ removal, servitude and slavery or practices similar to slavery.

## GENDER IN MOVEMENT

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

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

*A counsellor and women from a coastal village pose where their homes once stood, prior to coastal erosion. © IOM 2016*



MIGRATION DATA FOR MOVEMENTS AND IOM PROPRIETARY TOOLS

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

IOM maintains a global team of international air booking professionals. Having in-house booking capacity allows IOM to make flight bookings directly without relying on travel agencies or carriers. IOM booking professionals are able to make bookings 24 hours a day and can identify the best routings for the needs of the particular migrant.

IOM's proprietary Migrant Management Operational System Application (MiMOSA) database captures and maintains IOM activity, historical movements and migrants' health dating back to 2004. MiMOSA is a global tool, updated in real time to provide colleagues along the movement continuum with up-

to-date information on migrant operational and health needs. It is technically linked through interfaces with receiving State databases for migrant information sharing about arriving cases. It provides IOM offices and partners around the world notifications about departure, transit and arrival of specific cases facilitated by the Organization.

IOM's Counter-Trafficking Database (CTM) facilitates the management of assistance, voluntary return and reintegration activities for victims of tracking. The CTM strengthens the research capacity and understandings of the causes, processes, trends and consequences of trafficking.

The Displacement Tracking Matrix (DTM) system tracks and monitors displacement and population mobility. It is designed to regularly and systematically capture, process and disseminate information to provide a better understanding of migrants' relocations and the evolving needs of displaced populations, whether on site or en route. DTM is also used to assist in the profiling of sending and receiving communities in order to better inform and prepare for migrant (re)integration efforts.



*IOM facilitates two way communication between the communities preparing to receive migrants and the migrants themselves. Data collection and information is an important step in the movement continuum. IOM Somalia staff surveys a woman from a displaced community as part of village profiling survey. © IOM 2016*

# CONCLUSION

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

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

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

For 68 years, moving refugees and other migrants at risk in a safe, orderly and organized fashion has been and continues to be a fundamental purpose of the Organization.





Newly resettled Somali refugees look up at skyscrapers in Phoenix, Arizona. © IOM 2013

# RESOURCES

## Displacement Tracking Matrix (DTM)

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

## Principles of Humanitarian Action (PHA)

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

## Migrants in Countries in Crisis (MICIC)

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

## Resettlement 2018

Providing essential support to States resettling refugees and other humanitarian entrants is a fundamental purpose of the International Organization for Migration (IOM) and among its largest ongoing activities. This book outlines and details IOM's global role in the refugee resettlement continuum.

## IOM Migration Crisis Operational Framework (MCOF)

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

## IOM Framework for Addressing Internal Displacement

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

## IOM Migration Governance Framework (MiGOF)

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

## Progressive Resolution to Displacement Situations (PRDS)

This document frames IOM's broad and inclusive approach, which recognizes the increasingly protracted nature of crisis and its associated impacts on displaced populations, as well as on other migrants and affected communities.

## Sustainable Development Goals (SDGs)

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

## Gender Equity Policy

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

Please visit the IOM website for more detailed information on all IOM programmes, ethos and overarching frameworks.  
[www.iom.int](http://www.iom.int)

# ACRONYMS

AVRR	assisted voluntary return and reintegration
DMM	Department of Migration Management
DTM	Displacement Tracking Matrix
ERCM	Emerging Resettlement Countries Joint Support Mechanism
FAP	Family Assistance Programme
GAF	Global Assistance Fund
HASM	Humanitarian Assistance to Stranded Migrants
ICEM	Intergovernmental Committee for European Migration
IDP	internally displaced person
IOM	International Organization for Migration
MCOF	Migrant Crisis Operational Framework
MHAC	Migration Health Assessment Centre
MHD	Migration Health Division
MICIC	Migrants in Countries in Crisis
MIMOSA	Migrant Management Operational System Application
PHA	Principles of Humanitarian Action
PICMME	Provisional Intergovernmental Committee for the Movement of Migrants from Europe
POE	point of entry
RMM	Resettlement and Movement Management
RRTF	Rapid Response Transportation Fund
UNHCR	United Nations High Commission for Refugees
VHR	Voluntary Humanitarian Return

# END NOTES

- 1 [IOM Constitution](#), resolution adopted 5 December 1951.
- 2 UNHCR, [Global Trends - Forced Displacement in 2016](#) (2017).
- 3 UNHCR definition of complementary pathways from “[Solution for Refugees](#)” in the 10 Point Action Plan (pp. 176, 195).
- 4 European Resettlement Network (ERN), [About Complementary Pathways](#).
- 5 Adapted from Global Compact on Refugees, draft 2 as of 30 April 2018, para. 89, in International Organization for Migration, Glossary on Migration, IML Series No. 34, forthcoming. *(Please note that the Glossary’s definitions are subject to change until its publication).*

