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NOTE

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FOREWORD

The year 2015 was another “year of migration”. We saw a further increase in the number of people on the move to escape conflict and dire economic prospects. The subject continued to take on new political and social importance, with migrants and migration being included explicitly in the Sustainable Development Goals, the Paris Agreement on climate change, the preparations for the World Humanitarian Summit and other international forums. Over recent years, changing means of communication, such as mobile phones and social media, have also influenced the extent, nature and perceptions of migration. The complexity and scale of migration continues to change, with increasingly blurred lines between different categories of migrants. Regulatory frameworks and approaches to migration governance have not kept pace with these developments. In addition, more stakeholders are now working on migration issues at the international and national levels. This can strengthen capacities for support, but, equally, has the potential to increase fragmentation of efforts.

As the global migration agency, IOM wishes to play its role in driving more coherent and results-based approaches to migration matters. The Migration Governance Framework was endorsed by Member States at the Council in November 2015 and now provides the overall framework for IOM’s engagement, planning and reporting. In this Annual Report for 2015, we seek to demonstrate how IOM’s approaches and operations worldwide have been supporting the principles and objectives of the Framework, even before it was put in place.

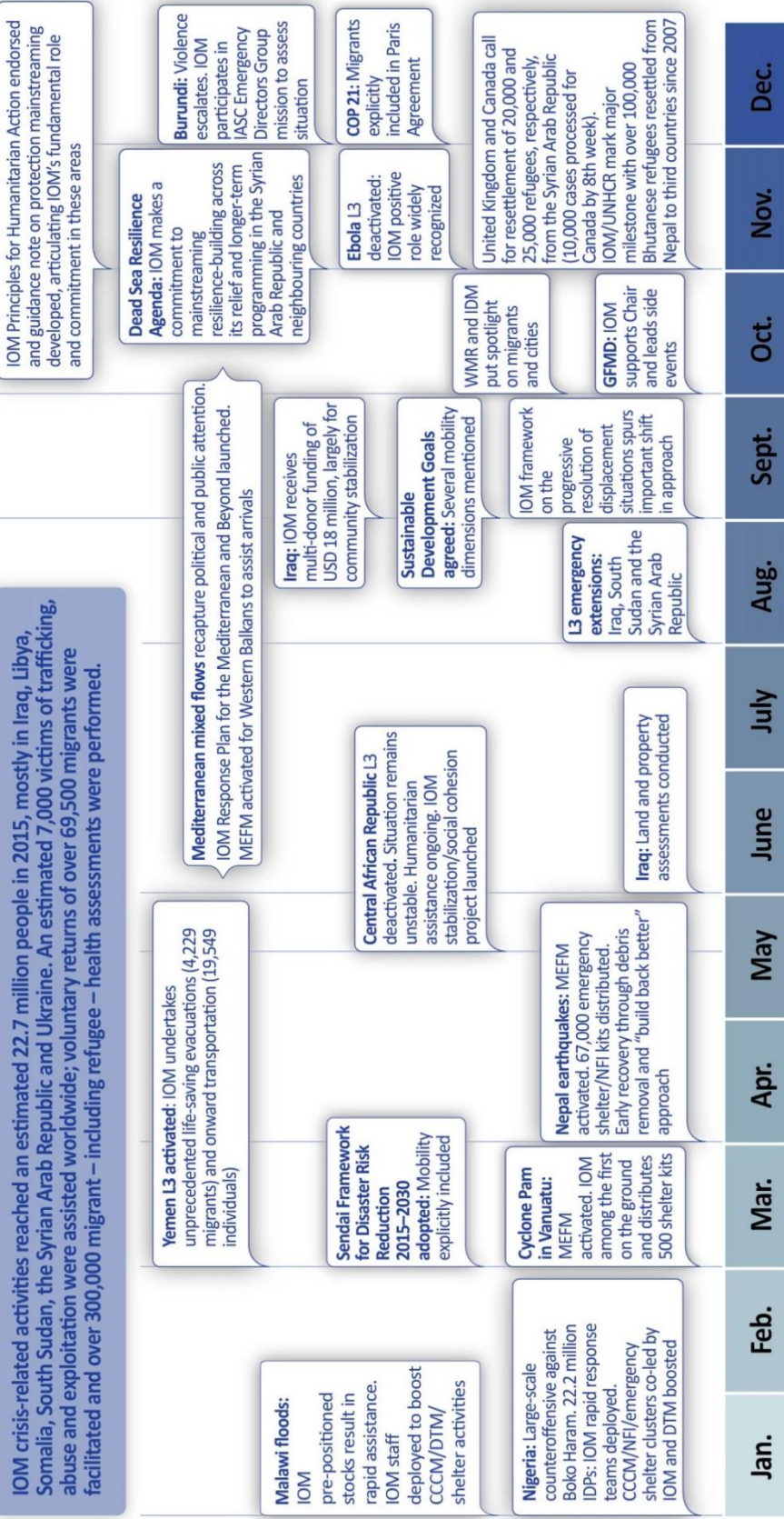
Looking back at the work carried out by IOM in 2015, I take particular pride in the breadth, diversity and volume of the Organization’s engagements and reach. IOM is unique in the extent to which it works at the operational and the more strategic levels. We implement our own projects, we act as the implementing partner of others, we help partners build their own capacities, we provide advice on policies and legislation, and we advocate for good migration governance. Our direct assistance reached millions of individuals last year, through humanitarian aid, evacuations, refugee resettlements, health-care provision, psychosocial support, cultural orientation, family reunification and much more. The timeline on the following page gives examples of global events that took place in 2015 and IOM action and engagement in various areas.

IOM is a truly global organization. We have offices in 155 countries, and we are active on migration matters in the global North and South. IOM’s engagement across government departments, with civil society and with the private sector also reflect the relevance of migration to so many sectors and actors. As is evident from this report, a key strength of IOM continues to be its responsiveness. When a crisis breaks out, we respond. When a caseload multiplies, we intensify our activities to meet the new levels of need. However, we are also an organization that is keen to continue to improve, learn and develop. We are confident that the Migration Governance Framework, underpinned by ongoing analysis and results-based approaches, will keep us on the right path.



William Lacy Swing
Director General

Timeline of global events and IOM activities in 2015



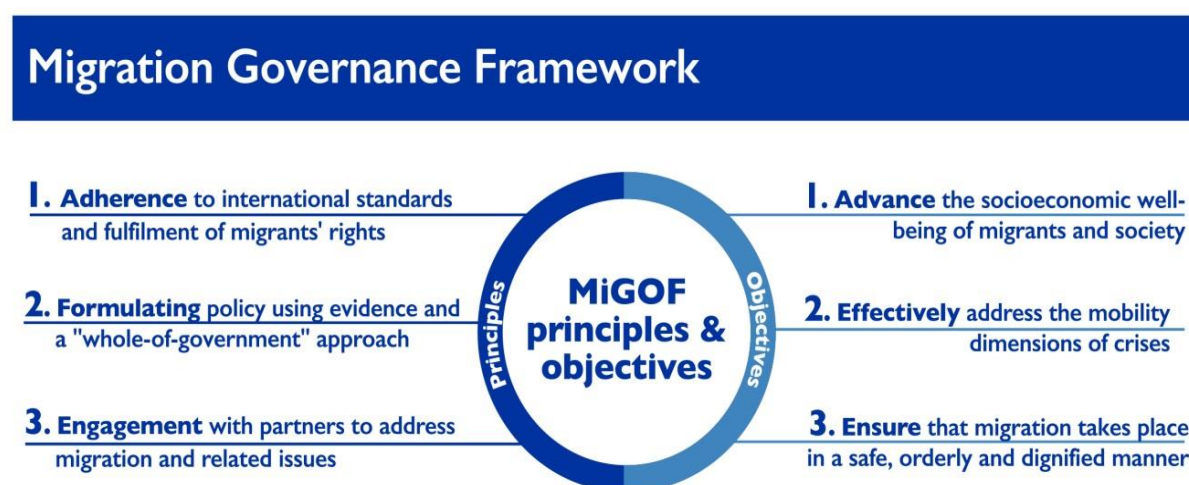
Note: Timeline presents an illustrative example of activities. IOM engagement in most activities extended long after the months indicated.

Abbreviations: CCCM, camp coordination and camp management; DTM, Displacement Tracking Matrix; IDPs, internally displaced persons; NFI, non-food item; L3, Level 3 emergency; MEFM, Migration Emergency Funding Mechanism; WMR, World Migration Report; IDM, International Dialogue on Migration; GFMD, Global Forum on Migration and Development; IASC, Inter-Agency Standing Committee; COP 21, 21st session of the Conference of the Parties to the United Nations Framework Convention on Climate Change; UNHCR, Office of the United Nations High Commissioner for Refugees.

NEW REPORTING STRUCTURE

1. The format of the annual report on the work of the Organization for 2015 is different from previous years. The objective of this new format is to show the breadth and depth of IOM's work during the year in a more results-oriented way, and to group the Organization's activities according to the three principles and three objectives of the Migration Governance Framework. While financial and project reporting reflects a certain, and important, amount of IOM's work, much of what occupies IOM staff on a day-to-day basis does not feature in such reporting. This relates in particular to the liaison, advisory, advocacy, representational and partnership work. Much of the information contained in this report is based on responses to a number of questionnaires that were sent to IOM offices across the world in early 2016, after the endorsement of the Migration Governance Framework, and while work on results-based planning, management and reporting is still in a nascent phase. The report is thus a first step in this new approach and is still illustrative rather than exhaustive. However, the aim is to provide a better representation of – and insight into – what the Organization has achieved, compared with previous forms of the annual report. A separate report is being issued for the Eighteenth Session of the Standing Committee on Programmes and Finance on the organizational effectiveness of IOM (see document S/18/3).

2. The illustration below shows the three principles and three objectives of the Migration Governance Framework which form the basis of the structure of this report.



IOM – A GLOBAL ORGANIZATION

3. IOM is a truly global organization, with more than 400 offices in 155 countries. The Organization is responding to prolonged and recurrent crises, including in South Sudan, the Syrian Arab Republic and Yemen, and also responds to sudden-onset disasters such as earthquakes (e.g. in Nepal), cyclones (e.g. in Vanuatu) and floods (e.g. in Malawi). IOM staff are on the shores of the Mediterranean, the Gulf of Aden and the Andaman Sea; they also respond to public health emergencies, such as the Ebola outbreak in West Africa. Much of IOM's work takes place under the radar, beyond the stories attracting global media attention. For instance, in 2015, IOM – working in collaboration with the Office of the United Nations High Commissioner for Refugees (UNHCR) – continued its important task of resettling Bhutanese refugees from Nepal to third countries, having assisted more than 100,000 people since the programme began in 2007. However, the Organization was also active in the places and situations that did attract the world media spotlight in 2015.

The Mediterranean

4. Mixed migration by land and sea into Europe increased exponentially during the year. According to IOM data, more than 1 million migrants arrived in Europe via the Mediterranean and the Western Balkans in 2015. During the same period, at least 3,770 men, women and children died crossing the Mediterranean. This trend is likely to continue. The nature and composition of these migration flows are mixed. They include nationals from some 20 countries and many vulnerable people. While groups have different immediate needs, all need a minimum of temporary protection and assistance. In addition to the overall rise in the number of arrivals, a notable shift in the primary routes used by migrants on their way to the northern countries of the European Union (EU) meant that an increasing number of States have had to manage a sharp rise in the volume of mixed migration flows. IOM's response to the situation in 2015 was characterized by a strong focus on partnerships, data and operational delivery.

5. IOM participated in key EU deliberations to address the ongoing migration movements to Europe, most notably in the informal meeting of the Justice and Home Affairs Council (9 July), the High-level Conference of the Eastern Mediterranean/Western Balkans Route (8 October) and the Valletta Summit on Migration (11 and 12 November). The role played by IOM at the Valletta Summit was welcomed by both the African Union (AU) and the EU, as the Organization actively supported its Member States in bridging divides and fostering compromise for the achievement of joint commitments.

6. During the year, IOM ensured strong alignment and coordination with the United Nations and its specialized agencies, at the political and operational levels. In April, IOM issued a joint statement with UNHCR, the Office of the United Nations High Commissioner for Human Rights (OHCHR) and the Special Representative of the United Nations Secretary-General for International Migration and Development, calling for enhanced protection in the Mediterranean. At operational level, IOM and UNHCR developed a framework for inter-agency response along the Western Balkans route at the end of 2015. Launched in January 2016, the framework was the result of a collective effort among 67 international organizations and non-governmental organizations (NGOs) to cover the needs of an integrated emergency response in Croatia, Greece, Serbia, Slovenia, the former Yugoslav Republic of Macedonia and Turkey during the year.

7. The Organization issued the IOM Response Plan for the Mediterranean and Beyond in June, with a revised version issued in October. The Plan is based on four pillars: protecting migrants' rights; addressing drivers of irregular and forced migration; promoting safe, orderly and dignified human mobility; and strengthening partnerships for inclusive growth and sustainable development. It presents a comprehensive set of short-, medium- and long-term measures, consisting of more than 150 activities in 40 countries along the different migration routes.

8. IOM's migration data are now frequently used by the media and IOM's partners. Through the Missing Migrants Project, for instance, IOM has become the primary source of data on the death toll of migrants. In the context of the European migration movements, IOM displacement tracking tools and methodologies have been adapted to provide a more comprehensive picture of human mobility flows, capturing migrant numbers, locations, movement trends and intended final destinations. Data compilations are consolidated and shared on a weekly basis to ensure that relevant data are available and used to inform migration policies and contingency planning within and outside Europe. Looking specifically at mixed migration into, from and through North Africa, the Mixed Migration Hub¹ produces monthly migration trend bulletins, as well as in-depth research on migration routes and associated vulnerabilities. The Hub is hosted by IOM on behalf of the inter-agency North Africa Mixed Migration Task Force.

¹ See www.mixedmigrationhub.org.

Ebola

9. The 2014–2015 Ebola virus disease outbreak in Guinea, Liberia and Sierra Leone – which also affected Mali, Nigeria and Senegal – was unprecedented in its scale and impact, in terms of human loss and its effect on the economies and development in the countries within the region. The Ebola outbreak was in fact two crises in one. It was a crisis of a virulent, epidemic disease with more than 28,600 persons infected and over 11,300 deaths, including 513 health-care workers.² It was also a crisis of health service and public health systems that were unable to address the challenges of Ebola and which consequentially crippled other governmental systems, including those relating to education, food security and finance.

10. Human mobility was a critical factor in the rapid spread of Ebola. For example, the cross-border region known as the Kissi triangle – at the intersection between Guinea, Liberia and Sierra Leone – which is critical for trade and commerce, became the epicentre of the spread of Ebola.

11. IOM's response to the Ebola outbreak was based on three thematic areas:

(a) *Health systems support.* Activities included:

- (i) Managing three Ebola Treatment Units in Liberia;
- (ii) Strengthening the National Emergency Operations Centre, the refurbishment of 28 Prefectural Emergency Operations Centres and the rehabilitation of Ministry of Health buildings in Guinea;
- (iii) Training of 100 volunteers, community leaders and Ebola survivors on effective infection prevention and control procedures in Sierra Leone;

(b) *Health, border and mobility management.* Activities included:

- (i) Health screening and the establishment of standard operating procedures at international airports and points of entry and exit in Ghana, Mali and Sierra Leone, as well as at various internal screening points within Guinea, Liberia, Mali and Sierra Leone;
- (ii) Monitoring mobility flows within the framework of Ebola screening and traveller sensitization at 3 points of entry in Guinea, 7 in Liberia, 15 in Mali and 10 in Sierra Leone;
- (iii) Rehabilitation of border posts in Côte d'Ivoire and Guinea, along their borders with Liberia and Sierra Leone, and improvement of infection prevention and control measures at border posts in Liberia and Sierra Leone;
- (iv) Strengthening the capacity of health and non-health staff at borders to identify and refer suspected Ebola cases, to use the appropriate personal protection equipment and to implement infection prevention and control procedures in Guinea, Liberia, Sierra Leone and their neighbouring countries;

(c) *Capacity-building.* Activities included:

Providing training for front-line Ebola and non-Ebola medical practitioners in Sierra Leone, through the National Ebola Training Academy and in partnership with the College of Medicine and Allied Health Services. By late 2015, 8,244 individuals (7,705 national and 539 international practitioners) were certified, with participants receiving practical training in a mock Ebola Treatment Centre, where 10 Ebola survivors served as patient simulators. Mobile training teams were rapidly deployed to remote areas in need of training (598 national and 24 international participants received training).

² World Health Organization, Ebola Situation Report data up to 13 December 2015.

PRINCIPLE 1: ADHERENCE TO INTERNATIONAL STANDARDS AND FULFILMENT OF MIGRANTS' RIGHTS

Supporting States' adherence to international standards

12. IOM supports States in their efforts to ensure adherence to migration-related international standards. Ninety-one IOM offices reported that they had supported their host governments or other State partners in such efforts in 2015, working across a wide range of sectors. For instance, with regard to labour migration, IOM supports States in their compliance with the standards of relevant United Nations Conventions, such as the nine core international human rights instruments, the fundamental Conventions of the International Labour Organization (ILO) (as stated in the 1998 ILO Declaration on Fundamental Principles and Rights at Work), the 2014 Protocol to the Forced Labour Convention, as well as other relevant ILO standards. In addition to working directly with State actors, IOM also supports its private sector partners on compliance with human rights standards (see the "Private sector" and "Safe and beneficial labour migration" sections). At global level, the Organization participates in multilateral forums and contributed five country reports to the United Nations Human Rights Committee in 2015. In addition, over 30 IOM contributions were reflected in the work of the United Nations Committee on Migrant Workers.

Promoting gender equality

13. IOM is also committed to adhering to international standards in its own work. In 2015, the Organization reconfirmed its commitment to promoting gender equality through the finalization of its Gender Equality Policy, which was presented to Member States at the Council in November. The policy aims to strengthen IOM's ability to promote gender equality in its delivery on the ground, as well as to improve gender equality within its organizational structure. Sixty-six IOM offices reported that gender had been the primary focus of some of their work in 2015. More than half of these offices had engaged on gender issues related to counter-trafficking. Many offices had also engaged on issues relating to sexual and gender-based violence, the economic empowerment of women, tackling abuse and exploitation of migrant workers and addressing domestic violence.

14. IOM works to mainstream gender considerations in all of its work. While all emergency-related projects are gender-responsive, about 31 per cent explicitly included gender as specific project components in 2015. Across other sectors of IOM engagement, between a quarter and a third of IOM offices noted that their work had included the implementation of notable gender components, including efforts to ensure gender parity among participants in training provided by IOM, incorporating gender aspects in training curricula and considering different gender needs in the provision of in-kind assistance.

Applying humanitarian principles

15. In 2015, IOM confirmed its commitment to adhering to humanitarian principles through its humanitarian policy, the Principles for Humanitarian Action, which was also presented to IOM Member States at the Council in November. It is the outcome of a two-year multi-stakeholder process that additionally saw the field testing of the draft principles in six active crisis settings (El Salvador, Iraq, Libya, Nepal, South Sudan and Ukraine). Although the policy was developed only recently, 59 (or 41%) of 145 IOM offices reported that adherence to humanitarian principles already featured in their strategic plans. To complement the Principles for Humanitarian Action, IOM developed an internal guidance note on protection mainstreaming to provide guidelines on integrating existing humanitarian protection principles into all IOM crisis and post-crisis responses, during the full project life cycle and across the 15 sectors of assistance of the Migration Crisis Operational Framework. For example, in 2015, the Organization developed the IOM Whole of Syria Protection Strategy, which will be used to give practical effect to protection mainstreaming in the context of the Syria crisis. Using these tools, IOM will be better able to articulate its responses in line with the recognized principles of its key humanitarian partners and to strengthen its own accountability in this regard.

IOM Principles for Humanitarian Action: humanitarian principles

IOM reaffirms the principles of humanity, impartiality, neutrality and independence in the delivery of its humanitarian response, and the need for all those engaged in humanitarian action to promote and fully respect these principles.

Humanity

The purpose of humanitarian action is to protect life and health and ensure respect for the rights and well-being of human beings. Concern to alleviate human suffering and preserve human dignity is the driving force for humanitarian action. In line with this principle, IOM reaffirms the humanitarian imperative and that its priority is the humanitarian duty to save lives and alleviate suffering.

Impartiality

Humanitarian action must be carried out on the basis of needs alone, prioritizing those most in need, without discrimination on the basis of race, nationality, ethnicity, gender, religious belief, class or political opinion. While IOM recognizes the importance of balancing the needs and interests of different stakeholders, it strives to be strictly non-partisan in its humanitarian action. To do so, and in line with the principle of impartiality, IOM's humanitarian response always gives priority to the most vulnerable.

Neutrality

Humanitarians must not take sides in hostilities or engage in controversies of an ideological, religious, racial or political nature. IOM assesses the relationship between a policy of neutrality and its advocacy role on a case-by-case basis, without compromising the principle of humanity.

Independence

Humanitarians must remain independent of the political, financial or other objectives that any others may have in areas where humanitarian action is being implemented. IOM is committed to the principle of independence where and when it is engaged in humanitarian action and in any other situation in which IOM adheres to the principle of humanity.

PRINCIPLE 2: EVIDENCE AND WHOLE-OF-GOVERNMENT APPROACHES

Migration and development

16. The adoption of the Sustainable Development Goals (SDGs) represented an important milestone for IOM. Whereas migration had not been included in the Millennium Development Goals, migration and mobility are explicitly referred to in six of the 17 SDGs. As the international community strives to ensure that “no one is left behind”, the inclusion of migrants in the SDGs is important, as migrants are particularly vulnerable to basic human rights violations or social exclusion. Target 10.7 calls for the facilitation of orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies. In 2015, IOM, in collaboration with the Economist Intelligence Unit, worked on developing a Migration Governance Index, which will be used to track progress made in achieving this target. However, migration is reflected in many parts of the SDGs and all are relevant to IOM's mandate and work.

17. At country level, IOM seeks to help States maximize the positive relationship between migration and sustainable development. With the United Nations Development Programme (UNDP), IOM has been supporting the mainstreaming of migration into development planning in Bangladesh, Ecuador, Jamaica, Kyrgyzstan, Morocco, the Republic of Moldova, Serbia and Tunisia. With UNDP, the ILO, UNHCR, the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women), the United Nations Population Fund and the United Nations Institute for Training and Research, IOM has helped build capacity on migration and development in Costa Rica, Morocco, Nepal and Senegal through the EU-funded Joint Migration and Development Initiative. In 2015, IOM sought, through meetings and publications,³ to also raise greater awareness internationally of the importance of working on migration and development at local level.

³ For example, the [White Paper – Mainstreaming migration into local development planning and beyond](#), produced through IOM collaboration with UNDP and the Joint Migration and Development Initiative.



Migration data and evidence

18. IOM has put greater emphasis on collating and disseminating migration data and evidence over recent years. In 2015, more than half of its offices were involved in studies or publications. Recognizing the need for more regular and accessible migration data and analysis, IOM opened its Global Migration Data Analysis Centre in Berlin in 2015. The objectives of the Centre are to provide States with timely analysis of data on global migration trends, help States build their own data collection capacities and contribute to tracking progress made in achieving the migration-related SDGs.

19. In 2015, IOM also continued to build national capacities to collect and analyse migration data by conducting training for migration agencies, statistical offices and other State entities. For example, IOM conducted training on migration profiles in Albania and Kyrgyzstan, and held a workshop on monitoring the impact of immigration on development in Bosnia and Herzegovina. In addition, the Organization contributed to capacity-building in migration data collection and analysis in the regional context, including through providing support to the Eastern Partnership Panel on Migration and Asylum.

20. The IOM Displacement Tracking Matrix (DTM) has become a regular feature in humanitarian response operations. By the end of 2015, the DTM was active in 22 countries, tracking and monitoring over 14.4 million internally displaced persons, while also expanding its activities to capture human mobility flows more broadly.⁴ In 2015, IOM further improved the DTM by integrating indicators for monitoring gender-based violence and other protection risks to better inform humanitarian response. The speed at which IOM is able to activate the DTM, the scope of its coverage and the regularity of its updates (e.g. monthly reports in 16 of the 22 countries) make it a respected, reliable and evolving source of information on displaced populations. For instance, following Cyclone Pam in Vanuatu in March 2015, IOM rolled out the DTM and published its first report within 10 days. Requests for DTM data continued to rise over 2015 from the United Nations, the International Red Cross and

⁴ An example of this is the new IOM portal on migration flows to Europe (see <http://migration.iom.int/europe>).

Red Crescent Movement, the World Bank, international civil society organizations (CSOs), local NGOs and donor and host governments. DTM data also support the wider humanitarian system; for example, supporting the World Food Programme and World Vision in their provision of food assistance in Burundi, informing non-food item distribution in Niger and supporting the planning and programming of all partners active in the South Sudan protection of civilians sites.

21. A principal challenge in developing targeted counter-trafficking response and measuring its impact is the lack of reliable, high-quality data. IOM is developing a human trafficking data portal, which will be used to help combat modern-day slavery. IOM has the world's largest database on victims of human trafficking which contains data on over 40,000 individual cases, with nearly 5,000 additional cases being added every year. The Organization is partnering with other leaders in this field to host the portal, which will be the world's largest open-access, multi-stakeholder repository of human trafficking data. By making these combined data available to external parties on a systematic basis, while ensuring the anonymity of victims, the IOM human trafficking data portal will rapidly enhance the evidence base for the development of responses to human trafficking and labour exploitation and abuse.

22. IOM used evidence from a 2015 study to highlight the need to proactively prevent and address human trafficking and exploitation in crisis situations.⁵ The Organization examined the armed conflicts in Iraq, Libya, the Syrian Arab Republic and across West Africa, the earthquakes in the Indian Ocean region, Haiti and Nepal, Typhoon Haiyan in the Philippines, and the protracted unrest in Eastern Africa leading to migration through North Africa and onwards to Europe. It was found that, in all types of disaster situations, the lack of normalcy allowed traffickers to exploit existing or crisis-induced vulnerabilities. In conflict situations, the lack of rule of law creates a condition of impunity, where people are trafficked to finance the war, to provide sexual services and to reinforce enslavement of ethnic minorities. This was particularly true in Libya and across the Levant where migrant workers are facing increasingly hostile and abusive working conditions. Meanwhile, the ongoing conflict in the Syrian Arab Republic has forced many families and individuals to adopt negative coping mechanisms such as forced early marriages and child labour, often resulting in exploitation and trafficking. IOM is now working to ensure that the links between the vulnerability of mobile populations and exploitive practices that existed before a crisis are factored into humanitarian responses. IOM leads by example: in the Philippines, IOM's counter-trafficking efforts in the areas affected by Typhoon Haiyan were recognized in February 2015 when the Organization received an award from the Inter-Agency Council against Trafficking; and, in the Middle East and North Africa, IOM has been able to integrate counter-trafficking interventions into a number of national and regional humanitarian response and contingency plans (see the "Tackling human trafficking, migrant exploitation and abuse" section for more details on IOM's work in this area).

23. Furthermore, a regional project to protect migrant workers from exploitation, exclusion and discrimination, covering Egypt, Jordan, Iraq, Lebanon and Saudi Arabia, gave rise to in-depth research conducted in partnership with the Walk Free Foundation.⁶ The findings of this research provided governments, international organizations, civil society and other actors with solid recommendations on protection and prevention, which IOM will follow up on 2016.

24. In 2015, IOM also continued to develop an application for migrants to use on mobile phones, called MigApp, to help them make informed decisions through communication with IOM. Recognizing the increasing use of mobile phones by migrants, MigApp aims to offset the enormous amount of misleading and unreliable information currently being accessed by people on the move, by providing a central and accessible source of migration information and services.

Migration, the environment and climate change

25. IOM believes that migration should be recognized as an integral component in climate change policies and practice. IOM's work on migration, the environment and climate change (MECC) has greatly

⁵ See *Addressing Human Trafficking and Exploitation in Times of Crisis*, published by IOM in 2015.

⁶ See *The Other Migrant Crisis*, published by IOM in 2015.

expanded in the past five years, both in terms of the number of activities and the level of engagement in external policy processes. Environmental and climatic factors are increasingly visible and integrated into IOM's activities at all levels: policy, research, international migration law, operations, advocacy, communication and capacity-building. In January 2015, IOM established the Migration, Environment and Climate Change Division to reflect the increasing importance of this area of work to IOM Member States.

26. Forty-four IOM offices reported that they had been engaged on MECC issues in 2015. Of these, 28 had provided technical assistance to government entities and 21 had supported capacity-building for partners. Offices reported that more than 500 people from a range of government entities, NGOs and other partners across the world had been trained by IOM on MECC issues in 2015. One area of IOM focus had been on helping governments include migration considerations in environmental and climate change-related policies and plans. This included providing advice on how migration can be part of national adaptation plans, how to incorporate migrants in disaster risk reduction plans, and how to prepare for possible mass displacement as part of disaster preparedness initiatives. IOM's efforts also included using climate-friendly technologies in its projects, where possible, for instance through the production and use of solar lanterns.

27. IOM was also engaged actively in international forums and initiatives. The 21st session of the Conference of the Parties to the United Nations Framework Convention on Climate Change (COP 21), held in Paris in November/December, presented a good opportunity to raise awareness of the role of migrants and migration in climate change adaptation and prevention strategies. Human mobility was discussed throughout the official negotiation process of the Paris Agreement and also in a series of parallel events supported by IOM. The Organization's engagement made an impact: according to an external data analysis, IOM – through one of its Twitter accounts – was one of the top 10 “climate migration influencers” of COP 21.⁷ In the margins of COP 21, IOM also organized a photo exhibition entitled “Entwined Destinies: Migration, Environment and Climate Change” at the National Museum of Immigration History in Paris. The exhibition attracted more than 4,000 visitors and its run was extended due to popular demand. The Paris Agreement represented an important milestone for IOM, as it clearly recognizes the importance of migration and migrants in climate change prevention, adaptation strategies and response.

PRINCIPLE 3: PARTNERSHIPS

Global partnerships

28. IOM believes that partnerships are critical to advancing good migration governance, and that this principle applies to IOM and other international organizations as much as to States.

29. IOM contributed to the preparations for many international conferences and processes in 2015 to ensure that migrants and migration issues were given due attention. For instance, IOM's involvement in the discussion surrounding the 2030 Agenda for Sustainable Development contributed to the inclusion of several migration-related targets in the SDGs. Similar commitments were made in the Addis Ababa Action Agenda and in the Valletta Summit Action Plan. In addition to having been actively engaged at COP 21, IOM was instrumental in ensuring that the plight of migrants and displaced populations in humanitarian and protracted crisis settings featured in the preparations for the World Humanitarian Summit. IOM's participation in the Sendai process also helped ensure that the Sendai Framework for Disaster Risk Reduction 2015–2030 gave explicit attention to mobility-related issues. In particular, and drawing directly from texts proposed by IOM, the Framework calls for more significant efforts to integrate migrants into disaster risk reduction practices, to prepare for and manage displacement and disaster-induced mobility, and to plan for relocations from at-risk areas as a potential disaster risk reduction measure. IOM remained involved in preparations for the United Nations Conference on Housing and Sustainable Urban Development (Habitat III), to take place in October

⁷ See <https://cartorezo.wordpress.com/2016/04/21/climate-migration-influencers-of-cop-21>.

2016; for example, IOM contributed to including migrants and migration in background material to inform the Habitat III outcome document.

30. The Global Forum on Migration and Development (GFMD) is another important mechanism for promoting migration partnerships at global level. In 2015, IOM supported the Turkish Chair in the preparations for the 8th GFMD Summit, held in October, which focused on the migration-related SDG targets. IOM was also invited to speak on several of the round-table panels (on the topics of reducing the human and financial costs of migration, of mainstreaming migration into development planning, and of the follow-up to and review of the SDGs), and also organized two side events (on the Migrants in Countries in Crisis (MICIC) Initiative and on IOM–Gallup collaboration).

31. In 2015, IOM continued to support the Global Migration Group (GMG) in adopting more coherent, comprehensive and better-coordinated approaches to international migration, including through the secondment of an IOM staff member to act in a full-time capacity as the Principal Coordinator in the GMG Support Team. IOM continued to co-lead in developing the forthcoming GMG Handbook for Improving the Production and Use of Migration Data for Development, which will assist GMG entities in their capacity-building activities to implement the migration-related commitments of the 2030 Agenda for Sustainable Development. IOM is co-lead or a member of all the GMG working groups and task forces. In 2015, IOM led a stocktaking exercise on crisis-related migration and provided input to the protection-at-sea stocktaking exercise. The findings of the stocktaking exercises will inform GMG's engagements in 2016, including the United Nations General Assembly high-level plenary meeting on addressing large movements of refugees and migrants, to take place in September 2016.

32. IOM also strengthened its partnerships with individual organizations at global level. For instance, partnership discussions were started with the Food and Agriculture Organization of the United Nations on youth, employment and rural development. IOM also further developed joint initiatives with the ILO and UN-Women in Africa and Asia, including through the Colombo Process. IOM and the ILO also formed a training partnership through the signing of a memorandum of understanding with the International Training Centre of the ILO in Turin and IOM's participation at the Labour Migration Academy. IOM supported the UNHCR-led "protection in practice" training programme, specifically by integrating a module on human trafficking into a training course for protection cluster partners. Moreover, IOM supported the Global Protection Cluster training for Global Protection Cluster Coordinators, including through integrating a training session on addressing human trafficking and exploitation in times of crisis into the standard training curricula, to be delivered globally.

33. Furthermore, global partnerships are critical to IOM's work on specific thematic areas. For example, IOM continued in 2015 to be an active member of the Inter-Agency Coordination Group against Trafficking in Persons. The Group is mandated by the United Nations General Assembly to improve coordination and facilitate a holistic and comprehensive approach to preventing and combating trafficking in persons, including protection and support for victims of trafficking.

Regional and interregional partnerships

34. Regional and interregional bodies and forums are critical actors in improving international migration governance. During the year, IOM continued to work closely with the EU, including in the context of the IOM–EU Strategic Cooperation Framework, on the response to the growing number of people travelling to Europe from Turkey, Libya and elsewhere, as well as on broader migration governance issues and humanitarian crises across the globe. EU contributions (from the Commission and EU Member States) represented 20 per cent of overall voluntary contributions to IOM in 2015. IOM also continued to build its partnership with the AU, including through being one of the implementing partners of an AU flagship initiative: the Joint Labour Migration Program for Africa. The programme was formally adopted in January 2015 as a comprehensive programme on labour migration governance for the region. Furthermore, IOM continued to strengthen its tripartite cooperation with the United Nations Office on Drugs and Crime (UNODC) and the Organization for Security and Co-operation in Europe on countering transnational organized crime, especially the smuggling of migrants and trafficking in human beings in the Western Balkans.

35. Regional Consultative Processes on Migration (RCPs) were important to IOM's regional engagements in 2015. RCPs bring together representatives of States, international organizations and, in some cases, NGOs for informal and non-binding dialogue and information exchange on migration-related issues of common interest and concern. About half of IOM offices supported RCPs in some way in 2015. Most frequently, IOM acts as a secretariat, but it often also provides technical support, such as policy advice and research, at the request of participating States. IOM organized the Fifth Global Meeting of Chairs and Secretariats of Regional Consultative Processes on Migration in Cairo on 21 and 22 October in collaboration with the host, the League of Arab States. The meeting also saw the launch of a new RCP, the Arab Regional Consultative Process on Migration. The meeting brought together 14 RCPs to discuss the migration-related targets of the SDGs and the report "Making migration work: an eight-point agenda for action", prepared by the United Nations Secretary-General for the High-level Dialogue on International Migration and Development held in 2013.

36. IOM engaged with 19 existing and emerging RCPs during the year, covering all continents. For instance, in support of the ACP-EU Dialogue on Migration and Development, IOM is implementing the ACP-EU Migration Action project, which is a EUR 10 million project funded by the EU. The project supports African, Caribbean and Pacific States to implement the commitments of the Dialogue. In this context, IOM is facilitating technical assistance for more than 20 countries in the areas of visas, remittances, readmission, and countering trafficking in human beings and smuggling of migrants. Another example is the IOM secretariat and thematic support for the Colombo Process. This RCP seeks to promote decent work for migrant workers, primarily from South and South-East Asian countries. IOM's technical support has focused on ethical recruitment, pre-departure orientation, skills and qualification recognition, remittances and enhancing the capacities of Colombo Process member countries to track labour market trends.

37. Regional engagement was also an important aspect of IOM's thematic work in 2015. For instance, the Organization's counter-trafficking efforts in the EU involved participation in the Frontex Consultative Forum on Fundamental Rights and in the European Asylum Support Office expert groups on trafficking in human beings and on asylum. IOM supported AU and EU regional initiatives against trafficking and smuggling from the Horn of Africa and, with MERCOSUR partners, supported intergovernmental dialogues on trafficking in persons in South America. IOM contributed to a special meeting of the Intergovernmental Authority on Development RCP on trafficking in persons and smuggling and to the Migration Dialogue for Southern Africa (MIDSA) Ministerial Conference, which endorsed the Regional Action Plan on Irregular and Mixed Migration, and supported the Arab Initiative for Building National Capacities to Combat Human Trafficking. Similarly, IOM continued to support the counter-smuggling and counter-trafficking efforts of the Bali Process and its member countries, including through the provision of technical support and assisted voluntary return and reintegration.

Humanitarian partnerships

38. IOM is an engaged member at all levels of the Inter-Agency Standing Committee (IASC). The Director General regularly participates in IASC Principals meetings and IOM regularly takes part in inter-agency field missions as part of the Emergency Directors Group. In addition to attending to policy matters within the IASC Working Group, IOM also participates in the various IASC Task Teams and Reference Groups. The Organization has led or co-led one third of country-level shelter coordination mechanisms worldwide, including in Iraq and South Sudan. Throughout 2015, IOM was an active partner in the Global Shelter Cluster, co-leading its Accountability Working Group and the Technical and Innovation Working Group. IOM serves as the lead agency for the Global Camp Coordination and Camp Management Cluster for displacement induced by natural disasters. IOM continues to contribute actively to the Global Health Cluster, serving as a reference for models on complex operations and remote management. Beyond the IASC, IOM is also active in a number of other humanitarian forums. This includes working with partners on durable solutions and resilience against violent extremism under the auspices of the Global Community Engagement and Resilience Fund; and supporting the initiative of the United Nations Special Rapporteur on the human rights of internally displaced persons to develop global durable solutions indicators. IOM further participates in initiatives under the Solutions Alliance, a

high-level multi-stakeholder group focused on addressing protracted displacement situations and working at global level as well as in four specific national groups.

39. IOM has developed memorandums of understanding with nine standby partners. IOM's standby partners include NGOs, donors and government agencies, which provide emergency standby personnel or service packages to fill specific staffing gaps or to complement IOM emergency response teams. In 2015, IOM signed memorandums of understanding with the Government of Luxembourg and the Swedish Civil Contingencies Agency (MSB). Over the course of the year, standby partners provided IOM with 7,236 days of personnel service. IOM also collaborates with the International Humanitarian Partnership (IHP), a multinational network of eight governmental management agencies in Europe. The IHP is a platform for international cooperation and the sharing of resources, and IOM has drawn on the IHP to reinforce its operations in Iraq and South Sudan. In 2015, the IHP (via MSB) provided the IOM Office in South Sudan with a light base camp, equipment and logistical support. In drawing on these partnerships, IOM has strengthened its ground capacity and presence in crisis contexts in areas such as camp coordination and camp management, emergency shelter, geographic information systems, water, sanitation and hygiene, protection, disaster risk reduction and early recovery.

40. There is growing international recognition of the particular vulnerabilities and needs of migrants caught in crisis situations. In 2015, IOM continued to act as the Secretariat for the MICIC Initiative. Co-chaired by the Governments of the Philippines and the United States of America, the MICIC Initiative aims to improve the ability of States and others to better prepare for, respond to and recover from crisis, and improve the protection afforded to migrants caught in countries experiencing natural disasters or conflict. In 2015, the Secretariat continued to support the MICIC Initiative's broad and inclusive consultation process, seeking engagement from governments, civil society and the private sector, as well as connecting the MICIC Initiative with RCPs. Key themes emerged, including: the importance of protecting migrants' rights in everyday contexts to build their resilience; the need to overcome the barriers migrants face when accessing assistance during crises; and the need to adopt community development approaches to address mass returns. By the end of 2015, the MICIC Initiative's consultation process was increasingly demonstrating how international cooperation and dialogue can lead to the development of practical and helpful tools for States and other actors to address difficult issues.

National and local government

41. IOM typically works with a multitude of ministries and other government entities, given the relevance of migration to many sectors. In 2015, IOM offices worked on average across eight sectors with their host government partners, with 38 per cent of offices stating that they worked across 10 sectors or more. Most offices (80%) also reported working with local government partners at province or community level. During the year, IOM also increased its engagement with parliaments and parliamentarians, at Headquarters and country level.

42. Recognizing the contribution, importance and impact of migrants and migration at local level, IOM promoted a focus on migrants and cities in 2015. This theme was explored in IOM's flagship publication, the *World Migration Report 2015 – Migrants and Cities: New Partnerships to Manage Mobility*, and at the high-level Conference on Migrants and Cities, held in October. The Conference was attended by many mayors. IOM will continue to promote the topic of migrants and cities in its contributions to the preparations for Habitat III.

Civil society

43. IOM works closely with CSOs – a category that encompasses NGOs – which are critical implementing and advocacy partners for the Organization. The 2015 IOM-CSO Annual Consultations brought together almost 50 CSO representatives and contributed to enhancing and expanding partnerships with international CSOs. This led to closer cooperation with civil society, including the decision to co-organize, with the Friedrich Ebert Stiftung Foundation, workshops on applying a scenario-building approach to migration trends and governance. At field level, IOM engagement with civil society

includes more than 600 formal cooperation agreements signed with CSO partners. This collaboration spans all sectors of IOM's work. IOM also organized 56 briefings in Geneva for 1,406 students in 2015.

44. In June 2015, IOM brought together 70 participants representing 40 NGOs from 17 countries for the first IOM-NGO Humanitarian Consultations, co-organized in conjunction with the International Council of Voluntary Agencies. The consultations provided a platform for open dialogue on the values, challenges and opportunities of partnerships and joint initiatives in the areas of mobility, migration and displacement within humanitarian action. During the event, participants produced a concise, realistic road map to strengthen partnerships between IOM and humanitarian NGOs on these issues. Given the success of the initiative, IOM will host a second consultation in 2016 in order to follow up on and further explore some of the areas covered in the road map.

Private sector

45. The Organization's emphasis on partnerships was also reflected in the development of the IOM Private Sector Partnership Strategy 2016-2020,⁸ which was presented to Member States at the Council in November. The aim is to develop long-term, strategic partnerships with private sector actors to more effectively address today's humanitarian and development challenges. The Strategy is intended to help amplify the Organization's advocacy efforts, drive innovation in delivery for IOM beneficiaries, improve value for money in the implementation of projects, and address issues where collaboration with the private sector is fundamental. However, working with the private sector is not a new concept in IOM. Forty-nine IOM offices reported that their work had included engagement with the private sector in 2015. IOM's partners range from multinational corporations and local companies to foundations and individuals. In 2015, IOM worked with more than 60 different private sector entities, of which about half were new partnerships established during the course of the year.

46. Many partnerships focused on promoting safe and regular labour migration, while combating human trafficking and exploitation. For example, in Azerbaijan, IOM partnered with a major British company to improve the effectiveness of migration management in the country, including by enhancing e-governance services. IOM worked with companies to promote transparency in their labour supply chains, and supported the implementation of corporate policies and strategies that uphold ethical recruitment principles and fair labour conditions for migrant workers (see also the "Safe and beneficial labour migration" section). The Organization further engaged with film-makers, photographers and actors to help build awareness and develop skills among prospective labour migrants and their communities. Other private sector partnerships helped IOM respond better to humanitarian crises, advocate for lower remittance costs and promote maternal health. For instance, in Somalia, IOM partnered with a Japanese company to help ensure access to safe water for Somalis and others escaping the conflict in Yemen.

Private sector partnership helps people fleeing Yemen conflict



>30,000 people flee Yemen and arrive in Somalia between March and July



Pressure on host community, where only 30% of people have access to safe water

Poly-Glu Social Business donates 1 million tons of water treatment products



Access to safe water for 37,000 individuals

⁸ The Strategy is contained in [Council document C/106/INF/16](#).

Diaspora engagement

47. IOM's diaspora engagement aims to engage, enable and empower transnational communities as agents for development (the "3Es strategy"). Over the past three years, IOM has initiated over 40 diaspora-related projects, 25 of which were active in 2015. These initiatives recognize diasporas not only as agents of development, but also as key players in humanitarian crisis response, peacebuilding efforts and post-conflict recovery. For instance, with UNDP and diaspora partners, IOM helped bring together professionals from the Somali diaspora, including those in other East African countries and Europe, and connected them with over 30 Somali governmental institutions – including ones pertaining to health, education and finance – and private sector entities in need of expertise. In Finland, Sweden and the United Kingdom, this programme has grown in popularity, attracting more applications from the Somali diaspora in recent years. In Burundi, IOM facilitated procedures so that a specialist in mental health from the diaspora could return to teach students at the National Institute for Public Health. The 20 students currently benefiting from these lessons will become part of a national pool of much-needed mental health and psychosocial support providers when they graduate in 2016. In Sudan, 25 members of the Sudanese diaspora in Europe had completed temporary knowledge exchange placements in Sudan by the end of 2015 across sectors such as corporate governance, water, education, journalism and technology. In UNSC 1244-resolution administered Kosovo,⁹ IOM's work with diaspora partners has contributed to the establishment and improved functioning of economic zones, led to direct investment by the diaspora, facilitated new export partnerships for local businesses, and facilitated and supported the establishment of 25 diaspora business unions in 20 countries.

OBJECTIVE 1: SOCIOECONOMIC WELL-BEING OF MIGRANTS AND SOCIETY

Safe and beneficial labour migration

48. IOM is committed to promoting labour migration practices that benefit migrants and their families and countries and communities of origin and destination, and which are business-friendly. About one third of IOM offices reported engagement in this area in 2015. IOM work in this field included: advising governments on their labour migration policies; building national capacity for safe labour migration practices; supporting intergovernmental dialogue on labour migration and the establishment of bilateral recruitment schemes; supporting the development and maintenance of job-information and job-matching platforms; and pre-departure counselling for prospective migrants. Examples of concrete results in 2015 included: the convening of a round table in Rwanda on intraregional migration and labour mobility within Africa, which involved the eight regional economic communities; supporting the establishment of government and private sector labour migration schemes within the Commonwealth of Independent States, Southern Africa and Central America; helping about 500 workers in Uganda to improve their chances of embarking on safe labour migration through their registration on a new job-matching platform; and reducing the risk of trafficking in Indonesia through increasing the number of migrant workers registering with the local department of manpower. IOM has also helped to establish a "migration gateway" platform that informs Syrian refugees in Jordan of labour migration opportunities.

49. IOM recognizes that, when operating transparently and ethically, recruitment intermediaries facilitate labour mobility. However, when recruitment is unethical, and includes practices such as fee-charging for job-seekers, document retention or contract substitution, it increases the vulnerability of migrants to trafficking, forced labour and other forms of exploitation and abuse. Reports of exploitation and abuse can also harm brands and companies. In 2015, IOM therefore continued to work with its partners to develop the International Recruitment Integrity System (IRIS), which is a voluntary certification process for international recruitment intermediaries. The objective is to support intermediaries in upholding ethical recruitment principles and to enable employers to make informed decisions on whose recruitment services they procure. IRIS aims to give companies much-needed tools to ensure exploitation-free supply chains, while helping ethical recruitment intermediaries to compete in

⁹ Hereinafter referred to as Kosovo/UNSC 1244.

a market where they can be undercut by unethical providers. Through a series of stakeholder meetings, the IRIS Code of Conduct and implementation guidelines were finalized in 2015. In addition to its work on IRIS, IOM supports other multi-stakeholder efforts such as the Leadership Group for Responsible Recruitment and collaboration between leading companies and expert organizations to drive positive change in the way migrant workers are recruited.

International Recruitment Integrity System

The IRIS Code of Conduct is built upon the labour standards of the International Labour Organization, the United Nations Guiding Principles on Business and Human Rights, and industry good practices, and contains the following principles:

Core Principle A	Respect for laws, and fundamental principles and rights at work
Core Principle B	Respect for ethical and professional conduct
Principle 1	Prohibition of recruitment fees for job-seekers
Principle 2	Respect for freedom of movement
Principle 3	Respect for transparency of terms and conditions of employment
Principle 4	Respect for confidentiality and data protection
Principle 5	Respect for access to remedy

Promoting social, economic and cultural inclusion of migrants

50. IOM supports policies and approaches that promote the social, economic and cultural inclusion of migrants in countries of destination. The Organization's focus is on helping migrants to better integrate into new communities and on highlighting the positive contributions that migrants can make to communities of destination. This two-way integration process is essential for the existence of thriving, multicultural communities. One approach IOM promotes is the establishment of migrant resource centres. These centres are modelled on the one-stop-shop approach, and are designed to provide information on safe migration and act as a referral mechanism on access to services for migrants and prospective migrants. In Nepal, such centres have proven so useful that the authorities would like to establish them in all of Nepal's 75 districts. In 2015, IOM published *Running an Effective Migrant Resource Centre: A Handbook for Practitioners*, which captures extensive lessons learned from different countries over the years on best practices in the establishment, running and sustainability of migrant resource centres. In Malta, IOM's technical and practical support on inclusion contributed to the creation of a governmental integration unit in 2015. IOM's expertise on the subject has also been recognized by the European Commission, which requested the Organization to help build the capacities of local authorities in four EU countries in the years to come, in order to support the long-term socioeconomic integration of migrants.


51. In addition to providing technical and capacity-building support for national and local government partners, IOM delivers direct integration support to migrants. In 2015, 41,467 migrants benefited from pre-departure or post-arrival orientation sessions in 76 countries worldwide. Beneficiaries represented 66 nationalities and included refugees, asylum-seekers, immigrants and labour migrants. The 2015 figure represented an increase of over 3,000 individuals compared with 2014. The majority of the 2015 beneficiaries (60%) received training in Jordan, Lebanon, Nepal, the Philippines, Thailand and Turkey. The support provided by IOM makes a difference. For instance, Immigration, Refugees and Citizenship Canada recently informed IOM that migrants and refugees who access settlement services prior to arrival are better prepared to work and integrate socially in Canada. In 2015, the total number of Canada-bound migrants assisted by IOM during its 18-year-long partnership with the country exceeded 200,000.

52. An important part of IOM’s work on inclusion is its advocacy to promote positive perceptions of migrants and migration in general. IOM’s communication strategy in 2015 focused on putting individual migrants at the centre of these efforts. With partners, including the United Nations and civil society, IOM widely promoted the global “i am a migrant” campaign to challenge negative narratives on migrants and migration in politics and the media. The campaign highlights the stories of migrants and their journeys to new and usually better lives using a positive narrative not normally found in the media, with the aim of combating anti-migrant sentiment in the public arena. IOM worked closely with Facebook, and the campaign reached 5.7 million Facebook users in Germany alone. IOM increased the visibility of its work by advocating successfully for migrants and migration in major global print, broadcast and electronic media around the world. Opinion-editorial articles in multiple media underscored the need to respect migrant rights in the midst of crises such as the one that unfolded in the Mediterranean. IOM also held the 7th annual PLURAL+ Youth Video Festival in December in New York. As a joint project with the United Nations Alliance of Civilizations, PLURAL+ invites young film-makers to submit short videos to identify and challenge negative stereotypes about migration and to portray their own views and experiences. In 2015, there was good engagement, with PLURAL+ receiving more than 240 videos from 59 countries.

i am a migrant campaign

IOM and Facebook teamed up for a global online campaign to combat anti-migrant hate speech

5.7 million Facebook users in Germany participated with comments, shares, and likes and visited iamamigrant.org



Demographics of the 5.7 million Facebook users

Age group: 18–35 year-olds

Sex: 55% women and 45% men

Top 10 countries of origin:

1. Germany	6. Italy
2. Iraq	7. Egypt
3. United States	8. United Kingdom
4. Pakistan	9. Jordan
5. Philippines	10. Syrian Arab Republic

Facilitating cost-effective remittances in support of development

53. IOM works with partners to enable migrants to make better informed decisions on remittance transfer providers. The aim of this initiative is to increase competition and lower the cost of transfers. This, in turn, will ensure that migrants and families can retain a greater proportion of their funds. In 2015, IOM’s engagement included entering into a partnership with TawiPay, a Swiss company that is developing reliable, up-to-date comparisons of remittance transfer costs. This partnership will enable IOM to optimize the availability of remittance cost data. IOM also continued its partnership with the Universal Postal Union. Through a pilot project in Burundi, IOM and the Universal Postal Union help post offices become competitive remittance transfer agents.

54. IOM also works to enhance the positive impact of remittances on development. This includes linking remittances and credit schemes to promote entrepreneurial activities. In Ukraine, IOM has undertaken innovative research on migrant remittances and savings in main countries of destination for Ukrainian migrants. These findings led to the formulation of further activities supporting enterprise development in Ukraine with migrant savings and investments.

Tackling human trafficking, migrant exploitation and abuse

55. News stories throughout 2015 continued to highlight that human trafficking and other forms of migrant exploitation remain widespread. Tackling such issues is one of IOM’s priority tasks. In 2015, 83 per cent of IOM offices reported that they had been involved in the prevention of and response to human trafficking, exploitation and abuse. IOM’s work on counter-trafficking is extensive. According to IOM estimates, one in seven identified victims of trafficking across the world benefited from IOM support in 2015. The Organization’s engagement typically focuses on the four following areas:

- (a) Providing, in collaboration with government and NGO partners, direct assistance to victims of human trafficking and associated forms of exploitation and abuse, as well as to those who are particularly vulnerable to such abuses;
- (b) Building the capacity of governments, NGOs, private sector actors and other partners to prevent, detect, prosecute and respond to trafficking in persons and associated forms of exploitation and abuse;
- (c) Providing technical support to inform laws, policies and practices and promote compliance with international standards;
- (d) Supporting quantitative and qualitative research on the issue to inform the evidence and response base and to expose less considered forms of – or new developments in – human trafficking.

56. In 2015, IOM provided direct assistance to an estimated 7,000 victims of human trafficking and associated forms of exploitation and abuse. The types of assistance provided included safe accommodation, medical and psychosocial support, legal assistance, assisted voluntary return, integration and reintegration. Integration and reintegration support has included family tracing, skills development, microcredit schemes and, in some cases, resettlement to a third country or family reunification. In Ghana, IOM assisted children rescued from trafficking in the fishing industry and from exploitation in the mining sector. In 2015, IOM also assisted 195 victims of trafficking through its Global Assistance Fund, an emergency support mechanism that provides tailored assistance to men, women and children who have been trafficked across international borders. In one recent case, the Fund contributed to assisting a large number of men from foreign fishing boats in Indonesian waters. Some of the men assisted had not been on dry land for years. One of the victims had been separated from his family, without any contact with them, for 22 years. Also in 2015, IOM launched 6Degree.org in Asia, in partnership with Microsoft. A pilot initiative, 6Degree.org is the first crowdfunding portal that enables the public to contribute financially to the sustainable reintegration of individual victims of human trafficking.

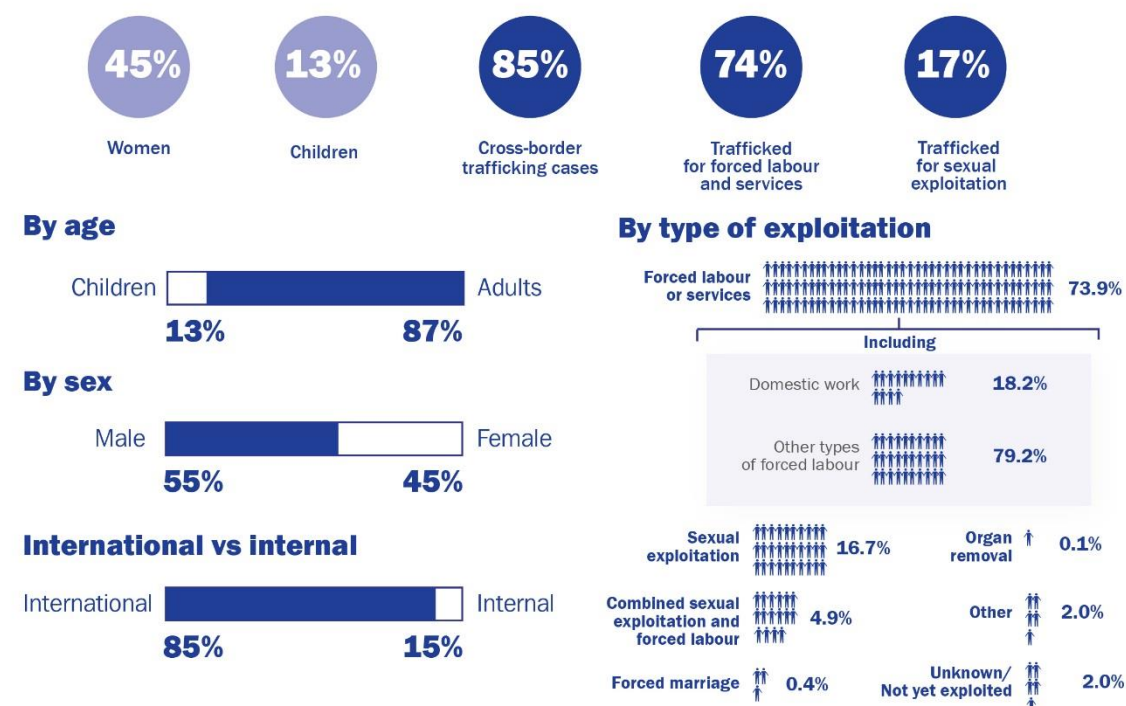
57. IOM's capacity-building efforts in counter-trafficking included the training of more than 33,000 government officials, NGO staff and others in 2015. A number of IOM offices reported that participants had demonstrated increased knowledge of trafficking issues in post-training surveys, and a few offices noted the number of IOM-trained trainers who had subsequently trained others (e.g. in Cambodia and Myanmar). Some offices also tracked the longer-term results to which IOM capacity-building may have contributed, such as: improvements in victim identification and referral mechanisms (e.g. in Chile, China, Papua New Guinea, Paraguay, the United Republic of Tanzania, Zambia and across the Middle East and North Africa); improvement in cross-government collaboration on trafficking issues (e.g. in China, notably on marriage migration); an increase in the number of victims identified (e.g. in China, Italy, Papua New Guinea and the Solomon Islands); an increase in the number of victims referred to support structures (e.g. in Botswana, Libya, Niger, South Africa, Sudan and Ukraine); an increase in the detection and prosecutions of trafficking-related crime (e.g. in Jordan, Somalia and Tajikistan); an increase in the ratio of convictions to investigated cases (e.g. in the Republic of Moldova); an increase in the capacity to detect and manage trafficking cases in crisis settings (e.g. in the Philippines and Serbia); the harmonization of national counter-trafficking legislation or standard operating procedures in accordance with international standards (e.g. in Belarus, El Salvador, Lebanon, Maldives, Mexico, Morocco, Tunisia and Yemen); and improved information-sharing and cooperation procedures between relevant authorities and organizations (e.g. in Malta and Sudan). IOM has also been at the forefront in highlighting and responding to the increased risk of trafficking following disasters and in times of armed conflict (see paragraph 22).

58. IOM's work to protect vulnerable migrants goes beyond victims of trafficking and exploitation to also include unaccompanied migrant children, and other vulnerable migrants. For instance, in Italy, IOM supported the authorities in identifying and assisting vulnerable migrants among those rescued at sea. Areas of focus have included family tracing, protection and psychosocial support. In the Horn of Africa,

IOM continued to support migration response centres in strategic locations to provide live-saving services to vulnerable migrants. In Niger, IOM set up a migrant response and resource mechanism in a strategic location along the main migratory route to facilitate the identification of migrants in need and ensure that they receive appropriate immediate and longer-term support (see the “Migration data and evidence” section for information on IOM’s work to improve the quality of and access to data in support of global counter-trafficking efforts).

Counter-trafficking assistance

7,000 trafficked and exploited persons assisted in 2015



Health of migrants and migration-affected communities

59. Despite the challenges that remain, progress was made in this area in 2015 and the migration and health agenda gained momentum worldwide. During the year, IOM continued its global efforts on migration health, with 58 per cent of IOM offices reporting active engagement in health-related activities. IOM’s vision of “healthy migrants in healthy communities” is centred on three key approaches: (a) promoting migrants’ right to health; (b) maintaining good public health outcomes (for both individuals and communities); and (c) contributing to the positive health and development outcomes of migration (in countries of origin, transit and destination). The focus of IOM’s work ranged from direct delivery of health services to the provision of technical assistance and capacity-building for health providers, governments and other stakeholders. Examples of work included: pre-departure health assessments and travel health assistance for refugees as part of resettlement programmes; helping governments tackle malaria, tuberculosis and other communicable diseases in mobile populations; supporting access to maternal health services and to voluntary HIV testing, counselling and treatment for migrants; advising governments on how to support the health needs of victims of trafficking and gender-based violence; building awareness and promoting the active engagement of migrant populations and host communities on the right to health; and promoting multisectoral and multi-agency collaboration and coordination on global migration health issues. Furthermore, IOM offices reported that they had trained more than 13,000 health workers on migration-related topics in 2015.

IOM is also increasingly providing health-related training to law enforcement officers responsible for immigration and border procedures, with over 100 people trained in the EU in 2015. IOM has also been active in supporting regional dialogue and initiatives on migration and health, including in Africa, the EU and across Asia. In Africa, IOM has facilitated dialogue with regional economic forums towards the harmonization of health protocols and delivery of care for migrants along the transport corridors.

60. Through its engagement, IOM has contributed to migration and migrants being included in national health strategies, plans, policies and training curricula in a number of countries. It has supported activities leading to increased tuberculosis detection rates (e.g. in Colombia, Iraq, Jordan, Lebanon and Tajikistan), the containment of malaria artemisinin resistance (e.g. in Myanmar) and improved access to HIV treatment (e.g. in Kenya and Uganda) and contributed to reducing the number of deaths from cholera (e.g. in Haiti, Kenya, Somalia and South Sudan). IOM research and guidance materials have also been used by national governments to improve health interventions (see paragraphs 9 to 11 for more information on IOM activities to tackle the Ebola outbreak in West Africa).

Migration as a choice

61. IOM believes that migration can be good for migrants, their families and communities of origin and destination when the decision to migrate is well informed and voluntary. There should be a real and viable choice between staying or leaving. Therefore, IOM supports community livelihood initiatives to alleviate the pressure to migrate caused by lack of opportunity at home. IOM works with communities vulnerable to departures through irregular migration to give prospective migrants viable alternatives to unsafe migration. Livelihood support is also a regular feature in IOM's reintegration work as a means to try to prevent returnees from considering re-migration as the only option available to them. Examples of the Organization's work in this area in 2015 include its work with rural communities in Ukraine to reduce the risk of unsafe migration and trafficking. This has so far resulted in the creation of more than 60 jobs, 20 of which were specifically for young people. Similarly, in Kyrgyzstan, Niger, Tajikistan and Kosovo/UNSC 1244, beneficiaries of livelihood support have chosen to build their lives at home instead of embarking on irregular migration.

OBJECTIVE 2: MOBILITY DIMENSION OF CRISES

IOM's comprehensive approach to crises

62. IOM assists and protects vulnerable groups and mobile populations before, during and after crises. Given its dual role and strong operational character, IOM fills a particular niche in addressing the mobility dimensions of crises, which helps pave the way for sustainable development. As a result, IOM is uniquely positioned within and along the humanitarian and development nexus. The Migration Crisis Operational Framework, adopted in 2012, captures the scope and diversity of IOM engagement in fragile and crisis contexts. The Framework positions the Organization's work strategically along 15 sectors of assistance. Some sectors are traditionally part of humanitarian responses, while others focus on stabilization, transition and recovery or aim to address the migration management dimensions of a crisis. Each sector links with existing systems, such as the IASC cluster approach. The illustration at the end of this section provides an overview of IOM engagement in 2015 across the 15 sectors of assistance and by region.

63. In 2015, IOM's crisis-related activities (from preparedness to emergency response, movement, transition and recovery, among others) directly reached some 22.7 million beneficiaries, and budgetary expenditures on emergency, post-crisis and movement activities reached almost USD 760 million. A third of these beneficiaries were people affected by the crises in Libya, the Syrian Arab Republic and Yemen. About 29 per cent of the beneficiaries were in sub-Saharan Africa and 15 per cent were in Asia, attributable to the emergency relief, transition and recovery activities in the aftermath of Cyclone Pam in Vanuatu and other Pacific countries in March, and the Nepal earthquakes in April and May.

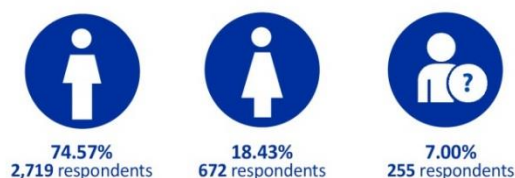
64. IOM made a concerted effort to expand its systems on accountability to beneficiary populations in 2015. Mechanisms have included face-to-face meetings, mobile technology information collection and use of the Community Response Map, a multisectoral feedback platform. In 2015, IOM engaged in such accountability efforts in 15 countries, reaching over 1 million people. These communications take many forms (e.g. text messages, e-mails, surveys, suggestion boxes, print materials and awareness-raising campaigns via the radio) and are used to collect information, inform programming or give life-saving information. In Iraq, collaboration among various United Nations agencies and international NGOs led to the establishment of an information centre for internally displaced persons in 2015. The aim of the initiative was for displaced communities to receive timely answers to their questions regarding the services, accommodation and aid available to them. The information centre uses the Community Response Map as a visual feedback mapping system, as it seeks to benefit some of the estimated 3 million Iraqis displaced by political conflict since January 2014. In Sudan, IOM used feedback to capture lessons and develop best practices. Specifically, IOM interviewed beneficiaries and community leaders prior to the distribution of emergency shelter and non-food items and conducted post-distribution interviews two weeks later to assess satisfaction. IOM kits matched sector-approved contents, were procured locally and were found to be of good quality. Furthermore, beneficiaries indicated that kitchen sets met a priority need. Therefore, 25,355 emergency shelter/non-food item kits were purchased and pre-positioned as a contingency plan in strategic locations to ensure rapid response. These feedback mechanisms have allowed the IOM Office in Sudan to plan for rapid response and future non-food item interventions.

Community Response Map

Iraq dashboard for 2015

3,646
Total respondents

Sex of respondents



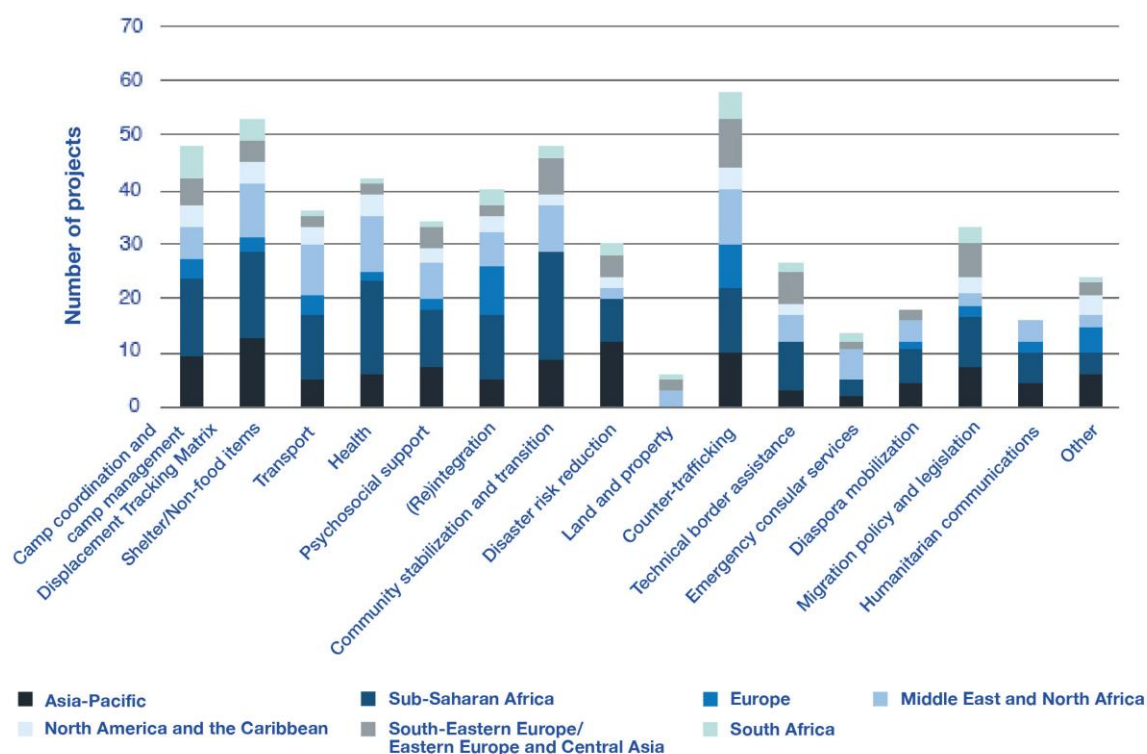
Age of respondents



65. In 2015, IOM also helped States manage large population movements through its engagement on humanitarian border management. For instance, IOM supported the Government of Lebanon in ensuring more efficient cross-border movements into its territory by conducting tailored capacity-building initiatives that included training courses for both front-line and senior officers. The Organization also initiated the construction of a new arrival terminal at the Aboudiyeh border crossing, where severe operational challenges were being encountered in dealing with more than 3,000 daily cross-border movements. Furthermore, at the land border of Al Masnaa and at the sea port in Tripoli, in the north of Lebanon, IOM contributed to the creation of a safe and comfortable environment for migrants and travellers awaiting clearance. These facilities were equipped with suitable seating and counters where migrants can complete the required documentation. This enhanced working environment for border

officials will also contribute to a more effective management of migrants and refugees entering and exiting Lebanon. In Jordan, IOM has been particularly active in supporting the national authorities in facilitating the movement of refugees across the border in compliance with international protection principles. IOM delivered a tailored training-of-trainers course on humanitarian border management principles and developed standard operating procedures for officials deployed at the border with Iraq and the Syrian Arab Republic.

Migration Crisis Operational Framework: activity by sector and region



Crisis preparedness

66. Strategically pre-positioned global stocks of non-food items and supply chain management structures are important components of crisis preparedness. In December 2015, IOM established a second pre-positioning hub for such items and structures in Manila in order to increase the speed and effectiveness of emergency responses in Asia. The first such regional stock had been established in Nairobi in 2014 and became operational in early 2015. This enabled IOM to swiftly and efficiently deploy shelter and non-food items to Yemen (twice) and Malawi (twice) in 2015.

67. IOM also continued efforts to strengthen its own crisis preparedness capacity in 2015. This included further training for IOM staff, the strengthening of deployment rosters and the preparation of guidance and standard operating procedures. For instance, recipients of the Emergency Response Induction Training were deployed on 13 occasions in 2015 in Cameroon, Guinea, Jordan, Nepal, Nigeria, Niger and Turkey and at Headquarters.¹⁰ Also, the emergency roster, which now contains 230 vetted experts, enabled 67 deployments that supported field operations in 28 countries, such as for the earthquake response in Nepal and the humanitarian transfer of Syrian refugees to Canada. In

¹⁰ Staff at Headquarters provided support to operations in Jordan and Lebanon for the humanitarian transfer of Syrian refugees to Canada.

Bangladesh, Nepal and the Philippines, IOM staff, government officials and peers from other organizations received training on the *Mend Guide: Comprehensive Guide for Planning Mass Evacuations in Natural Disasters* in 2015. Furthermore, Level 3 standard operating procedures and the Level 1 and Level 2 Guidelines, which were finalized in 2015, will be incorporated in the update to the *IOM Emergency Operations Manual*. Such tools help IOM staff to work in an efficient, timely and effective manner and ensure that IOM crisis response is consistent and predictable for its partners.

Emergency response

68. At the height of its emergency response activities in 2015, IOM was responding to six Level 3 emergencies: the ongoing system-wide Level 3 emergencies in the Syrian Arab Republic, Iraq and South Sudan; the declaration of a Level 3 emergency in Yemen; and the Level 3 emergency in the Central African Republic and the internal Level 3 response to the Ebola outbreak, both of which were deactivated in 2015 (in June and November, respectively). It is important to note that the deactivation of the Level 3 status in the Central African Republic did not signify an end to the conflict; only that IOM's resources were deemed fit-for-purpose to continue the operations it established during the initial surge. In addition, IOM provided assistance to address the ongoing instabilities in Libya, Nigeria and Ukraine.

69. Over the course of the year, IOM undertook humanitarian activities in 67 different countries and contexts. IOM's camp management work benefited more than 3.3 million individuals across 41 countries. The Organization's shelter work benefited some 5.2 million people across 40 countries. Shelter activities include non-food item distribution, the provision of emergency shelter kits and tents, shelter repair and upgrades, shelter construction, cash-based assistance and shelter training. The shelter assistance provided by IOM in conflict-affected countries and protracted crises, such as in Iraq and South Sudan, primarily focuses on the distribution of relief items. However, following a natural disaster, the nature of IOM activities may be more diverse, ranging from cash-based assistance to capacity-building on safer construction.

Shelter activities

Taking place in 40 countries, IOM shelter activities included:

NFI Households that received non-food items: 787,400

 Family tents set up: 22,000

 Newly built shelters: 16,300



Shelter repairs and upgrades: 35,300



Emergency shelter kits distributed: 135,200



Cash transfers: 86,600



Shelter training activities: 38,800

Top 5 items distributed in shelter and relief kits:



Poles/Timber



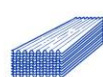
Blankets



Mats/Mattresses



Tarpaulin



Steel sheeting



Results

An estimated 5.2 million individuals were assisted

Select icons created by designers from the Noun Project.

70. IOM's largest humanitarian operation continues to be in South Sudan, where the Organization leads the emergency shelter/non-food item and camp coordination and camp management clusters. In South Sudan alone, there are an estimated 1.6 million internally displaced persons, with some 300,000 living in protected sites. In the Syrian Arab Republic, where over 6.5 million individuals are internally displaced, IOM reached more than 5.5 million beneficiaries in 2015 – over 20,000 more than initially targeted. In Iraq, where over 3.3 million individuals are internally displaced, IOM continued to regularly track displacement patterns to identify the number of internally displaced persons, analyse the circumstances of their displacement and identify the nature of their humanitarian needs. IOM also expanded its shelter and core relief item distribution in the country, despite rising levels of insecurity. The Organization distributed more than 180,000 family non-food item kits to Iraqis in need in 2015.

71. Providing emergency evacuations or other transportation for vulnerable persons in crisis situations has become a regular, rather than exceptional, feature of IOM movement operations. The Humanitarian Evacuation Cell was established at Headquarters during the 2011 Libya crisis and was intended to be time-limited. However, the demand for urgent humanitarian movements has been on the rise, including from places such as Afghanistan, Iraq, the Syrian Arab Republic and Yemen. In April, IOM began unprecedented life-saving movement operations out of Yemen. It undertook air and sea evacuations of third-country nationals stranded in Yemen as well as emergency transit and onward transportation for returnees, migrants and third-country nationals who had arrived in the Horn of Africa. Between April and September, IOM evacuated 4,229 migrants from Yemen and provided 19,549 individuals with onward transportation assistance from Djibouti and Somalia to their areas of origin. The organization of such operations proved highly complex, especially with respect to securing necessary clearance, including landing permits, for charter planes into Sana'a airport. IOM continued to operate wherever security conditions permitted, despite aerial attacks and protracted armed clashes in different areas of the country. IOM also continued its extensive resettlement operations in 2015 (see the "Resettlement" section).

72. The Ebola outbreak of 2014–15 in West Africa brought IOM's health expertise to the fore (see the "Ebola" section). In 2015, IOM also played a pivotal health role in other emergencies. In South Sudan, IOM's emergency health programming has doubled in size, to USD 6.7 million, since the start of the crisis, despite an overall decrease in funding for humanitarian response in the country. The number of facilities providing life-saving primary health care increased from five to seven in the three states most affected by the conflict, and the number of staff increased from 93 to 204. IOM conducted more than 300,000 curative consultations and assisted more than 1,500 facility-based births in South Sudan in 2015. The Organization also played a significant role in disease outbreak prevention and response through vaccinating 117,731 internally displaced persons against cholera in the two largest protection of civilians sites in the country. In Jordan and Lebanon, IOM medical teams helped to mitigate the spread of tuberculosis and other diseases through vaccinations, diagnostic consultations and treatment for Syrian refugees. IOM medical teams also assisted the resettlement of Syrians out of the Middle East, through the rapid mobilization of medical staff from other IOM operations in order to meet increased demand for health assessments of refugees. In Yemen, IOM expanded the geographical coverage of its life-saving health assistance to new conflict-affected locations. IOM also remained the main organization caring for vulnerable migrants stranded in the country.

73. In 2015, the IOM Migration Emergency Funding Mechanism was used to quickly respond to humanitarian needs in the Dominican Republic, Yemen and the Western Balkans. Since its establishment in 2011, the Mechanism has been critical in bridging the funding gap between the start-up of emergency operations and the subsequent receipt of donor contributions in the Central African Republic, Ethiopia, Nepal, Nigeria and the Syrian Arab Republic, among others. With support from 12 donor countries, about one third of the USD 30 million funding target has been raised. Making further progress towards this target is essential for IOM to optimize the Mechanism's utility.

74. In 2015, IOM continued its efforts to prevent and address sexual abuse and exploitation by aid workers in humanitarian response operations. This included coordinating a pilot project covering the period 2013–2015, on behalf of the IASC, to establish inter-agency community-based complaints mechanisms (CBCMs) in a refugee camp in Ethiopia and in camps for internally displaced persons in the Democratic Republic of the Congo. Activities focused on developing inter-agency systems to receive and address allegations of sexual exploitation and abuse, provide victims with assistance, raise awareness among populations at risk (i.e. beneficiaries) and carry out training and prevention efforts targeting humanitarian actors. Through the project, individuals were provided with a safe and easy means to report abuse. The notable volume of allegations made through the CBCMs confirmed the need for such referral mechanisms and for the standardization of response systems for protection from sexual exploitation and abuse (PSEA) in all humanitarian operations. To support the replication of inter-agency CBCMs, IOM has developed operational tools, including global standard operating procedures and the Best Practice Guide, which will be broadly disseminated to IASC members and the Humanitarian Coordinators. Furthermore, IOM and OHCHR co-drafted a new IASC statement on PSEA, reiterating previous commitments and putting forward three concrete actions to strengthen the

collective response to sexual exploitation and abuse, which was endorsed by the IASC Principals in December 2015.

Stabilization and post-crisis transition and recovery

75. Protracted displacement has become the norm: the average length of displacement is now 17 years, with this figure increasing to 23 years when considering conflict-induced displacement. The humanitarian structure has become overwhelmed, with operations lasting far beyond their intended mandates. This, in conjunction with the growing attention given to the anticipated effects of climate change and the socio-political reactions to the high volume of mixed migration flows arriving in Europe, resulted in greater attention being paid to humanitarian–development linkages in 2015. IOM has for many years recognized and advocated for strengthening these linkages at operational and multilateral levels. In 2015, IOM developed a framework on the progressive resolution of displacement situations. The framework moves IOM beyond the traditional focus on refugees and internally displaced persons, to include migrants and other mobile populations and communities affected by displacement. It focuses on creating environments conducive to sustainable solutions, addressing the root causes so as to help prevent and reduce fragility, and building resilience against future crises.

76. Over the course of 2015, IOM's transition and recovery programming covered 39 countries and included ongoing initiatives in Afghanistan, Chad, the Central African Republic, Niger, Somalia and Yemen, and stabilization initiatives in Haiti, Iraq and Peru. IOM also strengthened its capacity to support disarmament, demobilization and reintegration and action to prevent violent extremism, for example in Guinea, Kenya, Mali and Somalia. In Colombia, IOM continued to work closely with the Government to prevent the recruitment of children and at-risk youth into illegal armed groups, and for the development and implementation of policies related to transitional justice and land restitution. In November, IOM joined the international community in laying the foundations for an inter-agency, multidimensional resilience strategy for the Syria crisis. Also in November, IOM participated in the Resilience Development Forum, convened by UNDP and hosted by the Government of Jordan. In concert with these efforts, IOM developed a resilience strategy for the Syria crisis to ensure programmes were addressing the longer-term needs of crisis-affected populations and host communities.

77. IOM engages in disaster risk reduction across all levels, from high-level training and policy meetings with governments to on-site, hands-on activities with the populations affected. Policy work on disaster risk reduction in Haiti resulted in the creation of the country's first policy on evacuation shelter management, and a second publication explaining rights, responsibilities and expectations for evacuees in the event of an evacuation. Similarly, in Mozambique, seven municipal councils have been created and trained on the evaluation of damages and needs, and on the decentralization of disaster risk law, in the event of a crisis. In addition, knowledge-transfer sessions for disaster-affected populations on safer shelter construction remain a core disaster risk reduction activity. In Pakistan, training on rebuilding shelters to make them safer and more resistant helped more than 95,000 individuals in post-crisis settings. Education has also been complemented with concrete assistance: 11,720 individuals were provided with one-room shelters in Pakistan, and some 1,000 were provided with safer shelter kits in Myanmar. In Nepal, a risk mapping initiative had previously identified 83 open spaces in the Kathmandu Valley which could be used for humanitarian purposes in the event of a major earthquake. Following the earthquakes in April and May 2015, those open spaces were used by internally displaced persons seeking immediate safety and shelter.

78. Land and property issues need to be addressed for durable peace and recovery to be possible. In 2015, IOM's policy development and capacity-building activities included developing guidelines on shelter and land rights, at the request of the shelter cluster in South Sudan. With the World Bank, the United States Institute of Peace and the United States Agency for International Development, IOM also continued to deliver an annual four-day training course on land, property and conflict. The course, which is geared towards mid-level professionals working in peacebuilding and recovery following natural disasters, is regularly oversubscribed and has trained over 180 people. In partnership with the United Nations Environment Programme, Swisspeace and the United Nations Department of Political Affairs, IOM also conducted a one-day training session on "Resolving Land and Natural Resources Conflict in

Peacebuilding” in Geneva. Addressing reparation issues is also critical to securing sustainable peace. Throughout 2015, IOM continued its work on reparations in Colombia, Nepal and the Philippines, and in relation to Roma Holocaust survivors in Bosnia and Herzegovina, Serbia and the former Yugoslav Republic of Macedonia. The Organization also embarked on new engagements, including in relation to people displaced from the Syrian Arab Republic; land restitution and reparations in Libya; and with United Nations partners in Bosnia and Herzegovina to improve access to justice, services and reparations for the victims of conflict-related violence. In Nepal, IOM is engaged in supporting access to justice and reparations for victims of conflict-related sexual violence.

79. IOM continued to advocate for the inclusion of displaced people in national electoral processes in transition contexts. In 2015, IOM developed an internal paper on out-of-country registration and polling models, in order to help systematize the Organization’s responses and support. In the Central African Republic, IOM worked closely with the United Nations Mission operating in the country and key counterparts to facilitate the integration of internally displaced persons and those located in neighbouring countries. In 2015, IOM also provided support to several electoral processes with a total contracting value of USD 12.3 million, including through the provision of security, logistical and administrative support to the EU Observation Missions in Guinea, Haiti and Uganda. The United Nations Peacebuilding Fund supported an IOM initiative in Guinea to help consolidate peace during the electoral process, while in Colombia IOM worked with the Ministry of Interior during local elections to promote electoral transparency and participation, with an emphasis on youth and ethnic communities.

OBJECTIVE 3: SAFE, ORDERLY AND DIGNIFIED MIGRATION

Border management

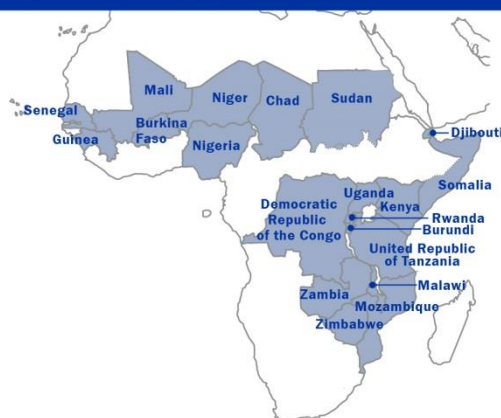
80. Sound border management is critical to ensuring the security of countries and the safety and dignity of migrants; it also facilitates trade and the movement of cross-border communities. Border management is also one of IOM’s core areas of engagement, with almost half of IOM offices (45%) reporting engagement in this area in 2015. IOM’s work in border management included training more than 16,500 officials. The Organization supported States on border-related data management and provided systems for identity and information management. It also built capacity on the protection of migrants’ rights and on countering smuggling and trafficking in people. IOM training helped the South Sudanese authorities detect and halt several suspected cases of child trafficking at the border in 2015. IOM also helped to facilitate practical cooperation and communication between border officials of countries in regions with high levels of migration, for instance through its support programme for border management entities in Bulgaria, Greece and Turkey. In Egypt, IOM helped bring new anti-smuggling legislation in line with international standards, including by ensuring the non-criminalization of irregular migrants.

81. IOM offers States its own border management information system, namely MIDAS (Migration Information and Data Analysis System). In operation since 2007, MIDAS was created to provide a low-cost solution for countries that could not afford to install a border management system at prevailing commercial rates. MIDAS primarily provides States with the ability to record entry and exit data of all migrants, and to check their details against watch lists (including INTERPOL alert lists). It also includes a facility for senior managers to access real-time information from border posts, providing data that can feed into the policymaking process. MIDAS is customized to the requirements of governments and powered and connected according to local conditions. In 2015, IOM centralized its support for MIDAS implementation, which makes it possible to capture and address lessons learned more systematically and to more effectively coordinate the resources required to run the programme. As part of this centralization, a licence fee system was introduced that allows IOM to provide post-implementation support to governments for agreed periods. This will help States optimize the value and use of MIDAS over the longer term and ensure that the system remains operational, up to date and able to address the evolving needs of States.

82. IOM runs its African Capacity Building Centre in the United Republic of Tanzania. The Centre has supported African IOM Member States on border management since 2009 and has trained almost 4,000 officials to date. The Centre delivers on-site and off-site training and provides technical advice and support to government officials and IOM offices. In 2015, the Centre trained 410 government officials and a number of IOM staff across 20 countries in Africa. The Centre also expanded its training portfolio in 2015 to include training on identity management.

African Capacity Building Centre

Government officials
trained in 2015: 410



Government officials and IOM offices
in 20 countries benefited from training

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by IOM.

83. In addition to building the border management capacity of governments, IOM is often called upon to provide international migration services that facilitate safe, legal and orderly migration. These services include the establishment of migrant processing centres, which include visa application centres and humanitarian visa assistance centres. In 2015, IOM processed visas for over 108,000 migrants going to Canada and 28,000 migrants travelling to the United Kingdom. In 2015, the first IOM visa assistance centre was opened in Haiti to process humanitarian visas on behalf of the Government of Brazil. Document verification is another service IOM delivers on behalf of States. IOM visits relevant authorities to directly verify identity and civil status documents, business and investment documents, and employment and education-related documents. In 2015, IOM verified over 12,600 documents – an increase of over 100 per cent from 2014.

Resettlement

84. Resettlement is a vital international protection tool and provides a durable solution for the most vulnerable. Overall, IOM facilitated the resettlement of about 126,000 refugees from over 130 countries in 2015. This represents a 50 per cent increase over the past five years. The contexts in which resettlement takes place are becoming increasingly difficult. IOM faces complex security, logistical and other challenges as the trend shifts from large homogenous refugee groups in stable, well-established locations, to caseloads from more diverse, remote and sometimes dangerous locations. Furthermore, resettlement processing came under enormous pressure by demands for higher volumes of caseloads to be admitted under accelerated time frames. The latter half of 2015 saw an increase in the resettlement of Syrians, notably to Canada, the United Kingdom, the United States and a number of European countries. During the last two weeks of December alone, IOM helped resettle 5,221 Syrian refugees from the Middle East to Canada. In November, IOM and UNHCR marked a major milestone, namely the resettlement of over 100,000 Bhutanese refugees from Nepal to third countries since the programme began in 2007.

85. IOM's commitment goes beyond the transportation of refugees; it also supports their integration. In 2015, IOM increased its efforts to help countries receive and integrate larger numbers of refugees. In the United Kingdom, IOM increased the number of classroom hours dedicated to cultural

orientation, with support from its government partners. In Norway and Belgium, IOM is increasingly using bicultural teachers to support the transition and help refugees integrate in their new communities. In 2015, IOM worked with 15 different resettlement countries in providing tailored orientation to refugees. New partners in 2015 included Cambodia, Finland, Iceland, Portugal and the Republic of Korea.

Health and immigration

86. IOM is entrusted by many countries to carry out health assessments and to provide travel health assistance to refugees and migrants ahead of resettlement or immigration. These services help reduce and improve the management of the potential impacts of migration on the health of migrants and host communities. Services include pre-departure presumptive treatment for endemic conditions like malaria and diagnostics and treatment for tuberculosis and sexually transmitted infections. IOM also immunizes all migrants against vaccine-preventable diseases and offers specialized counselling. In 2015, IOM carried out such health assessments for 334,779 people in 82 countries around the world, with 34 per cent of the caseload being refugees. The largest number of health assessments took place in Asia, followed by sub-Saharan Africa and the Middle East and North Africa. Countries of destination included Australia, Canada, New Zealand, the United Kingdom and the United States. The year saw a shift in emphasis to the Middle East as a region of migrant origin. In response, IOM strengthened its Middle East health team to provide health services to over 40,000 migrants and refugees in the region. Similarly, extensive pre-departure and travel health assistance operations were set up in Greece.

Assisted voluntary return and reintegration

87. IOM considers assisted voluntary return and reintegration to be a humane and dignified approach to support migrants who are unwilling or unable to stay in a host or transit country and wish to return voluntarily to their country of origin. It is a core activity that the Organization conducts for migrants and IOM Member States across the world. In 2015, IOM assisted approximately 69,500 migrants to return home voluntarily, from 97 host countries to 156 countries of origin. Beneficiaries also included migrants in vulnerable situations, such as victims of trafficking, unaccompanied migrant children and migrants with medical needs. Of the beneficiaries, 76 per cent were male and 24 per cent were female. Most beneficiaries (81%) returned from the EU, Norway and Switzerland. The Middle East and North Africa and Asia and the Pacific were the next most important host regions (8% and 5%, respectively). Those assisted mainly returned to Eastern and South-Eastern Europe and Central Asia (61%), followed by Asia and the Pacific (14%) and the Middle East and North Africa (7%).

88. An important part of IOM's work in the field of assisted voluntary return and reintegration takes place after return in order to support migrant reintegration in countries of origin. In 2015, IOM issued a paper¹¹ that analysed past and current reintegration schemes to offer inspiration for future ones. The paper explored different approaches intended to make reintegration more sustainable, innovative, balanced and measurable and more complementary with other development efforts.

89. In 2015, IOM contributed to promoting dialogue and capacity-building on returns in different parts of the world. In December, Australia and IOM co-chaired the Bali Process Ad Hoc Group Roundtable on Returns and Reintegration, held in Manila. The round table was attended by delegates from Australia, Bangladesh, Canada, Indonesia, Malaysia, Maldives, Myanmar, New Zealand, the Philippines, Thailand, the United Arab Emirates, Sri Lanka, Viet Nam, IOM, UNHCR, UNODC and the Bali Process Regional Support Office. The United Kingdom and the Netherlands also attended the round table to share European experiences relating to return and reintegration issues.

90. IOM also provided governments with support to draft standards for inter-institutional procedures to assist returning nationals and for creating information and referral hubs for migrant returnees. Under the Puebla Process, IOM encouraged regional dialogue and co-responsibility through

¹¹ See [Reintegration – Effective approaches](#).

the promotion of the Guiding Principles for the Development of Migration Policies on Integration, Return and Reintegration of the Regional Conference on Migration, approved by the Puebla Process member countries in 2014. To translate these principles into action, in 2015, IOM presented to the Conference a manual on the drafting of national policies on the reintegration of returning migrants. In Southern Africa, IOM – which provides secretariat services to MIDSA – working in collaboration with UNHCR, UNODC and Save the Children, produced the draft Regional Action Plan on Irregular and Mixed Migration, which was endorsed at the third MIDSA Ministerial Conference, held in July. In addition to the protection of unaccompanied migrant children, other thematic areas that emerged from the discussions were statelessness and alternatives to detention, such as assisted voluntary returns.

Assisted voluntary return and reintegration: key figures for 2015

69,540 migrants assisted to return from **97** host countries to **156** countries of origin

Top 10 host countries		Top 10 places of origin			
	Migrants assisted in 2015	Migrants assisted in 2014			
Germany	35 446	13 574	Albania	12 014	1 239
Austria	4 126	2 299	Kosovo/UNSC 1244	9 908	1 546
Belgium	3 870	3 459	Serbia	6 659	4 570
Greece	3 746	7 357	Ethiopia	4 689	1 610
Netherlands	2 927	2 269	Iraq	3 607	1 280
Yemen	2 733	827	The former Yugoslav Republic of Macedonia	3 134	2 387
Indonesia	2 168	561	Ukraine	2 210	970
Morocco	1 399	1 158	Russian Federation	2 120	4 538
Niger	1 322	6	Pakistan	1 927	3 860
Norway	1 164	1 622	Bosnia and Herzegovina	1 906	1 511

Stranded migrants

91. In addition to assisted voluntary return and reintegration, IOM assisted 524 stranded individuals of 43 different nationalities in 2015 through its Humanitarian Assistance for Stranded Migrants mechanism. The mechanism offers ad hoc return assistance to vulnerable migrants for whom no other assistance is available. It enables IOM to quickly help stranded migrants to return home voluntarily, safely and with dignity.