



**ANNUAL REPORT 2023**

**IOM THE NETHERLANDS**

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to assist in meeting operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration and uphold the human dignity and well-being of migrants.

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## ABBREVIATIONS

ASEAN - Association of Southeast Asian Nations

AVRR - Assisted Voluntary Return and Reintegration

BMA - Medical Bureau for Advice

COA - Central Agency for the Reception of Asylum Seekers

GRULAC - Latin American and Caribbean Group

IND - Immigration and Naturalisation Service

KSWs - Keo Seima Wildlife Sanctuary forest conservation initiative in Cambodia

KVAC - Korea Visa Application Center

MAAB - The Migrant Ambassador Advisory Board

MFA - Dutch Ministry of Foreign Affairs

MHA - Migration Health Assessments

NGO - Non-governmental organization

PDO - Pre-Departure Orientation

PEC - Pre-Embarkation Check

PSEA - Prevention of Sexual Exploitation and Abuse

REAN - Return and Emigration Assistance

SDG - Sustainable Development Goals

SOGIESC - Sexual Orientation, Gender Identity and Expression, and Sex Characteristics

STEM - Science, technology, engineering, and mathematics

SZW - Ministry of Social Affairs and Employment

TCN - Third Country National

UNHCR - United Nations High Commissioner for Refugees

VC-interview - Videoconferencing Interview



# FOREWORD

It is with great pleasure that I present to you the Annual Report 2023 of IOM The Netherlands. This report showcases the achievements and challenges of our work in a year marked by significant changes and opportunities in the field of migration. In 2023 we have continued to provide essential services and support to migrants, governments, and partners in the areas of assisted voluntary return and reintegration, labour mobility, social inclusion, and resettlement.

Over the course of 2023, we facilitated 1859 migrants to their countries of origin under the Assisted Voluntary Return and Reintegration programme. We successfully supported a durable solution for 780 refugees by facilitating their resettlement to the Netherlands in accordance with the Dutch resettlement programme. Our team at Schiphol assisted 10,311 beneficiaries with departures, arrivals, and transit.

We were able to launch new projects strengthening social inclusion in the Netherlands, and after nearly twenty years of implementing diaspora engagement programmes, we successfully ended our CD4D programme. With our national campaign “Migration Spices Up Your Life”, we invited people to reflect on the positive contributions of migration.

In this report, you will find more information on how we have delivered on our mission and mandate in the Netherlands, as well as examples of our cooperation and innovation across regions and sectors. I want to express my sincere gratitude and appreciation to all our partners, donors, stakeholders and staff for their dedication, trust, and support throughout this remarkable year. I look forward to working with you in 2024 to advance the understanding and support throughout this remarkable year. I look forward to working with you in 2024 to advance the understanding and management of migration for the benefit of all.

Antonio Polosa  
Chief of Mission The Netherlands



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# ASSISTED VOLUNTARY RETURN AND REINTEGRATION

Assisted Voluntary Return and Reintegration (AVRR) is an indispensable part of a comprehensive approach to migration management aiming at orderly and humane return and reintegration of migrants who are unable or unwilling to remain in host or transit countries and wish to return voluntarily to their countries of origin. Since 1992, IOM in the Netherlands has been implementing the Return and Emigration Assistance (REAN) arrangements upon the request of the Dutch government.

## Field Team

Voluntary return begins with making a well-informed decision about the future. To help migrants in their decision-making process and adequately prepare for their return, a team of 22 IOM return counsellors is available throughout the Netherlands for migrants who want to discuss their options openly, without any obligation. Our team of counsellors speak over 20 different languages and are trained to give special attention to vulnerable migrants such as victims of trafficking, unaccompanied minor children, and migrants with medical conditions. The locations covered include asylum reception centres, cities, and an administrative detention centre. Due to the challenges faced by the asylum reception system in the Netherlands, a growing number of (emergency) shelter locations have emerged throughout the country, making it challenging to be structurally present at all locations and reach the migrants. To tackle this, in 2023, the Field Counselling Unit increased its efforts to inform the network and migrants about the possibilities of voluntary return with IOM through more than 100 information sessions and at least 200 network meetings.

In 2023, 1859 migrants departed with our assistance to 84 different countries, including 20 migrants who resettled to a third country where they had a residence permit. This is an increase of 345 persons compared to 2022. Finally, five monitoring visits took place in the past year to Brazil, Georgia, Indonesia, the Philippines, and Uganda, which helped to gain insight into the situation of migrants upon return and strengthen the cooperation with countries of origin.

## Unaccompanied Minors

In the voluntary return process, IOM pays particular attention to migrants in vulnerable positions. For migrant children residing in the Netherlands without their parents, we provide specialized counselling by dedicated counsellors and family assessments in their country of origin. In 2023, this resulted in the return of seven unaccompanied migrant children under the REAN programme and reuniting with their families in their respective countries.

## Migrants with Health Concerns

The same applies to the return of migrants with health needs, the largest group of migrants in a vulnerable position in IOM's return operations. Depending on the individual situations, assistance to these returnees included, amongst others, checking the availability of medication and treatment after return, translation of medical files, coordination with airlines and other stakeholders, fit-to-fly assessments, (medical) escorts and provision of a budget for medical costs after the return. In total, 217 migrants with health needs were assisted with their voluntary return.

## Victims of Trafficking

In 2023, we assisted 11 victims of trafficking with return and reintegration assistance. Like in previous years, most migrants were referred to IOM by shelter organizations for victims of trafficking. The countries of origin were Brazil, Bulgaria, Colombia, Indonesia, Thailand and Uganda. Most were victims of sexual exploitation, but the group also included victims of labour exploitation. Where needed, IOM liaised with its counterparts in the receiving countries to make appropriate return arrangements and referred beneficiaries for post-return assistance in the country of origin.



1859

Migrants assisted



+100

Information sessions



84

Countries worldwide



7

Unaccompanied migrant children



217

Migrants with health needs



11

Victims of trafficking



IOM staff during a counselling session for assisted voluntary return and reintegration.



Emotional reunification of returnee with their family.



IOM staff visiting a returnee in their country of origin.



## Reintegration Assistance

We offered reintegration assistance to migrants after their return, in close coordination with IOM missions in the country of origin. In 2023, 1,082 IOM beneficiaries were entitled to an economic reintegration grant (partially paid in cash upon departure and partially paid in kind after return), and 176 migrants were entitled to a medical reintegration grant. In addition, upon request, IOM also distributed reintegration grants on behalf of several NGOs active in the field of return in the Netherlands: Stichting Wereldwijd, Stichting ROS, Vluchtelingenwerk Nederland and Stichting Goedwerk. In total, 89 migrants were assisted through these arrangements.

### Change in Dutch return policy

Due to a change in Dutch return policy from July onwards, for the first time in years, we could again provide regular reintegration assistance to migrants from Algeria, Belarus, Egypt, Lebanon, Morocco, Mongolia, Tunisia, and Türkiye. By reversing the exclusion of nationals of these countries, we were again able to support their sustainable return and reintegration through the standard reintegration packages.



1082

Migrants received reintegration assistance



176

Medical reintegration grants



Various pictures from monitoring visits.



## Diplomatic Liaison

In 2023, we continued to reach out to diplomatic representations in the Netherlands and Belgium to familiarize them with the services offered by IOM to their nationals. This is key for the referral of migrants needing return assistance and to support migrants with obtaining (emergency) travel documents to make their travel possible. We started the year by sending letters to over 170 embassies highlighting our work and relevant statistics. Due to the highly valued relationship with IOM's diplomatic counterparts, we procured travel documents for 412 migrants who had returned to 57 countries.

### Diplomatic roundtables

We have further strengthened our relations with diplomatic representations and are grateful for the opportunity to have organized two roundtables in collaboration with diplomatic representations of the Latin American and Caribbean Group (GRULAC) and the Association of Southeast Asian Nations (ASEAN). These conferences provided a platform for dialogue about our collective efforts towards assisting migrants. The subsequent discussions provided valuable insight into the role of Embassies and enhanced understanding of how IOM and Embassies can effectively support migrants. Additionally, we hosted a panel discussion on support for victims of domestic and gender-based violence (SGBV), engaging consular staff from The Hague, Amsterdam, and Brussels alongside representatives from GGD Haaglanden, Dokters van de Wereld, Blijf Groep, and the Immigration and Naturalisation Service (IND) to share best-practices. Through this event, we emphasized IOM's commitment to addressing this issue by fostering partnerships and providing a platform for coordinated responses, complementing its SAMEN project targeting gender-based violence among migrant communities in the Netherlands.



412

Travel documents



57

Countries



+170

Embassy letters



Roundtable in coordination with the ASEAN.



## Operations at Schiphol Airport

Despite the relatively small size of the Netherlands, the country boasts the third busiest airport in the world for international passengers. This, therefore, makes it an extremely important location for IOM, with a large number of beneficiaries departing, transiting and arriving at the airport on a daily basis. 2023 was the first full calendar year after the COVID-19 pandemic and the related travel restrictions. The airport was still grappling with returning to full operation, with staff shortages in peak periods and lost baggage issues creating substantial problems. This created a challenging situation for IOM staff organizing movement operations. However, as an experienced team, it was another successful year, with over 10,311 beneficiaries assisted over the course of 2023.

The team at Schiphol played their part in numerous IOM projects. Whether it be assisting departing AVRR beneficiaries with flight bookings and assistance, arriving refugees through the Dutch Resettlement project or Family Reunification, or transiting passengers travelling via projects such as USRAP, no two days were the same, and the team were continuously presented with issues that must be solved in a swift and efficient manner. For many of IOM's beneficiaries, it is the first time they will have ever navigated an airport or taken a flight, so the extra care that IOM staff at Schiphol take is extremely important. Beneficiaries are assisted on a personal level, with any additional needs taken into consideration to ensure their travel with IOM is as smooth and comfortable as possible. Furthermore, over the many years that IOM has been present at Schiphol, excellent relations with key airlines and Dutch officials have been built, allowing for flexible and fast solutions to any problems our beneficiaries face during their travel.



1857

Departures



7612

Transits



842

Arrivals



IOM staff at Schiphol assisting a returnee with their departure.



Transfer at Schiphol Airport.



## RESETTLEMENT & FAMILY REUNIFICATION

### Resettlement

For decades, IOM has been instrumental in refugee resettlement worldwide. In 2023, we continued to support the resettlement of refugees to the Netherlands in accordance with the Dutch resettlement programme, funded by the Ministry of Justice and Security. Special consideration is given to refugees with medical problems and women at risk. We coordinate the logistical arrangements for selection and pre-departure orientation missions before organizing a safe journey to the Netherlands. Throughout the resettlement process, we work closely with partners such as the IND, the Central Agency for the Reception of Asylum Seekers (COA), UNHCR, and Dutch diplomatic posts in departure countries to provide comprehensive assistance.

Over the course of 2023, we successfully supported a durable solution for 780 refugees by facilitating their resettlement to the Netherlands in accordance with the Dutch resettlement programme. We coordinated the logistical arrangements for Selection Missions to Kenya, Egypt, Malaysia and Lebanon. For the Pre-Departure Orientation (PDO), we facilitated sessions in Lebanon, Jordan, Kenya, Egypt and Malaysia. To ensure safe travel, we arranged a Pre-Embarkation Check (PEC) for all refugees travelling under IOM auspices for resettlement to the Netherlands in 2023. In coordination with the IND's Medical Bureau for Advice (BMA), we further conducted Migration Health Assessments (MHA) for beneficiaries with significant medical conditions who required specialized medical assistance prior to their resettlement to the Netherlands.

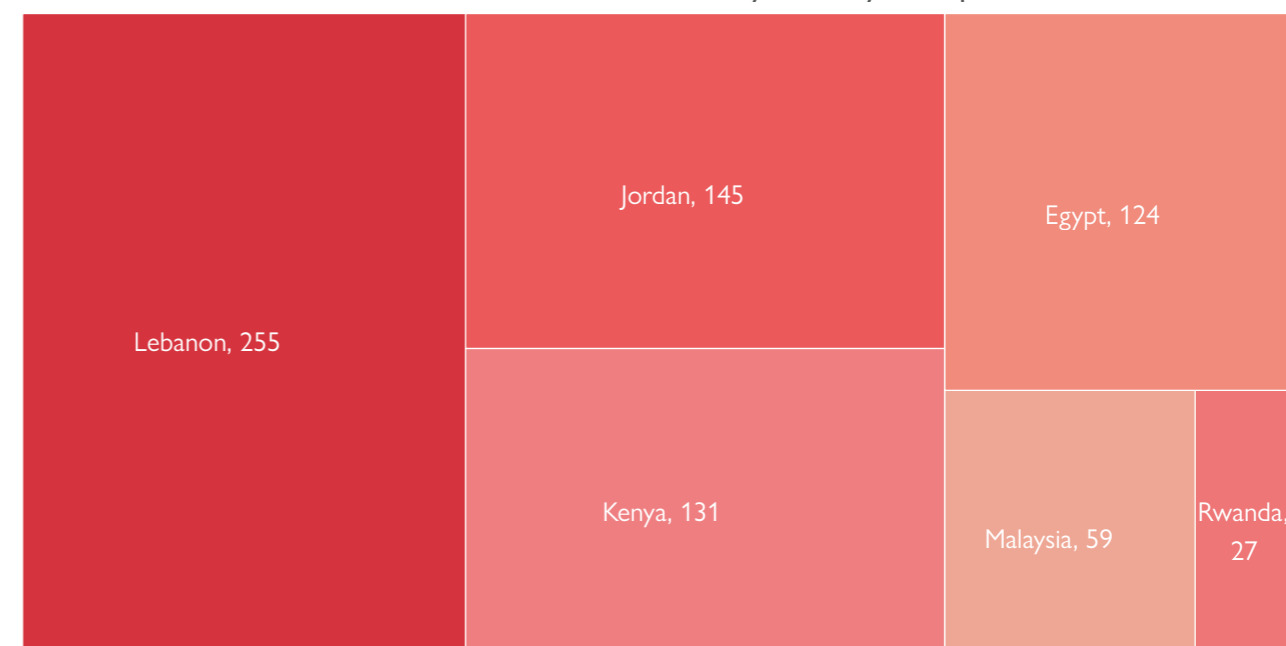
We further supported selected beneficiaries of international protection with visa- and movement assistance to facilitate safe, orderly and humane travel to the Netherlands. Transit assistance was provided at the respective transit airports for those movements where direct flights to the Netherlands were not available.

In response to the Ukraine conflict, 21 Ukrainian citizens and Third Country Nationals (TCNs) who are eligible for temporary protection within the EU departed from Moldova and were provided with arrival assistance by IOM at Schiphol Airport in 2023. These arrivals took place within the context of the European Commission's Solidarity Forum. In the context of significant changes to Afghanistan's political and security situation since August 2021, we continued to assist the Dutch Ministry of Foreign Affairs (MFA) with the safe transfer of 26 Afghan Nationals to the Netherlands from Pakistan in 2023. We coordinated the pre-departure arrangements and movement assistance for the safe transfer of persons considered at risk by MFA.



Three migrants at Schiphol airport

2023 Resettlement Arrivals by Country of Departure



780

Beneficiaries of international protection



21

Transfers of Ukrainian citizens/ eligible third-country nationals to Moldova



26

Transfers of Afghan nationals

### Family Reunification

Migrants with refugee status are eligible to apply for family reunification. After the IND approves the family reunification application, IOM can assist the families in this process. Travelling to the Netherlands can pose significant challenges for families, especially those dealing with medical conditions, administrative hurdles, missing documents, or cases involving unaccompanied migrant children. With IOM's extensive presence in numerous countries, we can assist these families by evaluating the unique needs of each member, coordinating logistical arrangements, and ensuring a safe passage to the Netherlands.

Many of the people who benefit from Family Reunification assistance are children travelling alone, people with medical needs, or those in precarious humanitarian contexts. Our assistance lifts the administrative and logistical burden while ensuring constant support throughout travel to the Netherlands.

We supported 15 family members with their reunification journey in 2023. Three children travelled as unaccompanied minors with IOM's assistance, whereas two cases required extensive medical support prior to and during travel.



15

Family members supported



## DNA Sampling Support for Family Reunification

In the context of Family Reunification, IOM supports the Dutch government with DNA sample collection for family members of asylum permit holders in the Netherlands to verify family relations for reunification purposes. IOM facilitates appointments, conducts DNA sampling with applicants at local IOM medical centres, and manages sample processing with diplomatic posts and reports to partners. When the IND needs to assess the family ties rather than the biological family relationship, a videoconferencing interview (VC-interview) can be held with the referent and the family members abroad.

Since 2021, this project has expanded in capacity to facilitate DNA sampling and VC- interviews for families in need. For this project, we work closely with IOM country offices in Ethiopia, Greece, Iran, Iraq, Lebanon, Russia, Sudan, Türkiye, Uganda, and Yemen, among others.

In 2023, IOM collected 1.807 DNA samples in close cooperation with the IND and the MFA, including Dutch embassies.



DNA sampling in Türkiye.



1807

DNA samples



190

VC interviews

## MIGRATION AND DEVELOPMENT

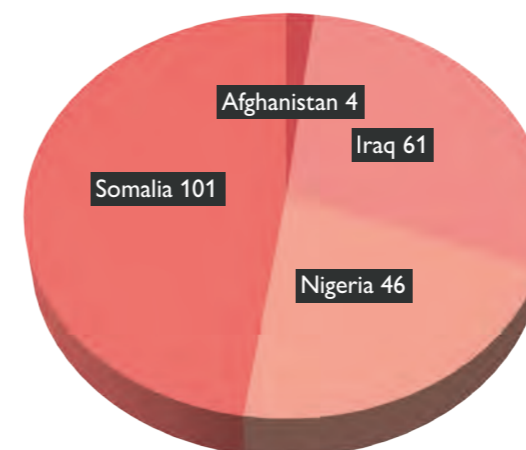
### Connecting Diaspora For Development 2 - CD4D2

IOM the Netherlands has nearly twenty years of experience implementing various diaspora engagement programmes, which promote development through diaspora engagement.

In 2023, the second phase of the Connecting Diaspora for Development (CD4D) project officially ended. The primary objective of CD4D2 was to promote the active role of diaspora communities and foster sustainable impact through institutional capacity building in four focus countries: Afghanistan (until January 2021), Iraq, Nigeria and Somalia. This was achieved by facilitating connections between diaspora participants, primarily residing in the Netherlands and institutions in their countries of origin for capacity-building purposes. Participants engaged in both in-person and virtual assignments within selected public and private sector organizations, focusing on specific target sectors in the project countries, including justice and rule of law, agriculture, ICT, health and water, and migration governance. Placements were arranged through a demand-driven approach, wherein “host institutions”—organizations receiving placements—requested assistance based on their specific needs.

Since the project’s inception in 2019, a total of 212 assignments have been carried out by 95 diaspora experts across 49 host institutions. Those participants conducted 121 assignments physically in-country, whereas the remaining 91 assignments were delivered online.

Number of Assignments 2019-2023



CD4D participants at the end conference.

### Diaspora in Action Booklet

IOM the Netherlands has created a success story booklet in collaboration with twenty diaspora experts. The booklet includes a variety of experiences from different perspectives and countries. IOM the Netherlands maintains its strong connection to diaspora communities and is determined to continue working in the field of diaspora engagement in the future.



### End Conference

The CD4D2 team organized a closing conference on 30 March 2023 to celebrate the achievements of everyone who contributed to the project. Representatives of the Dutch Ministry of Foreign Affairs and Embassies of the target countries, diaspora experts, colleagues from Iraq, Nigeria and Somalia, diaspora organisations, partners and many more guests came together to exchange ideas on the future of diaspora engagement.



## MIGRANT INCLUSION, SOCIAL COHESION & LABOUR MOBILITY

### LEARN

In collaboration with the Ministry of Social Affairs and Employment (SZW), LEARN aims to enhance labour market inclusion for permit holders (refugees with a Dutch resident permit) in the Netherlands. A learning network has been established to achieve this, where municipalities, expert organizations, educational institutions, employers, policymakers, and (former) permit holders can exchange knowledge. IOM supports this network and provides practical and policy recommendations to enhance the expansion of work-study programs for permit holders in the Netherlands.

Project LEARN facilitates discussions, work visits, and workshops for a Learning Network consisting of implementers of such interventions. It aims to refine work-study programmes and improve permit holders' access to the labour market. In 2023, nine events were organised, including seven workshops or work visits.

Throughout 2023, LEARN conducted 38 individual consultation interviews with Learning Network members and other relevant stakeholders. Additionally, two focus groups were held with members of the Advisory Group, comprising 15 carefully selected stakeholders. Stakeholder involvement and engagement remained a priority, allowing for the testing of preliminary project results and data.

#### International Study Visit

An international study visit in November saw 21 participants from the Learning Network exploring the labour market in Nordrhein-Westfalen, Germany, focusing on sharing insights about the labour inclusion of permit holders.

#### Migrant Ambassador Advisory Board

The Migrant Ambassador Advisory Board (MAAB), comprising a diverse group of permit holders, played a pivotal role. Three MAAB meetings were held in 2023, which served as a platform for sharing opinions, experiences, and perspectives to ensure the comprehensive success of the Learning Network.



International study visit to Nordrhein-Westfalen, Germany.

### Moving the Middle

Through projects like Moving the Middle, IOM aims to foster social inclusion and open-mindedness towards migration. By engaging with the Dutch Movable Middle, individuals with uncertain opinions about migration, we facilitate a nuanced discourse on migration. In January 2023, a conference was held to share its initial findings and bring 50 stakeholders together to discuss combatting polarization in the Netherlands and how best to communicate with the Movable Middle.

#### Second Phase – Moving the Middle II

In February 2023, the project entered its second phase, transitioning from knowledge gathering to practical implementation by 1) designing and implementing a national campaign and 2) hosting several local intercultural events to bring different social groups together.

#### National Campaign 'Migration spices up your life'

The campaign 'Migration spices up your life' highlighted the enriching influence of migration on daily life, specifically focusing on culinary diversity. The campaign ran for six months and surpassed expectations, generating 7,262 website clicks and reaching over 560,00 individuals, with campaign advertisements viewed nearly 1.1 million times.

#### Intercultural events

Additionally, from September 2023, the project coordinated three intercultural events in collaboration with local partners, with a fourth event planned for the first quarter of the following year. These events aimed to connect the Dutch Movable Middle with migrants through hands-on activities like board games, cooking workshops and cultural afternoons. Strategically located in areas with high Movable Middle populations—Eindhoven, Almere, Asenray, and Venlo—the events sought to foster social cohesion and challenge biases against migrants.

#### Migrant Ambassador Advisory Board

Lastly, the project actively involved its MAAB to provide valuable input on project development and communication materials. These meetings served as a platform for collaboration and feedback gathering.



1

National campaign



1.1 Million

Advertisement views

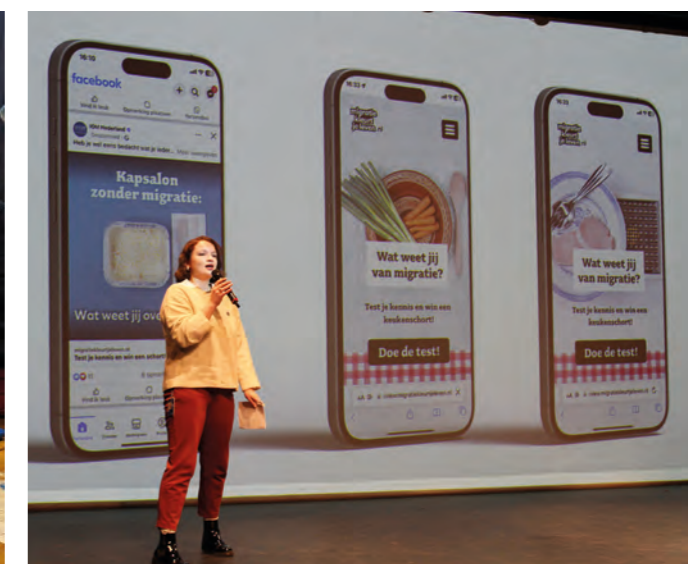


3

Intercultural events



Cooking workshop in Almere



Launch of the national campaign 'Migration spices up your life'.



## SAMEN

The SAMEN (Strengthened Assistance to Migrant Empowerment in the Netherlands) project addresses sexual and gender-based violence experienced by migrant communities and facilitates better access to the Dutch healthcare system. Together with Doctors of the World, SAMEN seeks to empower migrant communities and the Dutch healthcare sector through counselling, training, information exchange, collaboration, referral, and an awareness-raising campaign. SAMEN is active in six Dutch cities: Amsterdam, Arnhem, Den Haag, Nijmegen, Utrecht and Rotterdam. We reached 456 people with a migration background at the end of 2023, through thematic gatherings, METS trainings, and individual counselling.

In 2023, we held several round table meetings in Amsterdam, Den Haag and Nijmegen, each with at least 20 participants from relevant public and private organizations.

### Kick-Off Meeting

In January 2023, 33 representatives and experts in the field of sexual and gender-based violence (SGBV) came together in Utrecht for the kick-off meeting of the SAMEN project. The kick-off meeting offered a first opportunity for different parties to sit together and discuss SGBV experienced by migrant communities in the Netherlands.



6

Dutch cities



456

People with migration background reached



SAMEN roundtable in Nijmegen.



Click on the picture to see the video!

Conversation video with a cultural mediator Awaz.

## STEMTALENT4NL

In December 2023, we launched the STEMTALENT4NL project. This project aims to contribute to aiding national authorities in designing, implementing, and reviewing current regular pathways for study and work, with a particular focus on evaluating the Orientation Year Permit. This will be done by investigating how best to attract and retain highly skilled STEM (Science, Technology, Engineering and Mathematics) professionals to address skills shortages in key sectors such as ICT, energy, and technology. Stakeholders include Dutch employers, business organizations, government agencies, international organizations, and international graduates.

The project will support the Dutch government with recommendations and an action plan on how best to retain STEM talent by, including but not limited to, analyzing the current regulatory framework, and conducting stakeholder consultations with relevant parties. This ultimately contributes to the growth of the Dutch economy and addresses the skills gap in STEM sectors.





# EXTERNAL RELATIONS AND COMMUNICATIONS

## Informing Our Government Partners and the Public

In 2023 we participated in the “Dag van de Migratieketen” in Utrecht, organized by the Dutch Ministry of Justice and Security for all cooperating partners in the Dutch migration chain. This year’s focus on spotlighting the individuals within the Dutch migration chain enabled us to present a wide scope of our activities, including counselling for voluntary return, DNA sampling in family reunification, and labour market inclusion. We took part in the annual “AZC open day”, where the COA opens their doors to the public. We were present at a number of locations throughout the Netherlands informing people about our projects in the Netherlands.

## Publications

We published the booklet “Returning Home. Migrants’ Stories about their Return and the Role of IOM”, offering insight into the voluntary return support provided to migrants and its impact on their reintegration. Our counsellors play a key role in this process by lending an ear and thinking along with the migrants. This comprehensive support to migrants remains fundamental to the success of IOM’s return projects in the Netherlands.



## Migration on Screen

In 2023, we organized two film events to introduce a broader audience to the opportunities and challenges of migration. At the Pauluskerk Rotterdam, we screened the film ‘From Here’, a hopeful story of four young artists and activists with a migration background, redefining belonging in an era of rising nationalism globally. In celebration of International Migrants Day, we screened the film “The Search For General Tso”, about the connection of food and migration, in ‘het Koorenhuis’ in The Hague. Both film screenings were followed by engaging discussions.



Film event at the Paulus church in Rotterdam.

## Global COMPASS Meeting

In 2023, we supported the Global COMPASS Meeting in The Hague, convening governments and partners from the COMPASS states. The Global COMPASS Meeting aimed to review the performance of the COMPASS programme, address challenges and lessons learned, and plan for the next four years of the programme. The conference covered a wide range of topics related to migration, including return and reintegration, protection, legal identity, trafficking, smuggling, and community-based approaches.



COMPASS conference in The Hague

## Incoming Visits

We regularly receive requests to organize incoming visits from other IOM missions and their government counterparts. In 2023, we received a total of seven delegations from Bulgaria, Serbia, Egypt, two from Turkey and two from Nigeria. The delegations visited the Netherlands with the aim of learning from Dutch policy and practices in various migration themes and building strategic relationships with Dutch counterparts. This included a visit from, IOM Nigeria who visited the Netherlands for an exchange about voluntary return to Nigeria. During visits at various locations in Rotterdam, Amsterdam, Almere and Emmen, we spoke with i.a. Nigerian migrants and key figures about the situation in the Netherlands and provided information about IOM’s voluntary return and reintegration programme.

## Media contacts

We received 31 press inquiries, actively engaging in eight publications to support media queries. Our efforts spanned various areas, including return and reintegration, arrivals to Europe, and the extensive work of IOM in regions such as Iraq, Mali, and Niger.



AZC open day in Leiden.



### Korean Visa Application Centre

In response to a request from the Ministry of Justice (MOJ) of the Government of the Republic of Korea (ROK), IOM Immigration and Border Governance Division and the Immigration and Visas Unit (IOM HQ) developed and implemented the Korea Visa Application Center (KVAC) project to provide technical and operational support to jointly redesign Korea visa processing system through a network of Visa Application Centers (VAC) across Europe.

Upon the signature of a Memorandum of Understanding in September 2019, IOM acts as the only partner offering visa application-related services to individuals intending to enter Korea for short or long stays. The objective of this project is to support the Republic of Korea's efforts to facilitate orderly, safe, and regular migration by enhancing visa processing capacities through the establishment and operationalization of Visa Application Centers. The KVAC in The Hague was launched on July 3rd, 2023, marking the fourth centre officially launched in Europe.

The KVAC project primarily aims to ensure convenience for visa applicants and to facilitate regular pathways. By providing access to high-quality support in local languages, shortening geographical distances and reducing costs, and ensuring localized approaches and flexible and alternative solutions, IOM guarantees facilitated access to the admission procedures established by the Government of the Republic of Korea, limiting the risks for prospective migrants to resource to unscrupulous brokers or irregular pathways.

From its launch in July 2023 until April 2024, the KVAC Hague has processed 1,640 visa. The most commonly processed visa in The Hague are short-term employment and student visa.

Application process for the KVAC in Europe



### IOM Diversity & Inclusion

IOM recognizes that a person's sex, gender, gender identity, personal history and sexual orientation can shape every stage of the migration experience. These factors can influence why a person decides to migrate, how they migrate, and the services and opportunities available to them. To support migrants and to address migration-related risks and vulnerabilities, IOM the Netherlands has an active Diversity and Inclusion Group. Comprising staff members from different units within the organization, the Diversity and Inclusion Group represents the interests and concerns of staff members and migrant beneficiaries.

In 2023, the Diversity and Inclusion Group of IOM the Netherlands had a particular focus on the topics of SGBV, SOGIESC (Sexual Orientation, Gender Identity and Expression, and Sex Characteristics), the Prevention of Sexual Exploitation and Abuse (PSEA), and migrant inclusion.

- Through the SAMEN project, together with our partner Dokters van de Wereld, we raised awareness about SGBV experienced by migrant communities in the Netherlands. Moreover, through connecting professionals and direct support, we provide and facilitate better access to support and healthcare for migrant survivors.
- We strengthened our network of partners supporting and representing the LGBTQIA+ community in the Netherlands and abroad, allowing us to better accommodate migrants with diverse SOGIES.
- All staff at IOM in the Netherlands completed training on the PSEA.
- Our visibility efforts more frequently put migrant voices centre stage.

### IOM Goes Green

As a UN Agency, IOM is committed to the sustainable development goals (SDGs), which include making a positive impact on the environment. As part of this commitment, we have established an 'IOM Goes Green' group. Comprising various staff members from our mission in the Netherlands, the group aims to raise awareness of environmental issues through initiatives such as the internal newsletter 'Greenspiration' and advocating for a greener IOM overall.

In 2023, IOM Goes Green continued its collaboration with the Climate Neutral Group to offset CO2 emissions from flights. In two of our core projects, 'Assisted Voluntary Return and Reintegration' and 'Resettlement,' air transport is unavoidable in facilitating migration. Therefore, we have integrated the offsetting of CO2 emissions from these flights into our projects. This offsetting scheme compensates unavoidable emissions through a Gold Standard-certified offsetting programme and invests in forest protection projects worldwide.

One of the projects we support is the Keo Seima Wildlife Sanctuary (KSWS) REDD+ forest conservation initiative in Cambodia. The Keo Seima forest faces the ongoing threat of illegal land clearance, making the KSWS REDD+ project one of Cambodia's largest and most successful conservation programmes.

In the upcoming year, IOM Goes Green will continue to support emission-offsetting schemes and plans to participate in community-based cleanup events.



12.6 K

Total tonnes of Co2 offset since 2020



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