



International Organization for Migration
The Netherlands

Annual Report 2015

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IOM the Netherlands Annual Report 2015



Internationale Organisatie voor Migratie (IOM)
International Organization for Migration (IOM)

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A Word to the Readers

In Europe, 2015 opened a new chapter in Migration Management: it started with a baptism of fire, it is still being written and it is far from complete.

Migration is no longer just a priority challenge for Governments - since 2015, migration's ubiquitous impact resembles a *societal revolution*.

Public security, election campaigns, quality of education, language proficiency, religious practices, unemployment and the years we need to work until retirement, state budgets, the housing market, welfare systems and the sense or senselessness of physical borders, all of these and many more issues are now discussed with Migration as the assumed driver, with Migration as a recognized variable that needs to be factored in by Government administrators and planners.

When Angela Merkel announced "Wir schaffen das!", the focus of the call was mostly on logistical and practical issues related to welcoming and sheltering hundreds of thousands of arriving refugees and migrants driven away by bombs and lacking perspectives from distant and not so distant lands.

Since Merkel's optimistic and defiant rallying cry literally from the "heart of Europe" to her people, but intended for all Europeans and then heard by the rest of the world, countless summits have been held and as many initiatives launched; pledges for support confirmed; cooperation deals agreed and laws initiated or adapted.

All of the above "Acts of State" aim at finding an answer to unsustainable and uncontrolled migratory flows which benefit smugglers and those Governments indifferent to seeing their people depart. As a result, the debates for common ground towards Global Migration Governance have gained in sincerity and gravity.

In parallel with the many new measures and overdue reactions to manage the continuing migration revolution, there is a natural and very human adaptation to living in more diverse European societies and getting used to the presence of more migrants and refugees.

The irreversible growth of migration within the global village is a reality which now must be matched with Global Migration Governance. This means that conflicting migration priorities between countries, continents and regions must be taken into account and wrought towards win-win solutions.

It is hoped that the important international commitments undertaken in 2015 in reaction to mass arrivals will receive the sustained attention and funding they deserve. In a shrinking world, Global Migration Governance is possibly humanity's most important "construction site" where foundations could be laid for a peaceful human co-existence within and across international borders.

It was under these circumstances that IOM in the Netherlands together with its partners carried out the work presented in this report.



Martin Wyss,
Chief of Mission
IOM the Netherlands

Assisted Voluntary Return and Reintegration (AVRR)

The AVRR Unit in IOM the Netherlands is responsible for the implementation of the IOM Migrant Assistance activities in the Netherlands. All IOM departures from the Netherlands are the result of the collaborative effort between the AVRR project management team in The Hague, the team of IOM field counsellors and the Movements team at Schiphol airport.

The IOM Return and Emigration of Aliens from the Netherlands (REAN) programme has been in existence for almost 25 years, with over 55,000 migrants assisted since 1991. REAN is an annual programme which covers all the basic voluntary return operations, from migrant information and counselling to organizing the actual travel, including the procurement of travel documents, the provision of escorts and transit assistance and reception upon arrival, as necessary.

In addition to REAN, IOM develops and implements projects offering reintegration assistance in cash and in kind, as well as specific services to vulnerable migrants including unaccompanied minor children (UMCs), migrants in detention, irregular migrants and migrants with a medical condition. IOM cooperates with all agencies in the Dutch immigration chain, and works closely with IOM missions in the countries of origin, to secure support for the returning migrants.

AVRR from the Netherlands in 2015

As elsewhere in Europe, in 2015 the Netherlands experienced a surge in the number of asylum applications. High asylum inflows are commonly associated with a growing demand for voluntary return.

This was especially true in 2015, when many newly-arrived migrants approached IOM for return assistance even before entering an asylum procedure or in the course of the procedure, without waiting for a decision on their asylum application.

In 2015, IOM assisted close to 3,000 migrants to return voluntarily from the Netherlands to their country of origin, or to resettle to a third country. Over two thirds, or 69%, of these migrants had an asylum background; a quarter had an irregular background; and 6% were migrants who had applied for a residence permit.

The main countries of origin represented in the IOM the Netherlands statistics were Mongolia, Ukraine, Albania, Iraq and Serbia/Kosovo – *see Illustration 1*. In the autumn of 2015, IOM resumed AVRR operations to South and Central Somalia on a pilot basis.

2015 was a transition year from the European Return Fund (ERF) to the new Dutch Asylum, Migration and Integration Fund (AMIF). IOM completed the last ERF projects in the spring of 2015 and started the new 3-year AMIF project on 1 July.

AVRR 2015 at a Glance

2,941 migrants assisted to voluntarily return or resettle from the Netherlands.

5,284 migrants contacted.

951 collective information meetings with migrants.

1,989 or **68%** of returning migrants assisted with reintegration grants.

264 vulnerable migrants assisted including migrants with health concerns, victims of trafficking and unaccompanied minor children.

Thanks to careful planning and coordination, and with the financial support from the Dutch government, IOM ensured continuity of voluntary returns, with no operational gap in the delivery of AVRR assistance to the returning migrants.

Field Operations – Migrant Outreach, Information and Counselling

The sudden increase in the number of migrants and asylum seekers coming to the Netherlands in 2015 was a considerable logistic challenge for the Dutch government: new asylum centres and emergency shelter had to be set up all over the country. It was a challenge for IOM to reach a target group spread out all over the country much more than before. Thanks to the dedication and hard work of the field staff, IOM was able to maintain presence at all major migrant facilities in the Netherlands.

The number of locations with IOM scheduled consultation hours grew from 44 in 2014 to 54 by the end of 2015. In addition, IOM ensured presence upon appointment in 48 additional locations. As this growth is expected to continue, IOM is currently building its capacity to be able to meet challenges in 2016. Based on the experience and best practices gained in previous projects, the IOM field counsellors apply a range of verified methods in order to reach out to and establish contact with migrants.

Outreach may be defined as a free style combination of actions - involving information, counselling and tailored support - which are undertaken in a rather informal and ad-hoc manner and as deemed appropriate and effective to the profile of the migrant and the circumstances of his/her situation.

Outreach can be a key requirement in dealing with (vulnerable) irregular migrants in order to assist them to properly decide on their return to the countries of origin.

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 countries and wish to return voluntarily to their countries of origin. As a core activity of IOM, AVRR activities provide vital assistance to thousands of migrants returning home every year.

Reintegration Assistance

The Dutch Government recognizes the importance of reintegration support and, as such, has embedded it in the Dutch return policy. Reintegration support is available in cash and/or in-kind allocated based on specific eligibility criteria. In 2015, over two thirds, or 68%, of the total number of departing migrants benefitted from one form or another of reintegration support – see *Illustration 2*.

Reintegration assistance begins in the Netherlands, with counselling for reintegration. Chances for durable return are enhanced when counselling focuses on future opportunities, on the relevance and added-value of the stay in the Netherlands for the migrant's future life, and/or on the mental outlook and preparation for the return to the home country, sometimes after years of absence.

The IOM counsellor supports the migrant towards the development of a draft reintegration plan, to be finalized and financed in the country of origin with an in-kind grant. The in-kind reintegration grant can be used for a variety of purposes, from providing the start up capital for a small business and the purchase of supplies or equipment to covering or contributing to education or training costs or meeting subsistence and

accommodation needs immediately upon arrival. The IOM missions in the countries of origin play an important role in the actual reintegration process, by providing the migrant with further guidance, support and information, or with organizing payments or the reimbursement of expenditures.

Assistance to Vulnerable Migrants Migrants with Health Concerns

In 2015, IOM Netherlands assisted 227 returnees suffering from various health conditions. The main countries of origin for medical returns from the Netherlands were Armenia (39 cases), Serbia (26 cases), Bosnia (18 cases), Mongolia (15 cases) and China (11 cases). More than half were chronic cases, or a higher ratio compared to previous years.

The IOM services for this group include research on the availability and costs of health care in the country of origin, the provision of medical or social escorts during the flight, assistance upon arrival and financial support. In 2015, IOM began working with FPC Veldzicht in Balkbrug, a new Ministry of Security and Justice migrant location that accommodates and treats migrants with severe mental conditions.

In 2015, IOM organized a peer consultation programme in cooperation with the Dutch NGO Pharos. IOM return counsellors working at different locations in the Netherlands participated in six trainings in which colleagues supported and consulted each other on work-related issues.

Unaccompanied Minor Children (UMCs)

Comparable to 2014, the number of UMCs departing voluntarily from the Netherlands in 2015 remained low, with only 6 cases. Towards the end of the year, however, IOM noted a significant increase in requests for return assistance concerning UMCs. This number is expected to rise even further in 2016, in correlation

with the higher inflow of migrants to the Netherlands. IOM also provides assistance to children who resettle to a third country. In 2015, one unaccompanied minor child was assisted with resettlement to Canada to be reunited with the family living there.

IOM offers specific support for this vulnerable group. Services include restoring contact with family members, family assessment, reintegration advice and counselling, and referral to local agencies and NGOs, as needed. Furthermore, UMCs and former UMCs may be eligible for additional reintegration support which could be used for a variety of purposes ranging from education to investing in an existing family business.

In order to safeguard the best interest of the child, IOM works closely with NIDOS, the organization that provides legal guardianship to third country unaccompanied minors in the Netherlands.

Victims of Trafficking

In 2015, IOM provided tailor-made assistance to 32 victims of trafficking of 12 different nationalities who wished to return voluntarily to their country of origin.

The IOM support included arrival assistance, finding safe accommodation on a temporary basis, referral to service providers in the country of origin, as well as the provision of in kind grants to support the victim's first needs and/or rehabilitation.

Just over half of the victims came from three EU countries: Bulgaria, Romania and Hungary; the others came from Ukraine, Brazil, and Angola and from Asian countries. They included both men and women, and both victims of sexual and labour exploitation. In most cases, the migrants were referred to IOM by the police or by shelters; a few cases were identified by IOM staff.

Illustration 1. Voluntary returns from the Netherlands - Top 10 Countries of Origin in 2015

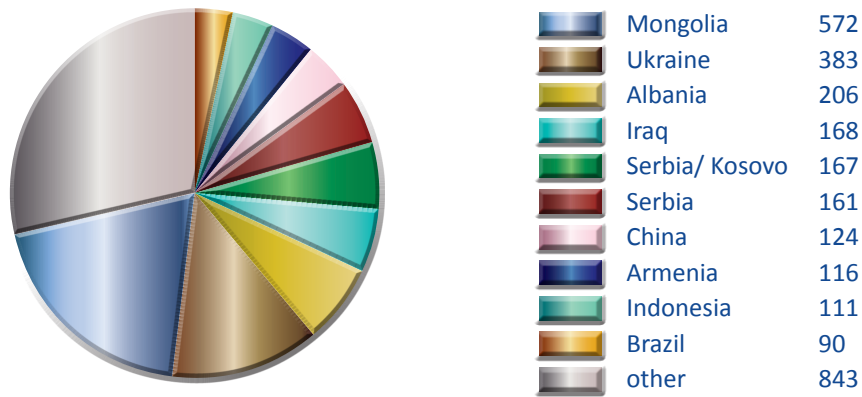
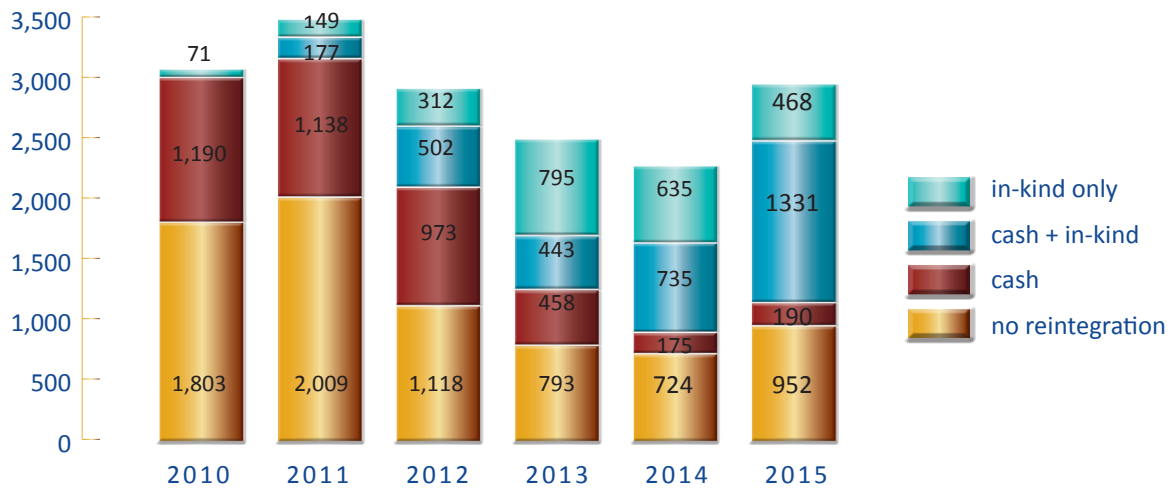


Illustration 2. Reintegration assistance 2010-2015



Migration and Development

For over a decade, IOM the Netherlands has offered temporary assignments to migrants and their descendants who wish to use their professional knowledge and experience for the development of their country of origin. In 2015, IOM continued the implementation of the Temporary Return of Qualified Nationals (TRQN) III project; extended the cooperation with The Network University; and established a new partnership with Oxfam Novib.

Temporary Return of Qualified Nationals III (TRQN III)

The TRQN III project mobilizes diaspora expertise to contribute to the reconstruction and development of Afghanistan, Armenia, Cabo Verde, Georgia, Ghana, Iraq, Morocco, Somalia and Sudan.

TRQN assignments are carried out by qualified migrants who have their roots in the project countries and reside in the Netherlands or other EU countries.

The assignments are demand-driven and aimed at capacity building in targeted institutions in priority sectors. The project also facilitates exchanges from the project countries to the Netherlands, thus further contributing to sustainable connections and impact. TRQN is financed by the Dutch Ministry of Foreign Affairs.

The project started December 2012 and will end March 2016.

TRQN Achievements 2015

- 173** assignments in 9 countries.
- 71%** experts were Dutch residents; 35% were women experts.
- 7** government officials from project countries completed a Migration course at Maastricht University.
- 7** internships and study visits to the Netherlands.

Afghanistan Diaspora-driven Linkages

Partners:

Kabul Medical University (KMU)

Leiden University Medical Centre (LUMC)

- Clinical skills courses provided by three Dutch young graduates with Afghan roots for students of KMU.
- A medical skills training lab established and KMU medical staff trained to maintain the training lab.
- 3 KMU students supported to do 3-month courses at LUMC.
- Support to Keihan Foundation in Leiden to support sustainable relations between KMU and LUMC.

IOM's migration and development programme contribute to a better understanding of the links between international migration and development in order to harness the development potential of migration for the benefit of both societies and migrants and to contribute to sustainable development and poverty reduction. Maximizing the positive relationship between migration and development has long been a focus of IOM's work. It is especially relevant now, in this era of unprecedented mobility.

Ghana

ICT Infrastructure in the Health Sector

Partners:

Tamale Teaching Hospital (TTH) in Ghana
ROC Mondriaan

- Training of staff in software programmes at the TTH.
- Improved internet access at the hospital.
- Sustainable link between ROC Mondriaan and TTH, including donation of second hand equipment.
- The experience at the TTH has been used as best practice: the digitalization of more hospitals has followed; doctors in remote hospitals are linked with specialists in the TTH.

Looking Ahead

Connecting Diaspora for Development CD4D

CD4D follows up on TRQN's achievements and incorporates the recommendations of the 2015 external evaluation:

- More targeted approach with selected institutions.
- Starting from a *Theory of Change* for every institution, including baseline measurements and outcomes to be achieved.
- Physical assignments complemented by online communication, exchange visits and sustainable cooperation between institutions.
- Robust monitoring and evaluation framework to measure impact.

Cooperation with Other Migration and Development Initiatives

IOM is an implementing partner in the Work in Progress project, coordinated by Oxfam Novib. The project is part of the MFA-funded LEAD programme and aims to create employment opportunities for youth in targeted African countries. In the framework of the project, in the coming three years, IOM will establish a job centre in Somaliland providing information, guidance and courses for the local youth.

The cooperation with The Network University and MD consultancy in the Sierra Leone E-Learning project is ongoing. In 2015, IOM produced a mid-term evaluation report, which was discussed with the project management and the donor, the Dutch Ministry of Foreign Affairs.

In 2015, IOM the Netherlands published a booklet presenting 'Eighteen Stories from Around the World'.

The document gives an insight into the impact of the TRQN assignments by featuring interviews with participants and host institutions.

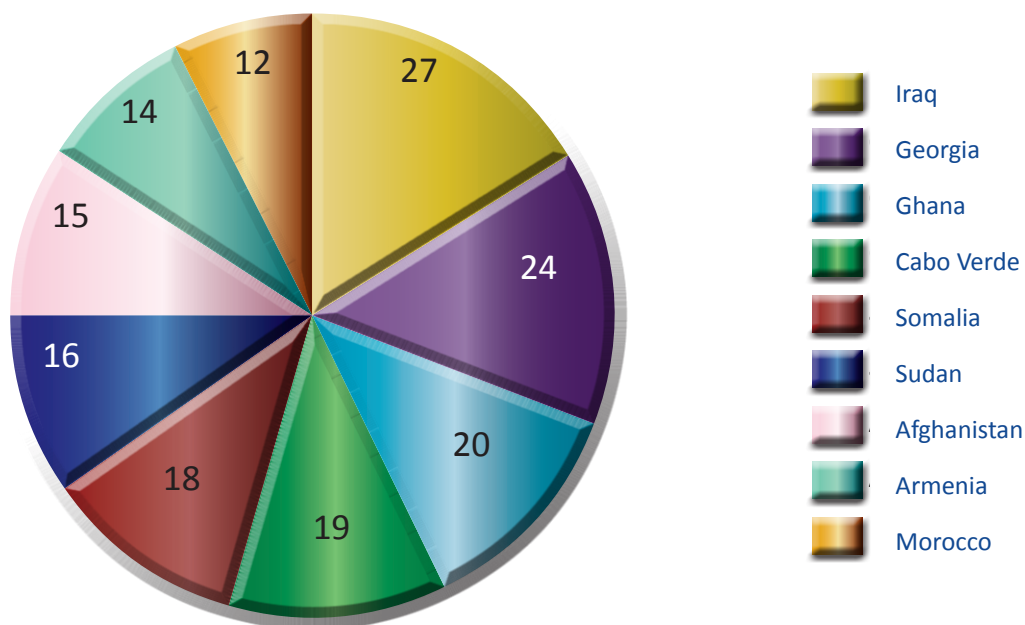
The booklet is available at the IOM the Netherlands office and on the IOM the Netherlands website.



TRQN assignments 2015

Country	Priority Sectors
Afghanistan	Health care, urban and rural development and education
Armenia	Education, health care and local administration (municipalities)
Cabo Verde	Health care, ICT and tourism
Georgia	Education, private sector development and tourism
Ghana	Health care, food security and ICT
Iraq	Education, engineering, health care, ICT and the public sector
Morocco	Engineering, ICT, health care, the public sector and water management
Somalia	Agriculture, education, infrastructure and governance
Sudan	Health care, education and water management

Illustration 3. TRQN assignments 2015



Migrant Training, Resettlement and Integration

The Migrant Training, Resettlement & Integration (MTRI) Unit in IOM the Netherlands works on activities designed to assist migrants travelling to the Netherlands. IOM services include the provision of travel assistance, medical assessments, DNA testing, integration, employment, skill recognition, facilitation of information exchange on migration matters and information campaigns for (potential) migrants.

Main Activities in 2015

- Pre-departure cultural orientation for refugees: the NLCO III project.
- Pre-departure cultural orientation for family members of asylum seekers: the CO-Nareis project.
- Resettlement of refugees to the Netherlands.
- Family Reunification.
- Relocation of asylum seekers from Greece and Italy (pilot project).
- International cross-media information campaign about migration to Europe: the Surprising Europe III project.
- Comparative review of pre-departure integration services for third-country nationals migrating to the EU: the Headstart project.
- Civil-Military Cooperation.

Relocation

In response to the high number of migrants arriving in Italy and Greece, the EU put in place a solidarity mechanism for relocation to other European countries. The plan foresees the movement of 160,000 migrants by the end of 2017.

IOM the Netherlands supports Italy and Greece with this operation. IOM the Netherlands has a coordination role between the Dutch Central Agency for the Reception of Asylum Seekers (COA) and the relevant IOM offices. With the logistical assistance of IOM, the Dutch authorities interview migrants and give cultural orientation training to groups travelling to the Netherlands.

This model will be rolled out in view of the EU quota of asylum seekers to be relocated to the Netherlands. In the beginning of 2016, a pilot phase will be implemented with the relocation to the Netherlands of about 100 people in two groups, one from Italy and the other one from Greece.

Family Reunification to the Netherlands

Family members of a person holding a refugee status are eligible to reunite in the Netherlands. In some cases,

Migrant training provides participants with critical information about the country of destination, while helping them to identify and develop the necessary skills needed to succeed in their new environment.

Resettlement is a compelling instrument and symbol of international solidarity and burden sharing to find a durable solution for refugees who are unable to return to their country of origin and do not have the option to stay in their country of asylum.

IOM supports policies and strategies that promote the social, economic and cultural inclusion of migrants within existing legal frameworks in countries of destination. Its focus is on the development of strategies that help migrants better integrate into new communities as well as assisting receiving communities to recognize the positive contributions that migrants can make.

travelling to the Netherlands can be challenging for the family due to, for instance, a medical condition or missing documents. IOM the Netherlands provides two types of services to assist refugees with the travel of their family members to the Netherlands.

The pre-departure consultation service, introduced in 2015, offers assistance from IOM the Netherlands by providing the refugee information about the travel, travel documents and exit procedures.

This service allows families that prefer to arrange the travel on their own to receive information specifically about their situation.

The complete Family Reunification service, on the other hand, assists with departure procedures, medical checkups, travel arrangements, transit support, and coordination with family members in the Netherlands and the organizations supporting them.

The service provided by IOM is prepaid by the family, who can receive financial support by the Dutch Council for Refugees (VluchtelingenWerk).

IOM also provides facilitation of DNA testing for complex family reunification cases upon the request of the Dutch Immigration and Naturalization Service.

Partnerships with the Private Sector

The year 2015 marked the expansion of IOM's integration activities with the development of two pilot projects with a focus on the labour market integration of migrants.

Working Together towards the Future or SamenWerken aan de Toekomst (SWAT) and Skills2Work are projects with an emphasis on post arrival integration efforts and the engagement of the private sector in the development of mechanisms to support migrants to seek, secure and retain employment. Both projects will launch in 2016, and will forge a wide network of stakeholders such as local authorities, NGOs, academics, employers, private

sector, migrants and policy makers within the Netherlands and the EU region.

The SWAT project is funded by the European Asylum Migration and Integration Fund (AMIF) and foresees cooperation between COA, IOM and the Foundation for Refugee Students (UAF) focusing on the training of residence permit holders.

Skills2Work is funded by the European Commission and will engage with partners in nine EU member states. In the Netherlands, UAF, the African Young Professionals Network, Radboud University and COA are partners in the project.

Civil-Military Cooperation

In September 2015, six staff members of IOM the Netherlands participated in a one-week civil-military exercise. The exercise required full immersion of approximately 2,300 participants into a fictional emergency scenario involving many governmental and non-governmental organizations.

The role of the IOM staff was to address issues associated with internally displaced persons (IDPs), such as establishing IDP shelters, provision of supplies, staffing and security, and media relations.

The IOM staff were given a platform to explore not only IOM's mandate in emergencies, but also to develop personal and professional skills in a fast-paced, realistic and dynamic setting with limited resources.

Looking Ahead

- The launch of the project Skills2Work in 9 EU Member States.
- The launch of the project SamenWerken aan de Toekomst with COA and UAF.
- Continued efforts for the relocation of 9,000 migrants from Greece and Italy.

- Continued contribution to the management of migration crises in civil-military cooperation.
- Further expansion of private sector engagement.
- Further collaboration on integration, labour market and skill validation initiatives in the Netherlands.

Illustration 4. Location of pre-departure Cultural Orientation Trainings 2013-2015 or the NLCO-III and CO-Nareis Projects

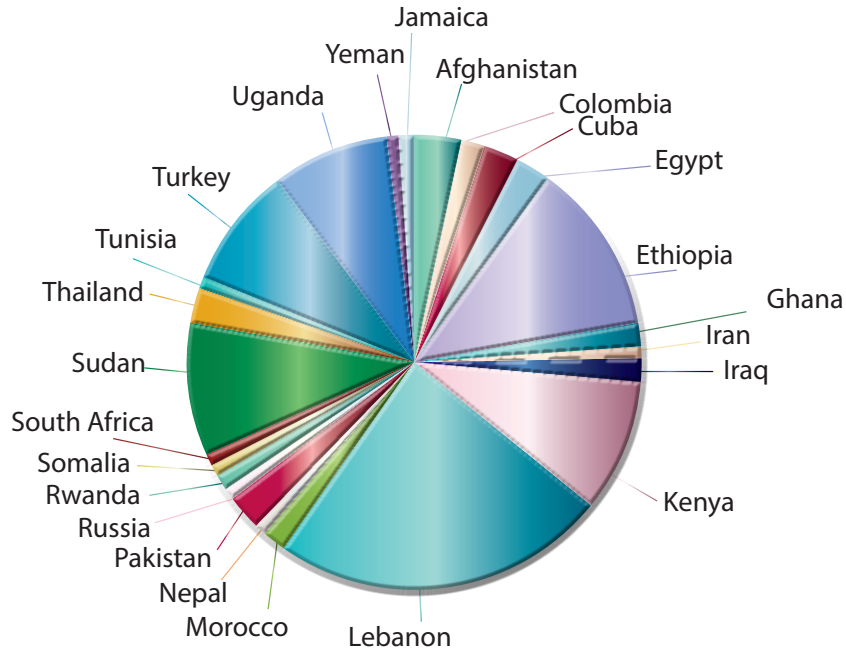
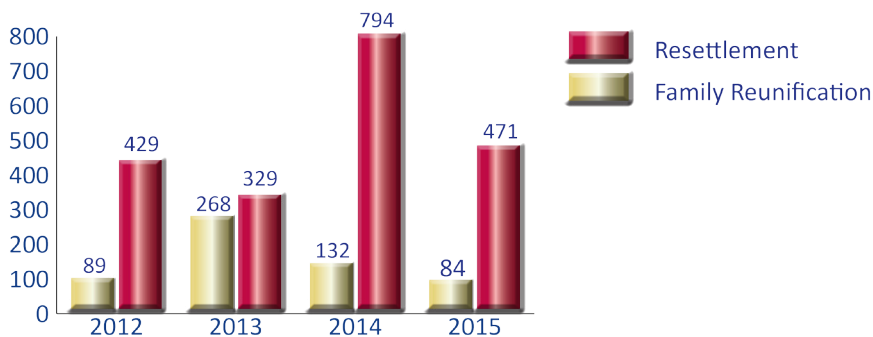


Illustration 5. Migrants arriving in the Netherlands with IOM assistance 2012-2015



Movements

The Movements Unit in IOM Netherlands provides logistic support to migrants travelling with IOM assistance from, to and via Amsterdam Schiphol airport.

Schiphol is the fifth busiest air hub in Europe. In 2015, the number of passengers travelling through Schiphol totalled 58.2 million, or +6% more than the year before. Close to 8,000 of these passengers were migrants assisted by IOM.

The IOM team in Schiphol assists three categories of migrants: (1) migrants departing voluntarily from the Netherlands; (2) migrants arriving in the Netherlands for family reunification or as resettled refugees; and (3) migrants transiting through Schiphol on their way to their final destination, mostly countries of resettlement but also countries of origin. In 2015, the youngest IOM-assisted migrant was less than 2 months old; the most senior was 82.

IOM Netherlands provides a package of secure, reliable, flexible and cost-effective services including:

- Procurement of international and domestic air tickets: reduced fares; preferential baggage allowances; selected routings.
- Support with check-in and boarding procedures, and with exit formalities at the border.
- Provision of operational/ medical escorts for passengers with special needs; monitoring and attending to medical requirements en route; liaison with flight staff and other authorities.
- Transportation to, and passenger handling at, embarkation airports: assisted check-in; help with customs and immigration formalities.
- Assistance in transit: direction to connecting flights; booking adjustments; meals and accommodation as needed.

- Arrival assistance: meet and assist services including through passport control and custom formalities; notification and handover to reception authorities or family members.

Departures

In 2015, the Movements team organised the departure of 2,941 migrants from the Netherlands. The majority were migrants returning voluntarily to their country of origin.

Transits

The IOM team at Schiphol supports IOM missions worldwide with the provision of assistance to migrants transiting Schiphol. In 2015, IOM assisted 4,265 migrants in transit, most of whom were resettlement migrants on their way to Scandinavia, Canada and the United States.

Arrivals

The Movements Department contributes to the Dutch Resettlement programme by providing assistance to

“A core IOM task is the orderly migration of people who are in need of international assistance. [...] Air transport is the most common IOM means of transporting migrants during either emergency or non-emergency operations.”

Excerpt from the IOM Emergency Operations Manual

refugees and Family Reunification cases arriving in the Netherlands. In 2015, IOM assisted 555 such migrants.

¹<http://trafficreview2015.schipholmagazines.nl/assets/traffic-review-2015.pdf>

For more than 60 years, assisting the movement of migrants with dignity and respect in a safe and orderly fashion has been and continues to be a fundamental purpose and priority of the Organization.

Illustration 6. IOM assistance at Schiphol airport 2015

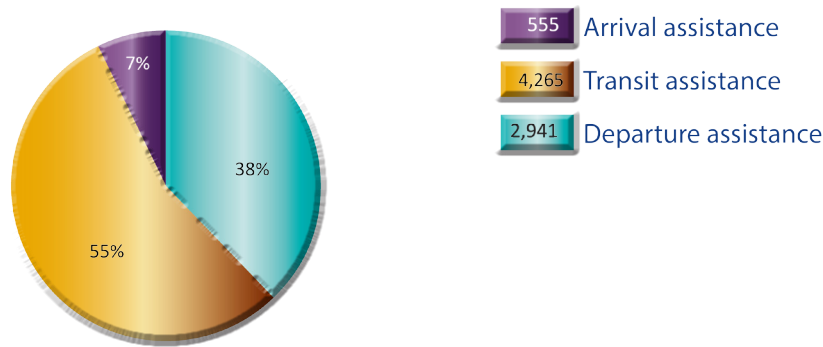
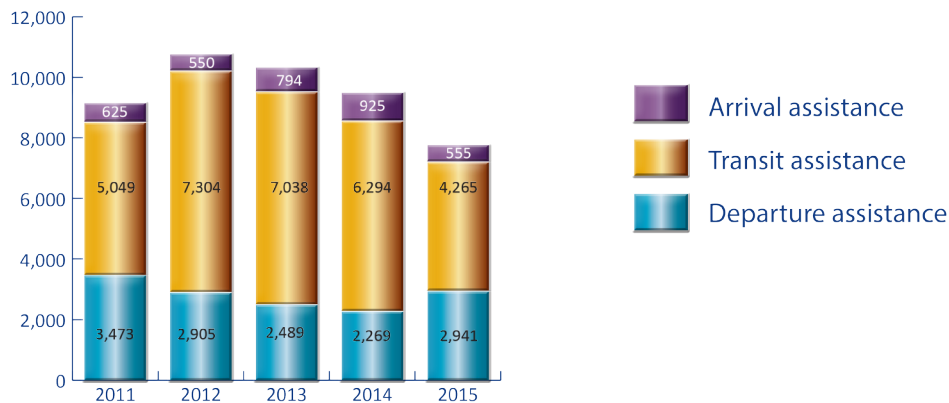


Illustration 7. IOM movements assistance at Schiphol airport 2011-2015



Public Relations and Information

The Public Relations and Information Unit (PRIU) is responsible for all communication and relations with external parties, and works together with all units in the Mission towards ensuring the visibility of IOM the Netherlands.

Visibility, Publications and Information Materials

In 2015, the number of views on IOM the Netherlands website www.iom-nederland.nl grew to 54,350, or a 27% increase compared to the previous year.

Most visitors came from the Netherlands, the United Kingdom, Belgium, the United States and Germany. Visits from mobile devices grew by 30% (compared to 18% in 2014), with 22% of visits made from mobile phones (compared to 10% in 2014). The use of smartphones in accessing the IOM website almost tripled (240%). Facebook followers increased to 1,300 in 2015 from 800 in December 2014. IOM the Netherlands contributed Migration and Development blog content for viceversaonline.nl.

In 2015, PRIU developed various communication and information materials including new banners, brochures and flyers, in support of specific IOM projects or as general visibility products. Two newsletters were published in 2015.

IOM in the Media

IOM the Netherlands receives regular queries from the Dutch and international media on topics ranging from general background information on migration issues and IOM's work in the Netherlands to comments on current migration affairs.

In 2015, the topics attracting the most attention from the Dutch media were the growing number of recently arrived refugees opting for voluntary return and the

national debate on shelter facilities for rejected asylum seekers.

In 2015, IOM the Netherlands contributed to two TV documentaries produced by a national channel. One, broadcast in the summer, presented the work of the Return and Repatriation Service (DT&V); the other, *Vreemdelingenbewaring, het uiterste middel* ("Detention, as the Last Resort"), broadcast in November, showed IOM's work with migrants in administrative detention in the Netherlands.

In July, the current affairs TV programme *EenVandaag* interviewed the Chief of Mission of IOM the Netherlands on the reintegration support provided by IOM to migrants returning to Kosovo.

The BBC World TV documentary, "Giving Back and Going Back", broadcast in November, highlighted positive aspects of migration by portraying the contribution of diaspora Ghanaian migrants towards the development of their country of origin.

Events

The IOM the Netherlands annual reception was well attended by over 100 guests from the diplomatic community and the Dutch Government.

The IOM international conference 'Diaspora in Action' organized in June 2015 as part of the Temporary Return of Qualified Nationals (TRQN) project attracted a participation of over 100. A special information package was developed for the conference including a magazine, PowerPoint graphics and a conference report.

In September, IOM hosted a Round Table on 'Surprising Europe', a cross-media project informing potential migrants on the risks and challenges of migration to Europe.

In June IOM participated in the COA Open Day organized in the asylum seekers' centres throughout the Netherlands intended to give Dutch society a better understanding of the situation of migrants finds themselves in. The IOM stand received thousands of visitors.

IOM was on the panel of a public debate in Amsterdam in October on the plight of migrants risking their lives in the attempt to reach Europe. The event was organized by the Vice Versa magazine, Oxfam Novib and the Somalia Diaspora organization HIRDA.

IOM supported the 3rd annual labour migration workshop organized by the Romanian Embassy in the Netherlands.

Study Visits

At the request of other IOM missions, IOM the Netherlands organizes study visits for foreign government officials and IOM staff visiting the Netherlands. In 2015, IOM organized 3 study visits.

Customs officials from Belarus and Ukraine were interested to learn about the advanced Dutch experience with IT technology and data information exchange in border administration.

Government officials from Egypt, Sudan and Ethiopia visited the Netherlands for an exchange of information and experiences on AVRR policies and practices, with a focus on reintegration.

Maltese authorities and counterparts in selected countries of origin showed an interest in sharing experiences on AVRR processes and the sustainability of voluntary returns.

Gender

Gender equality is one of IOM's guiding principles and vital to IOM's success to assist migrants and their families worldwide.

IOM's commitment to gender equality dates back to 1995, with the adoption of the IOM Gender Policy. IOM pledges to "ensure that the particular needs of all migrant women are identified, taken into consideration and addressed by IOM projects and services." In 2011, the Organization joined the UN System-Wide Action Plan (SWAP) for Gender Equality and the Empowerment of Women, a system-wide accountability framework designed to accelerate progress towards gender equality and the empowerment of women.

IOM is also reinforcing its policies and practices in all its Field operations to prevent and address gender-based violence and sexual exploitation and abuse (PSEA) against women, girls, men and boys.

Taking into account gender-specific migration trends can mean the difference between implementing a project that successfully addresses the needs and capacities of IOM beneficiaries equally, or one that fails to address these critical elements and perpetuates gender inequality. Proactively including gender equality in all of IOM's

work means: advocating for equal rights under the law in employment and mobility; combatting discriminatory migration practices; understanding how gender influences all aspects and types of migration; knowing and responding to how gender shapes access to social services, economic growth, capacities, risks and vulnerabilities; and understanding how migration influences gender roles and gender equality. Taking all of these steps is central to IOM's mandate and intrinsic to developing safe, humane and orderly migration for all.

I-Know-Gender

In 2015, the IOM Director General made gender training mandatory for all IOM staff, through the implementation of the I-Know-Gender training. The objectives of the course are to build awareness and understanding of gender equality and to enable staff to integrate a gender perspective into IOM's everyday work. A new module of the I-Know-Gender training, on Gender Equality and Migration, is currently under development.

Resources Management

The Resource Management Department (RMD) is responsible for the implementation of the Organization's policies and the coordination of all administrative, financial, information technology and personnel matters, in order to ensure overall proper financial and personnel management of IOM's activities in the Netherlands. The RMD ensures that the needs of IOM operations are met and that the Organization's resources are utilized in an economic, effective and efficient manner.

In 2015, the RMD continued previous efforts to develop and maintain systems of internal controls and risk management to help safeguard assets, check the accuracy and reliability of accounting data, and encourage adherence to established rules, regulations and procedures in order to secure operational efficiency.

The participation of IOM in the newly-established national framework for the European Asylum, Migration and Integration Fund (AMIF) represented a new challenge. IOM welcomed the streamlined approach proposed by the Dutch AMIF and the new funding model intended to allow for simplicity in the management of AMIF-funded projects. However, the new model brought along its own complexities inherent to the Dutch AMIF legislation, in particular approaches which were not compatible with the IOM financial rules and regulations such as IOM overhead application. Thus, the participation of IOM in the AMIF call for proposals in June 2015 necessitated a series of exceptional adjustments in the Mission's budgeting structure in order to meet the AMIF requirements.

Thanks to the mutual desire to address these important issues, the AMIF Responsible Authority and IOM held consultations and negotiations towards the clarification of IOM's position in AMIF and the recognition of IOM's specific profile as an international organization. Following the negotiations, an amendment to the AMIF regulation concerning international organizations is to be published in spring 2016.

Projects completed in 2015 were audited in the summer of 2015 with a successful outcome. At the same time, in 2015 IOM received the final confirmation of the rejection of IOM's appeals concerning a number of ERF projects implemented in 2013/2014, on grounds of what was considered as an insufficient level of detail in the reporting of staff time.

Strong Internal Controls

"IOM has set up and ensured the functioning in all material respects of an effective and efficient internal control system in accordance with the criteria set by the European Commission."

Extract from the European Commission's Final Pillar Assessment Report of IOM December 2014

IOM has moved towards the adoption of International Public Sector Accounting Standards (IPSAS), following the conclusion of the United Nations that IPSAS represents international best practices for not for profit organizations which improve the quality, comparability and credibility of the financial reporting of the UN system organizations.

IOM the Netherlands Project Overview

Project title	Dates	Budget	Donor
Temporary Return of Qualified Nationals	Dec 2012 - Mar 2016	€4,877,470	Dutch Ministry of Foreign Affairs
Resettlement to the Netherlands	Dec 2012 - Dec 2015	€2,106,553	Dutch Central Agency for the Reception of Asylum Seekers (COA)
Global Cultural Orientation for Family Reunification to the Netherlands	Oct 2013 - Jun 2015	€ 240,002	European Integration Fund and Dutch Ministry of Social Affairs and Employment
Towards a Structural Culture Orientation Programme for Resettlement of Refugees in the Netherlands	Oct 2013 - Jun 2015	€ 232,736	European Refugee Fund and Dutch Central Agency for the Reception of Asylum Seekers (COA)
E-Learning for Entrepreneurship	Jan 2015 - Jul 2016	€ 22,925	The Network University
Return and Emigration of Aliens from the Netherlands	Jan-Dec 2015	€5,281,991	Dutch Repatriation and Departure Service (DT&V)
AVR from Detention and Alternatives for Irregulars	May 2014 - Jun 2015	€2,458,541	European Return Fund, Dutch Ministry of Security and Justice (DT&V) and FairWork
Assisted Voluntary Return and Enhanced Reintegration Support for (Ex) Asylum seekers	Dec 2014 - Jan 2016	€1,681,313	Dutch Ministry of Foreign Trade and the Dutch Repatriation and Departure Service (DT&V)
Assisted Voluntary Return and Enhanced Reintegration Support for (Ex) Asylum seekers	May 2014 - Jun 2015	€1,599,971	European Return Fund and Dutch Ministry of Foreign Trade and Development
Return and Reintegration Regulation for (Former) Asylum Seekers from NL	Dec 2014 - Jun 2015	€1,266,551	European Return Fund and Dutch Ministry of Foreign Trade and Development
Assisted Voluntary Return and Reintegration of Migrants with a Medical Condition	Apr 2014 - Jun 2015	€ 628,464	European Return Fund and Dutch Ministry of Security and Justice (DT&V)
WorldTools Plus	Mar 2014 - Jun 2015	€ 79,078	European Return Fund and Foundation WereldWijd

About IOM

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners.

With 162 member states, a further 9 states holding observer status and offices in over 100 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

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

The IOM Constitution recognizes the link between migration and economic, social and cultural development, as well as to the right of freedom of movement.

IOM works in the four broad areas of migration management:

Migration and development

Facilitating migration

Regulating migration

Forced migration

IOM activities that cut across these areas include the promotion of international migration law, policy debate and guidance, protection of migrants' rights, migration health and the gender dimension of migration.

Migration is inevitable, necessary and desirable – if well governed

Migration is **inevitable** because of, inter alia, demographic, economic and environmental factors.

Migration is **necessary** to meet labour demands and ensure the availability of skills and the vibrancy of economies and societies.

Migration is **desirable** for migrants and host populations alike – when governed humanely and fairly as a path to the realization of human potential.

IOM'S Strategic Focus

1. To provide secure, reliable, flexible and cost-effective services for persons who require international migration assistance.
2. To enhance the humane and orderly management of migration and the effective respect for the human rights of migrants in accordance with international law.
3. To offer expert advice, research, technical cooperation and operational assistance to States, intergovernmental and non-governmental organizations and other stakeholders, in order to build national capacities and facilitate international, regional and bilateral cooperation on migration matters.
4. To contribute to the economic and social development of States through research, dialogue, design and implementation of migration-related programmes aimed at maximizing migration's benefits.
5. To support States, migrants and communities in addressing the challenges of irregular migration, including through research and analysis into root causes, sharing information and spreading best practices, as well as facilitating development-focused solutions.
6. To be a primary reference point for migration information, research, best practices, data collection, compatibility and sharing.
7. To promote, facilitate and support regional and global debate and dialogue on migration, including through the International Dialogue on Migration, so as to advance understanding of the opportunities and challenges it presents, the identification and development of effective policies for addressing those challenges and to identify comprehensive approaches and measures for advancing international cooperation.
8. To assist States to facilitate the integration of migrants in their new environment and to engage diasporas, including as development partners.
9. To participate in coordinated humanitarian responses in the context of inter-agency arrangements in this field and to provide migration services in other emergency or post-crisis situations as appropriate and as relates to the needs of individuals, thereby contributing to their protection.*
10. To undertake programmes which facilitate the voluntary return and reintegration of refugees, displaced persons, migrants and other individuals in need of international migration services, in cooperation with other relevant international organizations as appropriate, and taking into account the needs and concerns of local communities.
11. To assist States in the development and delivery of programmes, studies and technical expertise on combating migrant smuggling and trafficking in persons, in particular women and children, in a manner consistent with international law.
12. To support the efforts of States in the area of labour migration, in particular short term movements, and other types of circular migration.

** Although IOM has no legal protection mandate, the fact remains that its activities contribute to protecting human rights, having the effect, or consequence, of protecting persons involved in migration.*

IOM's Organizational Structure

Headquartered in Geneva, IOM's structure is highly decentralized, enabling the Organization to acquire the capacity closer to where the needs are in order to effectively deliver an ever-increasing number of diverse projects at the request of its Member States and partners.

IOM's field structure is composed of:

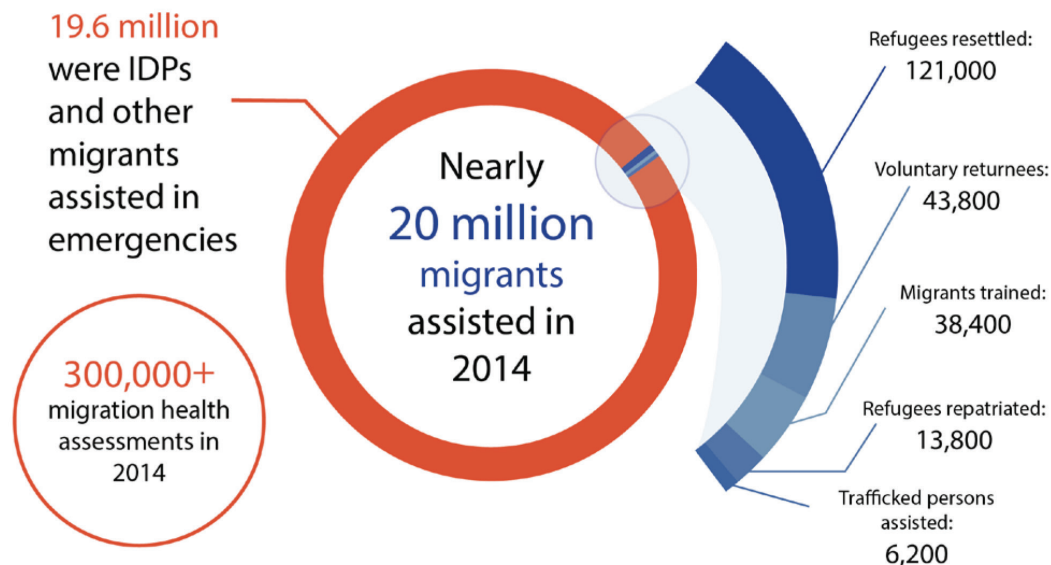
- 9 Regional Offices (Dakar, Senegal; Nairobi, Kenya; Cairo, Egypt; Pretoria, South Africa; San José, Costa Rica; Buenos Aires, Argentina; Bangkok, Thailand; Brussels, Belgium; Vienna, Austria), which formulate regional strategies and plans of action to provide programmatic and administrative support to the Country Offices within their regions.
- 2 Administrative Centres (Manila and Panama), which provide administrative services to IOM's network of offices.
- 2 Special Liaison Offices (New York, United States of America, and Addis Ababa, Ethiopia), which strengthen relations with specific multilateral bodies, diplomatic missions, and nongovernmental organizations.
- 9 Country Offices with resource mobilization and coordinating functions, which ensure effective fundraising and liaison with donors and have the additional responsibility to ensure that migratory realities within a defined cluster of countries are taken into account in the programmatic activities of the region.
- Country Offices and sub-offices, which implement a wide range of projects addressing specific migration needs.

How many migrants does IOM assist?

Nearly 20 million migrants were assisted by IOM in 2014

What types of migrants does IOM assist?

IOM helps many different types of migrants



How does IOM provide this assistance?

Through a large footprint of worldwide offices

400+ offices, highly field based

Located in close proximity to where the assistance is needed

One of the lowest overhead costs among international organizations

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Migration for the benefit of all

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

IOM in the Netherlands

- Assists migrants interested in returning to their country of origin before, during and after their departure with counselling, travel arrangements and reintegration support.
- Arranges cultural orientation training and resettlement of selected refugees and assists in reuniting migrants with their families.
- Supports the contributions of highly qualified members of different diaspora communities towards the development and the reconstruction of their country of origin.
- Provides assistance to all migrants traveling under IOM auspices departing, arriving and transiting through the Netherlands.