

Annual Report 2019 IOM the Netherlands



FOREWORD

In 2019, IOM in the Netherlands assisted almost 10,000 migrants. Interested in who we are and what we do in the Netherlands? In this report you can read about the 1,873 refugees we supported with their safe resettlement into the Netherlands, our assistance to 3,035 migrants with a dignified return and reintegration to their country of origin, and about well-received outreach events for diaspora members interested in sharing their expertise in countries of origin.

We managed to do this in a year in which migration has become an increasingly sensitive and often controversial topic in societies around the globe. Our work contributes to help individual migrants, but also tries to address topical migration issues in countries of origin and of destination. Our work requires careful coordination and a strong partnership network for us to be successful: the expectations and challenges we face continue to be very high.

I want to thank IOM the Netherlands staff for their committed dedication and high professionalism and also to thank our donors and partners for their generosity and cooperation.



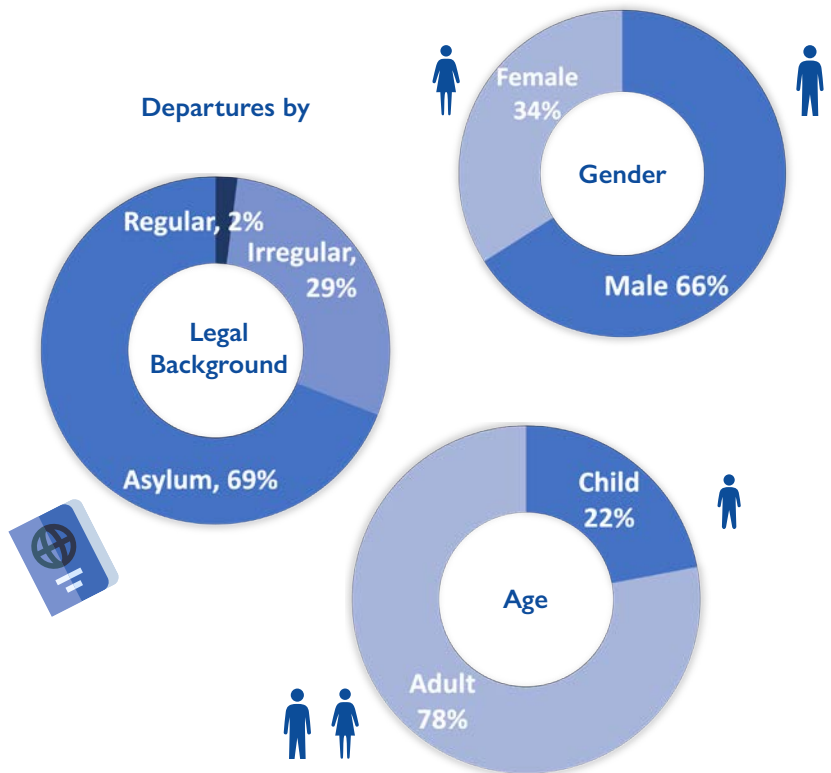
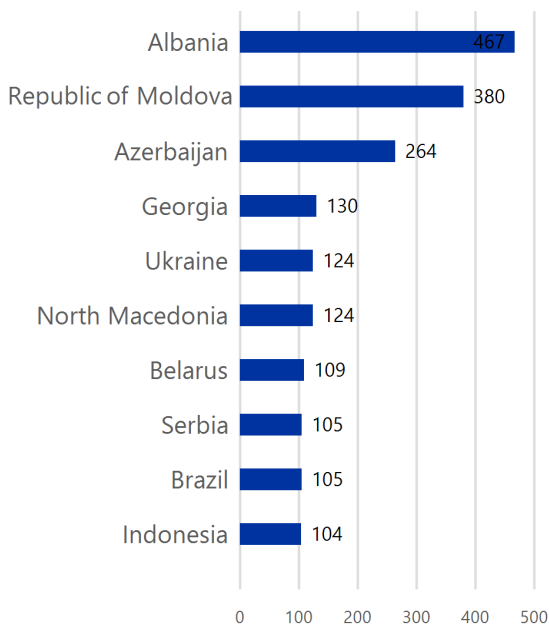
Antonio Polosa
Chief of Mission

AVRR

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. In the Netherlands we have been carrying out AVRR since 1992. The programme evolved during the years with special attention for vulnerable migrants such as victims of trafficking, unaccompanied minor children, and migrants with medical conditions. In 2019, we assisted 3,035 persons with their return.

3,035 MIGRANTS ASSISTED WITH AVRR IN 2019

Top 10 Countries of Destination 2019



KNOWING WHO TO TURN TO

To help migrants during the decision-making process on their return home, we offered counselling sessions at nearly 60 locations throughout the country. Our team of 22 counsellors were present in asylum seeker centres, social institutions, churches, and community centres.

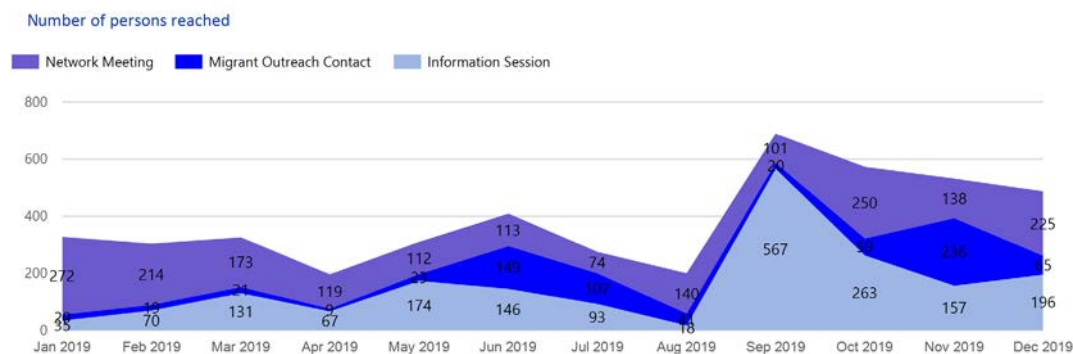
OUTREACH AND INFORMATION SESSIONS

To inform migrants and their social network about the help that IOM can offer, we organized outreach and information sessions.

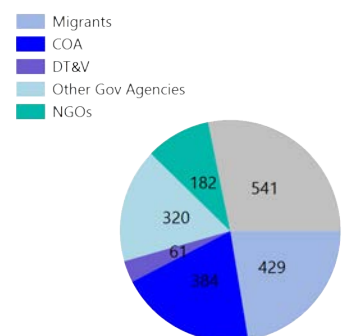
TASKFORCE MOLDOVA

November saw a high influx of Moldovan migrants seeking asylum in the Netherlands. Moldovans hardly ever receive the status of asylum seeker and many of them were requested to return by the Dutch authorities. In a short period of time, we were able to set up a taskforce including Russian speaking counsellors to advise this group. The taskforce informed them about the help that we can provide for those wishing to return to Moldova. Out of the 178 registered Moldovans, 111 were able to return with IOM's assistance.

Outreach, Networking and Information Sessions



Information Sessions by Target Groups



VISIT FROM IOM NIGERIA

Two colleagues from IOM in Nigeria visited the Netherlands in December 2019. The purpose of their visit was to provide information and counselling to migrants who consider return to their home country as well as informing IOM's network in the Netherlands about the situation and reintegration possibilities in Nigeria.

The colleagues visited different locations throughout the Netherlands where they spoke to migrants as well as government agencies and NGOs. Furthermore, they also met with the entire team of counsellors to exchange knowledge on AVRR.

RESEARCHING BUILDING A FUTURE IN TAJIKISTAN

Due to a growing Tajik caseload applying for return and reintegration (96 departures in 2019), we wanted to increase our knowledge about the country. To learn more about the reintegration possibilities in the country, four IOM the Netherlands staff travelled to Dushanbe to meet with IOM colleagues, partners and returnees from the Netherlands to hear more about their experiences.

MONITORING VISIT TO ERBIL

Throughout the years IOM the Netherlands assisted many people with their voluntary return to Iraq. Although subject to fluctuations, Iraq remains one of the top countries in the AVRR programme, with 134 returns in 2018 and 76 in 2019. Most beneficiaries received reintegration assistance. Approximately half of the beneficiaries returned to Northern Iraq. Therefore, this region was selected as destination for a monitoring visit. The aim was to learn from the returnees how they used their reintegration support. Also, we wanted to gain more insight in the opportunities and challenges for returning migrants. In total 15 returnees were visited.



LOOKING INTO MIGRATION DEVELOPMENTS ALBANIA

Until a few years ago, most Albanian clients from IOM were former asylum-seekers, families and individuals. However, the current caseload of Albanian migrants seeking voluntary return assistance from IOM are mainly young men, who were stopped in the Netherlands en route to the United Kingdom. Most of them end up in Dutch administrative detention centres and return home with IOM's assistance.

Staff from IOM the Netherlands visited Moldova to learn more about this phenomenon, by talking to Albanians who returned with IOM's support. Additionally, we wanted to learn more from IOM Albania's network and governmental counterparts. This visit also allowed IOM the Netherlands' AVRR staff to gain first-hand experience with the provided post-arrival assistance.



PILOT WITH UNACCOMPANIED MIGRANT CHILDREN FOCAL POINTS

IOM started a pilot with four UMC focal points throughout the country. They are specialized in counselling minors. This entails a flexible, informal approach towards youngsters who seek information on various issues related to their situation, including but not limited to return. Furthermore, they are familiar with the procedures and checks that need to be followed once an unaccompanied minor child (UMC) decides to return. They help prepare the required family assessment in the country of origin by collecting relevant information from the child as well as the youth protector who represents the legal guardian. During this pilot the focal points also heavily invested in IOM's network working with UMC's such as COA mentors and youth protectors of the legal guardian agency NIDOS.

CONSULAR ROUND TABLE HELD IN BRUSSELS

At the consular level, Embassies support migrants who would like to return home voluntarily with support of IOM. For this reason, IOM the Netherlands and IOM Belgium organized a “Consular Round Table” in Brussels in June. The diplomatic representatives of embassies in Belgium attended a presentation on IOM’s work in the Netherlands and Belgium and participated in a discussion focussing on consular topics.

The conversations that followed gave a profound insight in the role of Embassies and increased the understanding of how IOM and Embassies can best support migrants.

SUPPORT WITH TRAVEL DOCUMENTS

An integral part of the support that IOM delivers to migrants wanting to return is to assist them in obtaining valid (temporary) travel documents. These documents are needed to make return travel via air possible. Therefore, IOM fosters good relationships with various diplomatic representations in the Benelux. Due to the highly valued relation with IOM’s diplomatic counterparts we were able to obtain 964 (temporary) travel documents for migrants participating in our AVRR scheme in 2019.

Obtained Travel Documents by Country



MIGRATION AND DEVELOPMENT

During 2019, our successful work on Migration and Development continued, most notably within our projects **Connecting Diaspora for Development (CD4D)**, **Entrepreneurship by Diaspora for Development (ED4D)**, and **Work in Progress! (WiP)**. The three-year CD4D project came to a close in 2019. Owing to its success, a second phase CD4D2 was launched in the second half of the year.

CONNECTING DIASPORA FOR DEVELOPMENT (CD4D)

Since its inception in 2016, the Connecting Diaspora for Development project (CD4D) has sought to utilize the strong connections that many migrants maintain with their country of origin. CD4D enables diaspora professionals to use their knowledge and expertise for development in their country of origin. We have sent professional experts from within the diaspora to four focus countries, Afghanistan, Iraq, Sierra Leone and Somalia. Over the course of the project a total of 218 assignments were completed.

EXCHANGE VISITS



Rahat Muslem from Keihan Foundation with doctors giving online training. Photo: Keihan.

In addition to the diaspora assignments, exchange visits were organised for professionals working in the priority sectors in each of the focus countries. In coordination with Keihan Foundation, we arranged an exchange between Kabul Medical University and Leiden University Medical Centre (LUMC). The Director of the Department of Anatomy of the Kabul Medical University (KMU), Dr. Saniullah Zalmai received two months of training in the field of anatomy.

Following Dr. Zalmai's training in the Netherlands he was able to incorporate the knowledge obtained at LUMC into his teaching at KMU. The University is confident that the study visit of Dr. Zalmai will be a positive contributing factor and facilitate new and improved changes to the Anatomy Department.



Dr. Saniullah Zalmai, Director of Anatomy Department during his training at LUMC in Leiden.

CONNECTING DIASPORA FOR DEVELOPMENT 2 (CD4D2)

Connecting Diaspora for Development 2 (CD4D2) builds on the success and lessons learned of CD4D and enables diaspora professionals to use their knowledge and expertise for development in their country of origin. Through physical and online assignments, professional diaspora members residing in the Netherlands and other EU member states (as well as the UK) are linked to institutions in their countries of origin. Furthermore, internships and training opportunities are offered in the Netherlands for representatives of host institutions from the focus countries. As a demand-driven project, all assignments respond to the capacity-building needs of selected host institutions in a limited number of priority sectors within the four selected target countries: Afghanistan, Iraq, Nigeria and Somalia.

ENTREPRENEURSHIP BY DIASPORA FOR DEVELOPMENT (ED4D)

Launched at the end of 2018, ED4D aims to allow diaspora to capitalize on their unique position of being able to recognize opportunities in their countries of origin whilst utilizing their network and experience in the Netherlands. The project focuses on Ghanaian and Ethiopian diaspora residing in the Netherlands and encourages them to engage themselves, as entrepreneurs, for the development of the private sector in their countries of origin. The project is undertaken in partnership with PUM, Netherlands senior experts, and aims to identify ways for entrepreneurship to drive sustainable, environmentally friendly development and youth employment.

Outreach events were organized for both the Ethiopian and Ghanaian Diaspora in the Netherlands and launch events in Ethiopia and Ghana for local counterparts and stakeholders.



The new CD4D2 focal points excited to get started at the CD4D2 Kick Off Meeting (Photo: IOM the Netherlands).

Training and Mentoring of Entrepreneurs

To enhance the chances of success, two training sessions took place in September 2019 in collaboration with Zidicircle. In total, 80 diaspora entrepreneurs participated in the trainings with the goal of sharpening their entrepreneurial skills and finetuning their business models to be ready for pitching to investors. The 1% club gave a workshop on crowdfunding, and communication expert Georgina Kwakye gave a session on why good communication is key for a successful business.

WORK IN PROGRESS! (WIP)

Due to its success, Work in Progress! was continued for a further year. We worked in partnership with the Work in Progress! alliance, made up of Oxfam Novib, Venture Capital for Africa and Butterfly Works, with the aim of tackling unemployment in Egypt, Nigeria and Somalia. IOM was implementing partner in Somaliland where we worked successfully with Skills Training Association SOSTA. SOSTA runs youth and employment centres in Borama where they provide training and job opportunities to the young members of the community.

Over 2,000 young people engaged with the job centre for advice. Four technical training programmes (Electrical, Henna, Hand Crafting and Cladding) were attended by a total of 98 participants, with a further 375 participants taking part in the Job Hunting and Entrepreneurship Trainings programmes. On top of this the annual Tisqaad Job Fair was organized with over 1,400 attendees.

The project was concluded in 2019, however we are confident of the lasting positive impact of what has been achieved to date.

All ED4D participants were paired with expert mentors organized by PUM, who gave expert insights and coaching to the prospective entrepreneurs. Photo: Fitsumberhan Alemshged



RESETTLEMENT, RELOCATION AND FAMILY REUNIFICATION

For people in need of international protection, resettlement to a third country is a durable solution. We have worked on resettlement of refugees to the Netherlands for over 20 years. On an ad hoc basis, we also assist with relocation requests. Furthermore, IOM assists migrants entitled to reunite with their families in the Netherlands by providing advice and arranging their travel.

RESETTLEMENT TO THE NETHERLANDS

For decades, IOM has played a vital role in refugee resettlement around the world. Special consideration is given to refugees with medical problems and women and children at risk. We facilitate the selection and cultural orientation missions of the Dutch government and arrange the safe travel of the refugees to the Netherlands. Our assistance is offered in close cooperation with the Immigration and Naturalisation Service (IND), the Central Agency for the Reception of Asylum Seekers (COA), UNHCR and Embassies in countries of departure.

We aided the resettlement to the Netherlands of 1,873 refugees, a substantial increase compared to 2018 when we assisted 1,231 migrants with their resettlement. Resettlements took place both through the traditional Dutch resettlement programme as well as under the Joint Action Plan on the EU-Turkey Statement.

RELOCATION

The EU Relocation programme which was designed to relocate asylum seekers from Italy and Greece to other EU Member States ended early 2018. Since then, the Netherlands as well as several other EU Member States have continued to accept relocation cases on an ad-hoc basis. In January a group of six beneficiaries was relocated from Malta to the Netherlands.

FAMILY REUNIFICATION ASSISTANCE

Migrants holding a refugee status may apply to be reunited with their family members in the context of family reunification. Travelling to the Netherlands can sometimes be very challenging for the family due to medical conditions, administrative requirements, missing documents, or in cases involving unaccompanied minor children. IOM assists these families by arranging a safe journey to the Netherlands. Additionally, upon request of the Immigration and Naturalisation Service (IND), IOM can assist in facilitating DNA-testing between family members to determine the validity of applications.

We supported 89 family members with their reunification journey, of which 50 were unaccompanied minor children.



COMMUNICATIONS

HIGHLIGHTING MIGRATION CHALLENGES

Our New Year's Reception was an excellent opportunity to inform our relations from the diplomatic corps and the Dutch government of the relevance of international cooperation on migration. Guest speaker Nathalie Lintveld of the Dutch Ministry of Foreign Affairs emphasized our *"expertise, extensive field presence and operational flexibility."*



OUTREACH EVENTS FOR DIASPORA ENTREPRENEURS

We believe that diaspora can contribute in a unique way to the development of their countries of origin. Together with project partner PUM, Netherlands senior experts, we organized "kick-off" events aimed at diaspora entrepreneurs living in the Netherlands interested in starting a business either in Ethiopia or in Ghana. At the Ghana event a representative from the Ghana Investment Promotion Centre informed attendees on how they can support to diaspora entrepreneurs.

The outreach event for Ethiopian diaspora was attended by about 80 interested potential entrepreneurs, who were informed about diaspora engagement by the Director General of the Ethiopian Diaspora Agency. A unique opportunity for this Ethiopian government agency to reach out to diaspora in the Netherlands.

Engaging with the diaspora community was also high on the agenda for the Republic of Iraq. The Embassy in the Netherlands hosted an event to interest the Iraqi diaspora community about our project aimed at knowledge transfer and diaspora entrepreneurship. The audience was informed by the Iraqi Federation of Chambers of Commerce on the current investment climate in Iraq and by the Dutch Ministry of Foreign Affairs, while educational specialist Soza Gaffaf shared her experiences with our project in Erbil.



"MIGRATION IS INEVITABLE, NECESSARY AND DESIRABLE"

With this slogan, we toured public venues in the Netherlands with a special exhibition dedicated to migration topics. This exposition highlights migration management through personal stories from migrants and IOM staff. The exhibition was shown in Maastricht, Den Bosch, The Hague and Rijswijk, coinciding with the National Open Day of Asylum Seekers' Centres organized by the Central Agency for the Reception of Asylum Seekers (COA) and the Dutch Council for Refugees (VWN).



INFORMING OUR GOVERNMENT PARTNERS

IOM participated in the "Dag van de Migratieketen" in Amersfoort, organized by the Dutch Ministry of Justice and Security for all cooperating partners in the Dutch 'migration chain'. This year's broad focus enabled us to present a wide scope of our activities on return and reintegration, refugee resettlement, on addressing sexual and gender-based violence in migrant communities and our involvement in contributions of diaspora to countries of origin.

MAINTAINING GOOD RELATIONS

Our partners at the reception centre in Ter Apel - the Repatriation and Departure Service (DT&V) and the Immigration and Naturalisation Service (IND) - joined us for an informal networking event.



INCREASING STUDENT INTEREST

We regularly receive requests to receive foreign students, alternatively are asked to lecture university students in the Netherlands. In the autumn we informed a group of government officials from the Somali regional state in Ethiopia, through Clingendael Academy. At Leiden University, our Chief of Mission gave a talk to students on the increasing demand for our global services.

GLOBAL MIGRATION FILM FESTIVAL: INVOLVING A WIDER AUDIENCE

IOM's Global Migration Film Festival takes place in over 100 countries around the world, featuring films and documentaries. The aim is to introduce a wider audience to the promises and challenges of migration. In the Netherlands we screened the film "Climate Limbo" about climate change and migration, in Nutshuis in The Hague and "One way ticket", which was well-received by the audience in Pauluskerk in Rotterdam. Both film screenings were followed by a discussion.

DREAMS CLASHING WITH REALITY

On International Migrants Day 18 December we showed the film "Stranger in Paradise" in Humanity House, The Hague - an event co-organized by the European Commission in the Netherlands and the European Migration Network in the Netherlands.

The film shows the contrast between European views about migration and where refugees' dreams clash with reality. After the screening, a Syrian refugee talked about the flight of his family and how he experienced their long journey to Europe.

IOM IN THE MEDIA

Regional TV station Omroep West interviewed one of our Project Officers about homeless irregular migrants, aimed at presenting a more positive image of people with an irregular status. Our PROTECT project was featured in the Dutch Sozio magazine. A Dutch-based local Ghanaian TV station interviewed us about the ED4D project, aimed at Ghanaian diaspora in NL. National newspaper Volkskrant questioned us about our invoices regarding refugee resettlement. We contributed to an item shown on national TV about Eritrean minors living on the streets. Several national media approached us with questions about Syrian refugees wishing to return voluntarily.



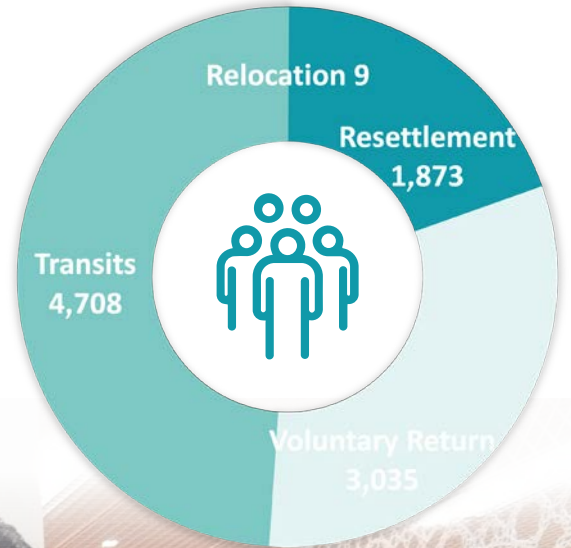
IOM AT SCHIPHOL AIRPORT

The assistance IOM the Netherlands provides at the airport is a major support service we can offer to migrants. Airport assistance is also one of the pillars of our capacity to undertake complex operations in both regular and emergency situations. Every day, IOM's airport teams around the globe are in contact with thousands of migrants.

With ten staff, the Movements Department is based at Schiphol airport, the third busiest and biggest airport in Europe. In 2019, Schiphol airport assisted almost 72 million passengers; 1 percent more than in 2018. Out of these, 9,706 were migrants assisted by IOM with their departure from and arrival to the Netherlands, or with their transit to other countries.

Good working relations with partners at the airport are vital in order to facilitate and enable a smooth handling of all our assisted movements. In 2020, we will continue to strengthen the relationship with our main partners at the airport including the Royal Netherlands Marechaussee, airlines, customs, security and Immigration Liaison Officers.

9,706 MIGRANTS ASSISTED BY IOM AT SCHIPHOL



Offering support to migrants at the airport

RESOURCES

Per 31 December 2019, our personnel comprised 71 staff including interns and consultants. The ratio female/male employees is 41:30 and shows a static comparison compared to 2018. This is in line with our vision to create a gender balanced workforce, which is one of the United Nations' Sustainable Development Goals.

AGILE AND CREATIVE WORKFORCE

Being a UN related migration agency, IOM requires a high level of competence, talent, knowledge, dedication, flexibility, and most importantly, an interest in working towards practical solutions to migration problems and assisting migrants in need. The Dutch mission prides itself of staff with unique skills to identify core business drivers and, at the same time, to deliver to donors' requirements. We invest in nurturing the agility and creativity of our staff which enables us to focus on an effective workforce, aimed at a truly competitive edge. In 2019, 6 staff members completed their 15 years of active service. On training and development, we are continuously exploring training and development opportunities, both internally and externally. Staff within the Resource Management Department (RMD) and staff in the Field were trained in Emotional Intelligence, a yardstick providing skills to improve self- and social awareness. Also, RMD successfully implemented the United Staff Regulations and Rules that set the tone of IOM as an International Organization, with distinctive internal values.

RESOURCES MANAGEMENT

In 2019, the Dutch mission successfully negotiated on the Resettlement project, which led to the signing of a new Framework Agreement. In the same year, the Connecting Diaspora for Development (CD4D) project received a three-year extension. Our efforts were geared to ensure appropriate funding while maintaining a seamless and sustained operation.

As in all other IOM missions, the role of the Resources Management Department in the Netherlands is to ensure adequate human and material resources for the implementation of the mission's operations.

STRONG INTERNAL CONTROLS

The application of strong internal controls coupled with the Financial Management Rule and Procedures ensure a sound financial structure. This we consider crucial for an efficient, transparent, coherent and compliant financial administration of the funds we manage. Furthermore, the Resources Management Department provided support to project managers in their continued negotiations with donors, partners and other entities through which we can communicate the principle of our projectized way of working.

Our work is project-based with all the advantages and disadvantages deriving from this model. RMD's approach to the management of our resources includes cost containment measures and tight budget control, as well as monitoring fund-allocation and the organization of methodologies and practices. We are taking steps towards improving our internal governance framework that will outline the need for performance improvement and service delivery.



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<http://www.connectingdiaspora.org/en>
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IOM is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to:

- Help ensure the orderly and humane management of migration.
- Promote international cooperation on migration issues.
- Assist in the search for practical solutions to migration problems.
- Provide humanitarian assistance to migrants in need including refugees and internally displaced persons.

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 173 member states and more than 13,800 staff worldwide, 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.

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