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NINETIETH SESSION

**REPORT OF THE DIRECTOR GENERAL ON
THE WORK OF THE ORGANIZATION FOR THE YEAR 2004**

This document is submitted to the Executive Committee at its Hundred and second Session in June 2005.

CONTENTS

	<u>Page</u>
INTRODUCTION	1
THE COUNCIL AND SUBORDINATE BODIES	5
SERVICES	
I. Movement	13
Statistical Tables for 2004	14
II. Migration Health	21
III. Technical Cooperation on Migration	26
IV. Assisted Voluntary Returns and Integration	30
V. Counter-Trafficking	36
VI. Labour Migration	40
VII. Other Programmes	44
Support for Developing Member States and Member States with Economy in Transition – 1035 Facility	44
Claims Programmes	44
GLOBAL ACTIVITIES AND GENERAL PROGRAMME SUPPORT	
VIII. Migration Policy, Research and Communications	48
IX. Operations Support	54
X. External Relations	57
XI. Legal Services	60
XII. Gender Issues	61
XIII. Resources Management	63
XIV. Office of the Inspector General	75
XV. Information Technology and Communication	76
XVI. Manila Administrative Centre	77

ABBREVIATIONS

ADB	Asian Development Bank
ARRC	(NATO) Allied Command Europe Rapid Reaction Corps
ASOCAMBIARIA	Association of currency exchange bureaus
AU	African Union
BMET	Bureau of Manpower, Employment and Training (Bangladesh)
BIE	Bureau for Integration
BiH	Bosnia and Herzegovina
BTS	Tunisian Solidarity Bank
CAP	Consolidated Appeals
CARDS	Community Programme for Assistance, Reconstruction, Development and Stabilization in the Western Balkans
CDC	Centers for Disease Control and Prevention
CHW	Community Health Workers
CICTE	Comité Interamericano Contra el Terrorismo Inter-American Committee Against Terrorism
CIM/OAS	Comisión Interamericana de Mujeres/OAS Inter-American Commission for Women/OAS
CIMIC	Civil-Military Co-operation
CTC	Counter-Terrorism Committee (of the United Nations)
DDR	Disarmament Demobilization and Reintegration
DFID	Department For International Development (United Kingdom)
EC	European Commission
ECHO	Humanitarian Aid Department of the European Commission
ECOSOC	Economic and Social Council
ECOWAS	Economic Community of West African States
EECA	Eastern European and Central Asian countries
EFCT	Emergency Field Coordination Training
EOM	Election Observation Missions
EU	European Union
FAO	Food and Agriculture Organization
FERME	Fondation des entreprises de recrutement de main-d'oeuvre agricole étrangère (Canada)
FYROM	The former Yugoslav Republic of Macedonia
GCIM	Global Commission on International Migration
IAIDD	Inter-Agency Internal Displacement Division
IAMM	International Agenda for Migration Management
IASC	Inter-Agency Standing Committee
ICAO	International Civil Aviation Organization
IDP	Internally Displaced Person
IDRC	International Development Research Centre
IFES	International Foundation for Election System
ICMC	International Catholic Migration Commission
IGC	Intergovernmental Consultations
ILO	International Labour Organization
IPCC	Iraq Property Claims Commission
IPCP	Iraq Property Claims Programme
JCC	Conference on Jewish Material Claims Against Germany

ABBREVIATIONS (continued)

MARRI	Migration, Asylum, Refugees Regional Initiative
MIDA	Migration for Development in Africa
MIDSA	Migration Dialogue for Southern Africa
MiMOSA	Migrant Management and Operational Services Application
MoRR	Ministry of Refugees and Repatriation (Afghanistan)
MOSS	Minimum Operating Security Standards
MRRD	Ministry of Rural Rehabilitation and Development (Afghanistan)
NGO	Non-Governmental Organization
OAS	Organization of American States
OCV	Out-of-Country Voting
OCHA	Office for the Coordination of Humanitarian Affairs
OIF	Organisation internationale de la Francophonie
OSCE	Organization for Security and Co-operation in Europe
PAHO	Pan American Health Organization
PICM	Palestinian Israeli Claims Mechanisms
PREVIE	Proyecto de Retorno Voluntario de Inmigrantes desde España Voluntary Return Programme from Spain
PPF	Partnership for Peace
PROMOTE	Promotion of Tunisian Labour Migration
PVS	Peer Voluntary Support
RIF	Return Information Fund (Switzerland)
RQN	Return and Reintegration of Qualified Nationals
RRTF	Rapid Response Transportation Fund
SACTAP	Southern African Counter-Trafficking Assistance Programme
SAIT	Security Awareness Induction Training
SAP	Stabilization and Association Process
SDC	Swiss Agency for Development and Cooperation
SFM	Swiss Forum for Migration and Population Studies
STI	Sexually transmissible infection
TB	Tuberculosis
TCC	Technical Cooperation Centre (Vienna)
TCDC	Technical Cooperation among Developing Countries
UNCTAD	United Nations Conference on Trade and Development
UNDG	United Nations Development Group
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Safety and Security
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNFPA	United Nations Population Fund
UNHCR	(Office of the) United Nations High Commissioner for Refugees
UNHCHR	(Office of the) United Nations High Commissioner for Human Rights
UNICEF	United Nations Children's Fund
UNJLC	United Nations Joint Logistics Centre
UNODC	United Nations Office on Drugs and Crime
UNSECOORD	(Office of the) United Nations Security Coordinator
WFP	World Food Programme
WHO	World Health Organization

REPORT OF THE DIRECTOR GENERAL ON THE WORK OF THE ORGANIZATION FOR THE YEAR 2004

INTRODUCTION

1. During 2004 the Organization admitted as Members: *the Libyan Arab Jamahiriya, Niger, Afghanistan, Bahamas, Estonia, Brazil and Turkey*. Other significant activities and decisions of IOM's governing bodies are summarized in the following section of this report, as in previous years, to provide a consolidated overview.

2. Growth has been a significant theme of these annual reports since the report for 2000, and it remained a significant feature of 2004. The seven new Members brought the number of Members to 109. The total expenditure in 2004 (Administrative and Operational Programmes combined) was USD 637.8 million compared with USD 440.6 million in 2003 – an increase of 45 per cent. The Administrative Part of the Budget increased by 1.2 per cent or CHF 446,000 to CHF 37,119,000. The Operational Part of the Budget increased by USD 195.4 million to USD 607.9 million. Excluding expenditure under the Claims Programmes, the increase was of USD 157.1 or 52 per cent over 2003. Close to 350 new projects started in 2004 and the number of staff rose from 3,691 to 4,040. Several new Country Offices were opened and many existing offices expanded.

3. This is not to say that we measure our success by growth alone, but we do regard increased demand for IOM's advice and services, and a willingness to provide financial support, as a measure of our continuing relevance, cost-effectiveness and quality delivery.

4. Coherence is a quality required not just in order to maximize the impact and results of IOM projects, but is also needed to help governments make genuine and long-lasting progress in addressing both current and future migration management challenges. As you will see from this report, IOM is often able to draw together many disparate and sometimes even competing aims, issues, priorities and interests within or between governments and other partners, and to provide practical advice, solutions and programmes, or simply be the catalyst and conduit for cooperation.

5. The Organization's growth, the level of the Administrative Part of the Budget and the budget planning process were significant topics of discussion in the governing body sessions during the year. Efforts continued, with modest success, to address the ongoing problem of outstanding contributions, but further work is needed on this. The Administration continued to implement the plan of cost containment measures through the transfer of additional functions to Manila. The proposals for drawing together IOM advice, services and training in the field of International Migration Law into an International Migration Law and Legal Affairs function, the creation of a separate Migration Health pillar, and the realigning of the regional support structure in the Field were approved at the Council meeting in December.

6. Externally, IOM continued to pursue effective linkages and strategic partnerships through the Geneva Migration Group, consisting of the Heads of six agencies dealing with various aspects of migration: ILO, IOM, UNCTAD, UNHCHR, UNHCR and UNODC. IOM supported the work, and participated in the regional meetings of the Global Commission on International Migration (GCIM), whose report is due out later in 2005. One important process which was completed in 2004 and in which IOM was closely involved was the Berne Initiative,

the result of which was the International Agenda on Migration Management – a framework and guide to help governments manage migration better and facilitate greater inter-State cooperation on migration.

7. IOM's work on **Emergency and Post-conflict Activities** continued in 2004, with substantial programmes in Afghanistan, Sudan, Iraq (managed from Amman), Angola, Haiti, Côte d'Ivoire, Liberia, Sri Lanka and Indonesia to name just some. Out-of-Country Voting (OCV) in Pakistan and the Islamic Republic of Iran for elections in Afghanistan, and preparations for the provision of voting facilities in 14 countries for elections in Iraq were significant programmes in 2004. Our speedy and effective reaction to the tsunami disaster came at the very end of 2004.

8. **Movement** assistance was provided to a total of 233,906 people in 2004 (210,000 in 2003). The majority of these movements was carried out in the context of post-emergency movement assistance, resettlement, repatriation and assisted return programmes. Repatriation activities were mainly in Africa; principally involving refugees returning to Liberia (2,054) and Angola (49,662). Resettlement assistance was given to a total of 94,242 people, an increase of almost 34 per cent over 2003.

9. The total value of **Facilitated Migration Services** in 2004 was some USD 20 million. 22,173 people bound for nine countries received pre-consular support services. 34,932 people, of whom 49 per cent were women, received cultural orientation, pre-departure and language training in 35 different countries. And 24,904 people received some form of travel assistance.

10. In the field of **Migration Health**, IOM provided medical assessment services to 80,000 people, of which 54 per cent were women. In addition, 24,288 pre-departure medical checks were carried out and 815 migrants provided with a medical escort in the context of resettlement activities. 3,000 people in assisted voluntary return programmes received fitness to travel and care. The Migration Health Informatics system was extended to 15 Missions and Offices achieving 97 per cent coverage of the caseload. By the end of 2004, there were 25 active projects on HIV/AIDS, plus important programmes delivered to migrants in an irregular situation including trafficking victims, and in the field of mental health.

11. The number of projects in **Technical Cooperation on Migration** increased by 17 per cent, with budgetary support increasing by 70 per cent over 2003 totalling USD 56.7 million, excluding post-emergency migration management activities. The four main emerging and growing themes were: migration for security; international travel documents and their issuance systems; addressing irregular migration; and migration and development.

12. Of the roughly 234,000 people transported by IOM in 2004, some 133,000 were assisted to return home. Of these, some 26,000 were assisted to return within existing **Assisted Voluntary Return** programmes or framework agreements with host countries, mostly in Europe. Although there was a 10 per cent decrease in voluntary returnees assisted by IOM with transportation, the return-related services continued to expand in range, both in host and origin countries, and in non-traditional return countries. Increasing emphasis is being placed on reintegration of returnees, and on **integration** of migrants in host countries.

13. There was a steady increase in 2004 in the number of projects and activities in **Counter-Trafficking**, as well as their expansion in geographical scope. 2004 also saw important developments in tracking the extent of trafficking and trends through the expansion of the Counter-trafficking Module database, and in standard setting, supported through training.

14. **Labour Migration** programmes grew in 2004, focusing on building the capacity of governments; pre-departure training and information for migrants; facilitating bilateral labour arrangements and programmes; enhancing the development impact of labour migration; and assisting in inter-State dialogue and cooperation. Important research work was carried out on remittances, to better understand their use and assist in the development of policies to encourage the productive use of remittances for development.

15. 2004 was the fourth year of IOM's involvement in the two large **Claims Programmes** compensating former slave and forced labourers and other victims of the Nazi regime. Under the German Forced Labour Compensation Programme (GFLCP), by the end of 2004 IOM had disbursed EUR 221.8 million to over 80,000 former slave and forced labourers. Under the Holocaust Victim Assets Programme (HVAP) IOM had disbursed USD 16 million to nearly 11,400 claimants. Humanitarian and Social Programmes which draw from both GFLCP and HVAP, had committed over USD 30 million and provided assistance to over 50,000 beneficiaries in 13 Central and Eastern European countries. In addition, IOM worked on two projects relating to other claims programmes and issues: providing assistance and advice to the Iraq Property Claims Commission (IPCC); and collecting information on issues relating to claims mechanisms that may be considered in connection with the Palestinian refugee problem.

16. **Migration Policy, Research and Communications** (MPRC) was mainstreamed into IOM's structure as of the beginning of 2004. It continued to promote better global understanding of and dialogue on migration issues. The International Dialogue on Migration at the Council session in December 2004 focused on Valuing Migration – costs, benefits, opportunities and challenges. Intersessional workshops were held on Migration and Health, and Trade and Migration. MPRC supported the Swiss Government in the Berne Initiative process, arranging studies and four regional consultations which culminated in the International Agenda for Migration Management at the Berne II meeting in December 2004. Another important product of MPRC in 2004 was the Essentials of Migration Management for Policymakers and Practitioners – an interactive framework of reference and instruction on migration dynamics, policies and trends. Work on Migration and Development included the creation of an Inter-Agency Round Table on the topic, which met twice in 2004. **Media and Public Information** continued to provide information, briefings and material to, and answer question from, all forms of media, while supporting out-posted officers in the Field. **Research and Publications** focused on six themes in 2004: enhancing the contributions of migration research to policy making; global survey of research and data on trafficking; inter-State cooperation at the regional and global level; cross-border migration between Afghanistan and Pakistan; internal migration in Asia; and migration policy in Ireland.

17. 2004 was another year of high demand for the services of **External Relations** (ERD). Providing and arranging briefings for outside stakeholders continued to be a major function of ERD. In addition to ERD staff themselves representing IOM at events, the Department also coordinated IOM's participation in over 300 international meetings and conferences in 2004. The **Regional Advisers** provided advice and support to Headquarters, the Office of the Permanent Observer to the United Nations, and field colleagues, and liaised with diplomatic missions and international organizations in Geneva and in their regions. **Donor Relations**

Division continued to support advocacy, outreach and liaison for resource mobilization and the maintenance of partnerships. The **Translation Service** workload increased in 2004; measured in words translated, there was a 9 per cent increase in output.

18. In addition to advising on legal and constitutional matters, **Legal Services** worked on IDP and human rights issues, and began promoting awareness and understanding of International Migration Law among governments, IOM staff, academics and students through training and work on a Glossary.

19. The Working Group on **Gender Issues** continued its work to promote gender mainstreaming, focusing on staff sensitization; and human resources initiatives, projects and publications.

20. From the above summary, you will see a sampling of the areas of growth, the trends and focus areas of 2004. All these provide important lessons and inspiration for the months and years to come. The world of migration continues to evolve rapidly, and IOM needs to respond rapidly to remain abreast, and to the extent possible ahead of the challenges in order to maximize the benefits which migration can bring for governments, communities and migrants, and for the world at large.

Brunson McKinley

THE COUNCIL AND SUBORDINATE BODIES

Subcommittee on Budget and Finance (4 May 2004)¹

21. The Subcommittee on Budget and Finance (SCBF), under the chairmanship of Mrs. Stoios-Braken (Netherlands), held its Ninety-first Session on 4 May 2004. Items on the agenda included the financial report for the year ended 31 December 2003; outstanding contributions to the Administrative Part of the Budget; revision of the Programme and Budget for 2004; support for developing Member States and Member States with economy in transition – 1035 Facility; assessment scale for 2005; review of IOM's decentralized structure – Report by the External Auditors; and update on Manila delocalization.

22. The Subcommittee examined in detail the financial report for the year ended 31 December 2003 (MC/2140) and recommended that the Executive Committee approve it.

23. Concerning the status report on outstanding contributions to the Administrative Part of the Budget (SCBF/268 and SCBF/268/Add.1), the Chairperson presented the Final Report on the Friends of the SCBF Chair Working Group on Outstanding Contributions (SCBF/269). A lengthy discussion followed the Chairperson's report, in which numerous speakers and the Deputy Director General took the floor. The Subcommittee then took note with appreciation of the efforts made by some States to pay their outstanding contributions; took note, with serious concern, of the deteriorating situation and urged all Member States in arrears to make every effort to pay their outstanding contributions as soon as possible; urged, in particular, the Member States whose contributions had been outstanding for two or more consecutive years to pay their contributions in full, or to agree to a repayment plan, together with the Administration, and to pay a first instalment as soon as possible; and endorsed the conclusions and recommendations contained in the Final Report on the Work of the Friends of the SCBF Chair Working Group on Outstanding Contributions (SCBF/269).

24. The Subcommittee examined in length the revision of the Programme and Budget for 2004 (MC/EX/656) and recommended that the Executive Committee approve the revision of the Programme and Budget for 2004.

25. The Subcommittee considered the proposed adjustment to the IOM assessment scale for 2005 (MC/EX/657) and recommended that the Executive Committee adopt the assessment scale for the Administrative Part of the Budget for 2005, as shown in Annex II, column 4 (scenario 1) of document MC/EX/657, and that the governing bodies review the assessment scale for 2006 in May 2005.

26. The Subcommittee discussed and took note of the following two reports on support for developing Member States and Member States with economy in transition – the 1035 Facility: Final report 1 January to 31 December 2003 (SCBF/264) and Status report 1 January to 31 March 2004 (SCBF/265 and SCBF/265/Corr.1). Based on the internal Evaluation Report of September 2003, whose recommendations were approved by the Director General, certain features of the selection criteria and management guidelines were reinforced and other features revised. Beginning in 2004, the management of the Facility reflected these considerations. The

¹ Fully reported in the SCBF report on the Ninety-first Session (MC/EX/659).

revised criteria and guidelines are included in the Status report 1 January to 31 March 2004 (SCBF/265 and SCBF/265/Corr.1).

27. A representative of the External Auditors introduced the document entitled Review of IOM's decentralized structure, Report by the External Auditors from the Office of the Auditor General of Norway (SCBF/266), giving a brief summary of the main observations and recommendations. The main focus of the report was the efficiency of the MRF structure regarding functions, location, coverage and number. A discussion followed this introduction in which delegates and the Administration took the floor. The Subcommittee took note of the Review of IOM's decentralized structure and recommended that the Administration be invited to initiate implementation of the relevant recommendations, taking into account comments and observations made by Member States, and to propose appropriate changes in the Programme and Budget for 2005.

28. The Subcommittee took note of the document on the Update on the Manila delocalization (MC/EX/658).

Executive Committee (2 June 2004)²

29. The Hundred and first Session of the Executive Committee took place on 2 June 2004. The Executive Committee elected as Chairman Mr. M. Dembri (Algeria) and elected as Vice-Chairman Mr. N. Krishnamra (Thailand). The main agenda items included the report of the Director General on the work of the Organization for the year 2003; financial report for the year ended 31 December 2003; statement by a representative of the Staff Association; revision of the Programme and Budget for 2004; assessment scale for 2005; report of the Working Group on budget planning strategy; outstanding contributions to the Administrative Part of the Budget; support for developing Member States and Member States with economy in transition (1035 Facility); review of IOM's decentralized structure – Report by the External Auditors; and Manila delocalization.

30. The Director General made an introductory statement, which had been sent in advance to Member States as document MICEM/3/2004 (Director General's Remarks at the Hundred and first Session of the Executive Committee). The Executive Committee examined the report on the work of the Director General for the year 2003 (MC/2141) and the financial report for the year ended 31 December 2003 (MC/2140); it then adopted a resolution taking note of both reports.

31. Several delegates (including those of Switzerland, United States, Islamic Republic of Iran, Algeria, Sudan, Japan, Nigeria, Thailand, Sri Lanka, Australia, Egypt, Finland, Senegal, Argentina, Venezuela and Bangladesh) took the floor to make their statements, followed by a statement by the Director General. These statements were reflected in the report of the session.

32. The representative of the Staff Association made a statement followed by interventions by a delegate and the Director General, which were reflected in the report of the session (MC/2142).

² Fully reported in the report on the Hundred and first Session of the Executive Committee (MC/2142).

33. The Executive Committee examined the revision of the Programme and Budget for 2004 (MC/EX/656) and adopted the resolution on the revision (with an amount of CHF 37,119,000 for the Administrative Part and an amount of USD 574,422,100 for the Operational Part).
34. The Executive Committee then approved the assessment scale for 2005, as shown in Annex II, column 4 of document MC/EX/657, and requested that the governing bodies review the matter of the assessment scale for 2006 in spring 2005.
35. Concerning the Budget Planning Strategy, the Rapporteur of the Working Group on Budget Planning Strategy presented his report. The Chairman of the Executive Committee concluded that the Working Group had reached clear definitions, reflected in the report (document MC/EX/660), which would guide the Administration in the preparation of the 2005 budget and beyond; the Working Group had also clarified the use of administrative expenses linked to projects to finance administrative positions responding to variable needs of the Organization; the Administration would organize regular information sessions for new delegates in order to initiate them in the mechanisms and preparation of the budget; the Executive Committee considered that the work should continue, in particular with regard to a possible revision of Resolution No. 949, and that the results should be presented at the next sessions of IOM governing bodies.
36. The Executive Committee took note of the documents on the issue of outstanding contributions to the Administrative Part of the Budget (SCBF/268 and SCBF/268/Add.1) and endorsed the recommendations presented by the SCBF: it took note with appreciation of the efforts made by some States to pay their outstanding contributions; took note with serious concern of the deteriorating situation and urged all Member States in arrears to make every effort to pay their outstanding contributions as soon as possible; urged in particular Member States whose contributions had been outstanding for two or more consecutive years to pay their contributions in full or to agree to a repayment plan, together with the Administration, and payment of a first instalment as soon as possible; endorsed the conclusions and recommendations contained in the Final Report on the Work of the Friends of the SCBF Chair Working Group on Outstanding Contributions.
37. The Executive Committee took note of the reports on the support for developing Member States and Member States with economy in transition – 1035 Facility (SCBF/264 and SCBF/265).
38. The Executive Committee considered and took note of the Report by the External Auditors on their Review of IOM's decentralized structure (SCBF/266) and of the relevant paragraphs of the Report of the Subcommittee on Budget and Finance on its Ninety-first Session (MC/EX/659), and invited the Administration to submit proposals on the implementation of the Subcommittee's recommendations, in the context of preparing the Budget for 2005.
39. The Executive Committee examined and took note of the Update on Manila delocalization (MC/EX/658) and the relevant paragraphs of the Report of the Subcommittee on Budget and Finance on its Ninety-first Session (MC/EX/659).

Council (Special) Session (4 June 2004)³

40. The Eighty-seventh (Special) Session of the Council took place on 4 June 2004, with H.E. Mr. Karklins (Latvia) in the Chair, to consider the agenda items on the applications for membership and on the election of a Deputy Director General.

41. The Council approved the applications for membership from the Libyan Arab Jamahiriya, Niger and Afghanistan, bringing the total number of Member States to 105.

42. The Council then proceeded to the election of a Deputy Director General. Mrs. Ndioro was re-elected by acclamation.

43. A large number of delegates took the floor to welcome the new Members and congratulate the Deputy Director General on her re-election. The Deputy Director General expressed her thanks and appreciation to the Council for her re-election. The statements of the delegations and the Deputy Director General were reflected in the Council report (MC/2137).

Informal information meetings and consultations held with Member States

44. As part of the continuing process of consultations with Member States and as suggested by the Bureaux of the governing bodies, the Administration invited representatives of Member States to attend 12 informal consultations on financial, administrative, management and governance issues on the agendas of the IOM governing body sessions in 2004. Agenda items included the following issues: budget planning process; financial report for the year ended 2003; outstanding contributions to the Administrative Part of the Budget; revision of the Programme and Budget for 2004; assessment scale for 2005; support for developing Member States and Member States with economy in transition – 1035 Facility; review of IOM's decentralized structure – report by the external auditors; Manila delocalization; MRF review and revised field structure; update of the 2004 Programme and Budget; preview of the 2005 Programme and Budget; status on outstanding contributions; draft resolution on the use of project-related overhead income to cover staff positions and support costs of an administrative nature; draft resolution on the use of project-related overhead income to cover staff security costs; International Migration Law; IOM strategy: current and future migration realities and IOM's role. The informal consultations took place on 5 March, 2 April, 27 April, 30 April, 24 May, 15 September, 30 September, 5 October, 14 October and 28 October.

45. Three informal meetings with Member States and observers were also held under the aegis of the Migration Policy and Research Programme (MPRP) (on 10 February, 24 May and 14 October) of the Council Steering Group on IOM's International Dialogue on Migration in 2004, on the theme of Valuing Migration.

³ Fully reported in the report on the Eighty-seventh (Special) Session of the Council (MC/2137).

Subcommittee on Budget and Finance (2-3 November 2004)⁴

46. The Subcommittee on Budget and Finance met for its Ninety-second Session on 2 and 3 November 2004. Three meetings were held. The Subcommittee elected Mr. Horvath (Hungary) Chairperson, Mr. Barreiro Perrotta (Paraguay) Vice-Chairperson and Ms. Nyambu (Kenya) Rapporteur.

47. The Subcommittee adopted its agenda which included items on the status report on outstanding contributions to the Administrative Part of the Budget; summary update on the Programme and Budget for 2004; statement by a representative of the Staff Association; draft resolution on the use of project-related overhead income to cover staff positions and support costs of an administrative nature; IOM staff security and funding; Programme and Budget for 2005; support for developing Member States and Member States in transition – 1035 Facility; Manila delocalization; and report on human resources.

48. Regarding the status report on outstanding contributions to the Administrative Part of the Budget, the Subcommittee took note with appreciation of the efforts made by some Member States to pay their outstanding contributions; took note with serious concern of the deteriorating situation and urged all Member States in arrears to make every effort to pay their outstanding contributions as soon as possible; urged, in particular, the Member States whose contributions had been outstanding for two or more consecutive years to pay their contributions in full, or to agree to a repayment plan with the Administration, and make payment of a first instalment as soon as possible.

49. The Subcommittee considered document MC/2143 containing the Summary update of the Programme and Budget for 2004 (MC/2117 and MC/2117/Amdt.1) and recommended that the Council take note of the document.

50. A representative of the Staff Association Committee (SAC) made a statement to the Subcommittee. After a delegate took the floor and the Administration gave clarifications, the Subcommittee took note of the statement.

51. As regards the issue of the use of project-related overhead income, the Subcommittee examined the draft resolution on the use of project-related overhead income to cover staff positions and support costs of an administrative nature, which was introduced by a Member State with explanations on its background. The draft resolution was endorsed by a regional group of Member States. The Subcommittee recommended that the Council adopt the draft resolution.

52. Concerning the issue of staff security, the Subcommittee examined the draft resolution on the use of project-related overhead income to cover staff security costs. After a lengthy discussion, the Subcommittee decided to recommend that the Council adopt the draft resolution, as amended, *ad referendum*. The Subcommittee then deliberated on document SCBF/274 on IOM staff security. Several delegations expressed appreciation for the Administration's efforts to improve staff security, and another delegation said it would contact the Administration to clarify a number of points.

⁴ Fully reported in the SCBF report on the Ninety-second Session (MC/2146).

53. The Administration explained the context in which the Programme and Budget for 2005 had been drawn up and made reference to the recent informal consultations with Member States on the budget and the review of IOM's Field structure. The Administration had based the budget on prioritization of all IOM's needs. The Subcommittee then examined in detail the Programme and Budget for 2005 (document MC/2144 and MC/2144/Corr.1 (English only)). After a lengthy discussion in which numerous delegations took the floor requesting clarifications from the Administration, it was finally suggested that most concerns expressed could be accommodated in the most equitable manner by the Subcommittee agreeing to submit to the Council the proposed Programme and Budget for 2005, amended to exclude the proposed increase of CHF 110,000. The Subcommittee agreed to forward to the Council an amended version of the Programme and Budget for 2005, excluding the proposed increase of CHF 110,000 in the Administrative Part of the Budget, and to recommend its adoption.

54. The Subcommittee examined document SCBF/272 (Support for Developing Member States and Member States with Economy in Transition – Status report 1 January to 15 October 2004) and made reference to the Informal Consultation document IC/2004/09 “Administration's Comments: proposal to restructure the 1035 Facility”. The Subcommittee decided to inform the Council that it had taken note of document SCBF/272 and of the verbal update provided by the Administration, and that the review of the 1035 Facility would continue through the already-planned internal evaluation in 2005.

55. The Subcommittee considered and took note of the Update on Manila delocalization (SCBF/271). The Subcommittee also considered and took note of the Human Resources Report (MC/INF/272) presented by the Administration.

Council (30 November to 3 December 2004)⁵

56. The Council met from 30 November to 3 December 2004 and elected H.E. Mr. L. A. de Alba (Mexico) as Chairperson. Other members of the new Bureau were elected as follows: First Vice-Chairman: H.E. Mr. S. Umer (Pakistan); Second Vice-Chairman: H.E. Mr. J. Ayalogu (Nigeria); Rapporteur: Mr. F. Verheyden (Belgium).

57. The Chairperson welcomed the admission of the new Member States, the Commonwealth of the Bahamas, the Republic of Estonia, the Federative Republic of Brazil and the Republic of Turkey as the 106th, 107th, 108th and 109th Member States of IOM, and of the new observer, the Islamic Educational, Scientific and Cultural Organization (ISESCO). The newly admitted Members and observer expressed their appreciation for having been admitted.

58. The International Dialogue on Migration – Valuing Migration: The costs, benefits, opportunities and challenges of migration was introduced by Gervais Appave, Director, Migration Policy and Research (MPR), who gave a powerpoint presentation.

59. Global Commission on International Migration (GCIM): presentations were made by Mamphela Ramphele, Rolf Jenny (Secretariat), Sergio Marchi and N. K. Singh who also responded to questions and comments from the floor.

⁵ Fully reported in the draft report on the Eighty-eighth Session of the Council (MC/2153).

60. Valuing Migration. High-level panel presentations were made on the subject of valuing migration by: Carolina Barco (Minister of Foreign Affairs, Colombia), Des Browne (Minister of State for Citizenship, Immigration and Nationality, United Kingdom), Viktor Ivanov (Assistant to the President of the Russian Federation), Riaz H. Khokhar (Foreign Secretary, Pakistan) and Qiao Zonghuai (Vice Minister of Foreign Affairs, China). N. K. Singh (Member of the Global Commission on International Migration, Chairman of the Management Development Institute, India) was the commentator and moderated a discussion among the panelists and then with the membership.

61. The Year in Review: Focus on selected policy developments and events in 2004. Presentations were made on (a) regional initiatives (Ian de Jong, Permanent Representative of the Netherlands to the United Nations, Geneva (representing Rita Verdonk, Minister for Migration), on the European Union Presidency's Initiatives on Migration and Sophie Kalinde, Ambassador, Permanent Observer of the African Union to the United Nations, Geneva), on the Vision and Strategic Framework on Migration of the AU; (b) global initiatives (Dominik Langenbacher, Ambassador, Swiss Delegate for Migration Dialogue, on the Berne Initiative Process Towards the Development of an International Agenda for Migration Management and Manolo Abella, Chief, International Migration Programme, International Labour Office, on the International Labour Conference "Towards a Fair Deal for Migrant Workers"); and (c) International Dialogue on Migration (Diane Vincent, Associate Deputy Minister of Citizenship and Immigration Canada, on the IOM/WHO/CDC Seminar on Health and Migration and Alejandro Jara, Permanent Representative of Chile to the WTO, on the IOM/World Bank/WTO Seminar on Trade and Migration). The speakers responded to comments and questions from the floor.

62. A keynote introduction to the subject of "The Image of Migrants in Society" was given by Rita Süßmuth, Member of the Global Commission on International Migration, Chair of the Independent Council of Experts on Immigration and Integration, appointed by the German Government. This was followed by a powerpoint presentation by Laurentiu Ciobanica, Head of IOM's Corporate Communications. The plenary then adjourned to allow three simultaneous workshops to discuss the subject.

63. After the workshops, reports were made to the plenary by the three rapporteurs (Ms. M. Grange, Advocacy Officer, ICMC, Mr. P. Novák, Deputy Director, Asylum and Migration Policy Department, Ministry of Interior, Prague, Czech Republic, and Mr. M. Mahamud, Permanent Secretary, Office of the Vice President, Ministry of Home Affairs, Nairobi, Kenya) and Rita Süßmuth made a general wrap-up.

64. At the beginning of the General Debate, the Director General and Deputy Director General made their statements, MICEM/7 and MICEM/8 respectively (circulated and posted on the IOM web site), followed by 51 delegates (44 Member States, seven observers). The written statements received from delegates were also posted on the web ([www.iom.int/governing_bodies/88th Council Session](http://www.iom.int/governing_bodies/88th_Council_Session)). The Director General and the Deputy Director General made concluding remarks at the closure of the General Debate, reflected in the Council Report.

65. The Council then turned to the item on IOM Strategy: Current and Future Migration Realities and IOM's Role. Ambassador Karklins (Latvia), in his capacity as the former Chairperson of the Council, introduced the item referring to the document. Several delegates made comments. The Council took note of the strategy document and of the Member States' comments, invited its Chairperson, in consultation with the Director General, to consider the

advisability of convening informal consultations early in 2005 and asked the Council to take such action as may be deemed necessary on this matter.

66. The Council adopted the resolutions on the Reports on the Eighty-sixth Session and the Eighty-seventh (Special) Session of the Council, and on the Report on the Hundred and first Session of the Executive Committee. It also considered and took note of the Summary Update on the Programme and Budget for 2004.

67. The Council examined the Status Report on Outstanding Contributions to the Administrative Part of the Budget, took note of the efforts made by some Member States to pay their outstanding contributions and urged those with arrears of two or more consecutive years to settle the amounts in full or to agree to a repayment plan.

68. The Council endorsed the recommendations of the Subcommittee on Budget and Finance and adopted the Draft Resolutions on (a) the Use of Project-Related Overhead Income to Cover Staff Positions and Support Costs of an Administrative Nature and (b) the Use of Project-Related Overhead Income to Cover Staff Security Costs.

69. The Council examined the Programme and Budget for 2005 and adopted the relevant resolution. The Administrative Part of the Budget stood at CHF 37,119,000 – instead of CHF 37,229,000 initially requested – while the Operational Part amounted to USD 639,301,300.

70. The Council examined the other items and documents arising from the report of the Subcommittee on Budget and Finance: (i) Statement by a representative of the Staff Association; (ii) Support for Developing Member States and Member States with economy in transition – 1035 Facility; (iii) Manila delocalization; (iv) Report on human resources, and took note of the documents.

71. Finally the Council was notified of the tentative dates for the governing body meetings in 2005 as follows: Ninety-third Session of the Subcommittee on Budget and Finance, 10 and 11 May 2005; Hundred and second Session of the Executive Committee, 7 and 8 June 2005; a possible⁶ special Eighty-ninth Session of the Council, 9 June 2005; Ninety-fourth Session of the Subcommittee on Budget and Finance, 1 and 2 November 2005; next regular Session of the Council, 29 November to 2 December 2005.

⁶ Subsequently confirmed.

SERVICES

I. MOVEMENT

Overview

72. IOM movement assistance benefited 233,906 persons during 2004. The majority of the movements was carried out within the framework of post-emergency movement assistance, resettlement, repatriation and assisted return programmes.

Highlights

Repatriation

73. Repatriation activities essentially focused on Africa, mostly concerning Liberian and Angolan refugees.

74. A total of 2,054 Liberian refugees were repatriated to Liberia under a complex operation scheme mobilizing sea and air transport arrangements.

75. Through its Missions in Ghana, Nigeria and Liberia, IOM provided logistical support that included arrangements for ground, sea and air transportation. Administrative support included registration follow-up with preparation of manifests and maintenance of statistical information on returnees.

76. In Southern Africa, in close coordination with the Governments of Angola, Zambia, the Democratic Republic of the Congo and Namibia (with the dedicated support of the donor community), IOM established a comprehensive movement plan through a number of consultative meetings, which permitted the safe and orderly return of 49,662 Angolan refugees.

Resettlement

77. A total of 94,242 persons received resettlement assistance, an increase of almost 34 per cent compared to 2003. 56,283 persons went to the United States, 14,789 to Canada, 8,869 to Australia and 7,062 to the Nordic countries.

Transportation Assistance to Experts and Scholarship Holders

78. IOM maintained its assistance by providing reduced fare benefits to experts and scholars falling under this category, essentially in Latin America. In 2004, 4,304 scholars and experts benefited from this programme.

System Supports

79. In accordance with the delocation objectives of cost-efficiency, accessibility and availability, IOM developed a unique tool for airline invoices settlement. The system, of which the deployment began on 15 February 2004, allows a fast settlement and traceability for all ticket orders arranged on special fare agreements between IOM and the carriers worldwide. During 2004, more than USD 30 million were settled through the Manila Administrative Centre (MAC).

STATISTICAL TABLES FOR 2004

- **Table 1: Movements by budgetary region and service classification**

Summarizes IOM movement activity broken down by budgetary region and regional service classification (corresponding to the Programme and Budget for 2004, document MC/2117).

- **Table 2: Movements by region of departure and destination**

Summarizes IOM movement activity by geographical region and area of departure and destination.

- **Table 3: Movements by service, programme/projects, region of departure and main countries of destination**

Summarizes IOM movement activity broken down by service, programme/projects and geographical region of departure and main countries of destination. All other countries of destination are grouped under their respective geographical region.

- **Table 4: Statistics by gender**

Provides the gender and age group breakdown of migrants assisted by IOM. The table shows that male migrants outnumber female migrants by a margin of 6.3 per cent.

Table 1: Movements by budgetary region and service classification

Region	Service Area Classification	Total Migrants
Africa and the Middle East	Resettlement Assistance	39 177
	Repatriation Assistance	17 015
	Transportation Assistance to Experts and Scholarship Holders	39
	Post-Emergency Movement Assistance	70 632
	Return Assistance to Migrants and Governments	235
	Trafficking Prevention Assistance	30
	Assistance to Victims of Trafficking	46
	Post-Emergency Migration Management	4 472
	Post-Emergency Migration Health Assistance	3
Africa and the Middle East Total		131 649
Americas	Resettlement Assistance	7 839
	Repatriation Assistance	602
	Transportation Assistance to Experts and Scholarship Holders	4 175
	Return Assistance to Migrants and Governments	8
	Return and Reintegration of Qualified Nationals	282
	Technical Cooperation for Migration Management and Capacity-Building	104
	Labour Migration	935
	Assistance to Victims of Trafficking	14
	Post-Emergency Migration Management	23
Americas Total		13 982
Asia and Oceania	Resettlement Assistance	30 621
	Post-Emergency Movement Assistance	185
	Return Assistance to Migrants and Governments	4 390
	Return and Reintegration of Qualified Nationals	150
	Technical Cooperation for Migration Management and Capacity-Building	67
	Trafficking Prevention Assistance	9
	Post-Emergency Migration Management	8 747
Asia and Oceania Total		44 169
Europe	Trafficking Prevention Assistance	40
	Assistance to Victims of Trafficking	281
	Post-Emergency Migration Health Assistance	60
	Resettlement Assistance	14 831
	Repatriation Assistance	38
	Transportation Assistance to Experts and Scholarship Holders	90
	Mass Information Campaigns	4
	Return Assistance to Migrants and Governments	26 860
	Technical Cooperation for Migration Management and Capacity-Building	9
Europe Total		42 213
Global Activities	Assistance to Victims of Trafficking	98
	Humanitarian Emergency Operations Assistance (HEOA)	30
	Resettlement Assistance	1 280
	Repatriation Assistance	513
Global Activities Total		1 921
Grand Total		233 934

Table 2: Movements by region of departure and destination

Region / Area of destination		Africa and the Middle East							Africa and the Middle East Total	Americas						Americas Total	
Region of departure	Area of departure	Central Africa	East Africa	Horn of Africa	Middle East	North Africa	Southern Africa	West Africa		Andean Countries	Caribbean	Central America and Mexico	North America	South America, other	Southern Cone		
Africa and the Middle East	Central Africa	1	1					1			8	277					285
	East Africa	157	29	48				6				20 445			1		20 455
	Horn of Africa	4	239	38				4		9		1 196					1 196
	Middle East			158	792	35		4				976					976
	North Africa			1								3 698					3 698
	Southern Africa	252	5	8			14 445	2				690					690
	West Africa		4					76 205				8 995			2		8 997
Africa and the Middle East Total		414	278	253	792	35	14 448	76 222		9	8	36 277		3		36 297	
Americas	Andean Countries								70	82	267	3 143		277			3 839
	Caribbean								5	299	26	3 840		3			4 173
	Central America and Mexico				1		3		62	8	125	610		95			900
	North America		2	1					39	21	22	2		109			193
	South America, other																
Southern Cone				1			8		143	24	129	526		1 051			1 873
Americas Total			2	1	2			11	319	434	569	8 121		1 535		10 978	
Asia and Oceania	Australia and New Zealand				40				1					1			2
	Central Asia							2				1 711					1 711
	Far East	4							6			90					96
	Melanesia												6				6
	Micronesia												103				103
	South Asia					1						14 217					14 217
	South-East Asia				33							2 398					2 399
South-West Asia	1		1	143										1		2 399	
Asia and Oceania Total		5		1	217			2	7			18 525		2		18 534	
Europe	Baltic States			1								82					82
	Caucasus				2			1				328		2			330
	Central Europe	3	1	1	70	18	2	68	163	23	7	3	677	9			719
	Eastern Europe	4		1			1	1	7	1		5 533		2			7 536
	Nordic Countries		2	22	529	35	8	28	624	4		5	5	7			21
	South-East Europe			1		14		7	22	3		2 388					2 391
	South Europe			2	2	7	45	33	89	362	3	29	45	1	282		722
	West Europe	95	107	248	2 019	300	630	695	4 094	446	25	33	991	61	1 084		2 640
Europe Total		102	110	276	2 622	374	686	833	5 003	839	35	70	12 049	62	1 386		14 441
Grand Total		521	390	531	3 633	409	15 134	77 068	97 686	1 165	478	647	74 972	62	2 926		80 250

Table 2: Movements by region of departure and destination (continued)

Asia and Oceania						Asia and Oceania Total	Europe							Europe Total	Total Migrants	
Australia and New Zealand	Central Asia	Far East	South Asia	South East Asia	South West Asia		Baltic States	Caucasus	Central Europe	Eastern Europe	Nordic Countries	South East Europe	South Europe			West Europe
9						9			13	156		23	383		575	872
2 533			2			2 535				357		59	250		666	23 899
666						666		5		696		51	276		1 028	3 175
383	1		88			472				2 2 135			206		2 343	4 780
972	1					973				1 305		34	55		395	5 067
576		11		10	3	600		9		132			29		170	16 172
922			24			946		13		567		2	4	368	954	87 106
6 061	2	11	114	10	3	6 201		40	3	4 348	2	171	1 567		6 131	141 071
46		1				47		2	1	71		1 471	245		1 790	5 676
9						9			6	2	1	1	155		159	4 332
41			1		12	54				93			134	13	246	1 159
													4		4	254
181			1		2	184		1		10		4	974	206	1	1
277		1	2		14	294		3	7	176	5	2 580	624		3 395	14 683
4					7	11										53
4			3			7	1	99	2	1	19		11		133	1 853
116						116			1	27			2		30	246
1						1							20		20	21
223						223									3	232
1	1					2				3			82		139	245
935	2	144	3	53	14	1 151				567	6	1	23		597	15 998
1 211			25		12 851	14 087			13	1 213	5	7	293		1 531	18 162
2 495	3	144	31	53	12 872	15 598	1	99	16	1 886	11	8	431		2 453	36 810
	21					21			3	2	140		8	58	211	83
112	83	131	23	19	96	464	9	280	45	449	2	701	28	5	1 519	2 865
112	19	14	16	4		165		2	1	33	149		1	40	226	7 934
10	53	9	23	5	172	272	3	40	53	247	4	359	4	1	711	1 628
482	3	46	11		3	545		7	649	130	552	687	117	60	2 202	5 160
10	7	4	3	4	21	49	4	3	202	98	2	86	3	3	401	1 261
271	392	144	512	474	1 790	3 583	222	1 110	961	1 985	12	6 558	704	5	11 557	21 874
997	578	348	588	506	2 082	5 099	238	1 442	1 914	2 944	861	8 391	865	172	16 827	41 370
9 830	583	504	735	569	14 971	27 192	239	1 541	1 973	2 955	7 271	8 409	3 624	2 794	28 806	233 934

Table 3: Movements by service and region of departure / countries of destination

Service	Programme / Project	Region of departure	Total Migrants	Countries of destination																
				Afghanistan	Albania	Angola	Argentina	Armenia	Australia	Bosnia and Herzegovina	Brazil	Bulgaria	Canada							
Movement	Post-Emergency Movement Assistance	Africa and the Middle East Asia and Oceania	70 466 351							184										
		Subtotal (4)	70 817							184										
	Repatriation Assistance	Africa and the Middle East Americas Asia and Oceania Europe	17 000 586 6 82			14 433							1							
		Subtotal	17 674	1		14 434							1							
	Resettlement Assistance	Africa and the Middle East Americas Asia and Oceania Europe	48 751 8 964 23 203 13 324				1 2 8			6 004 199				86					5 191 2 558	
		Subtotal (1)	94 242	23		14	10		8 740	36		90						13 996		
	Transportation Assistance to Experts and Scholarship Holders	Africa and the Middle East Americas Asia and Oceania Europe	50 3 864 79 311					1 039 191		76			52						2 91 78	
	Subtotal	4 304				1 230		76			52						171			
Movement Total (1)			187 037	24		14 448	1 240		9 000	37	142						14 167			
Technical Cooperation on Migration	Post-Emergency Migration Management	Africa and the Middle East Americas Asia and Oceania	4 472 23 8 747																	
		Subtotal	13 242	8 747																
	Technical Cooperation for Migration Management and Capacity-Building	Americas Asia and Oceania Europe	103 14 63				3		7											
	Subtotal	180				3		7												
Technical Cooperation on Migration Total			13 422	8 747			3		7											
Assisted Voluntary Returns and Integration	Return and Reintegration of Qualified Nationals	Africa and the Middle East Americas Asia and Oceania Europe	1 161 36 234		12 1 101						2									
		Subtotal	432	114						2			2							
	Return Assistance to Migrants and Governments	Africa and the Middle East Americas Asia and Oceania Europe	230 15 4 325 26 923	3 122 740	831	525	46	616	129	1 348	889	700	793							
		Subtotal	31 493	4 865	831	525	52	708	129	1 348	889	700	793							
Assisted Voluntary Returns and Integration Total (1) (2)			31 925	4 979	831	525	52	708	131	1 348	891	700	793							
Counter-Trafficking	Assistance to Victims of Trafficking	Africa and the Middle East Americas Asia and Oceania Europe	51 25 48 315										1						16	
		Subtotal	439	7									1						16	
	Mass Information Campaigns	Africa and the Middle East Europe	1 3																	
		Subtotal	4																	
	Trafficking Prevention Assistance	Africa and the Middle East Asia and Oceania Europe	33 1 45																2	
	Subtotal	79						2											2	
Counter-Trafficking Total (3)			522		7			2				1							18	
Labour Migration	Labour Migration	Americas	935																	328
Labour Migration Total			935																	328
General Programme Support	Humanitarian Emergency Operations Assistance (HEOA)	Africa and the Middle East Americas Europe	13 7 10																	
	Subtotal	30																		
General Programme Support Total			30																	
Migration Health	Post-Emergency Migration Health Assistance	Africa and the Middle East Europe	3 60										12							
	Subtotal	63											12							
Migration Health Total			63										12							
Grand Total			233 934	13 750	838	14 973	1 295	717	9 131	1 398	1 033	718	15 288							

(1) Some of the movements of migrants resettled to a third country are also assisted in the programmes classified under Assisted Voluntary Returns; likewise, some Assisted Voluntary Returns movements are implemented in projects under Movement.

(2) The figure under Assisted Voluntary Returns and Integration includes some of the return operations in Afghanistan.

(3) Some of the trafficked persons assisted by IOM are moved under projects falling under the service for Assisted Voluntary Returns and Integration.

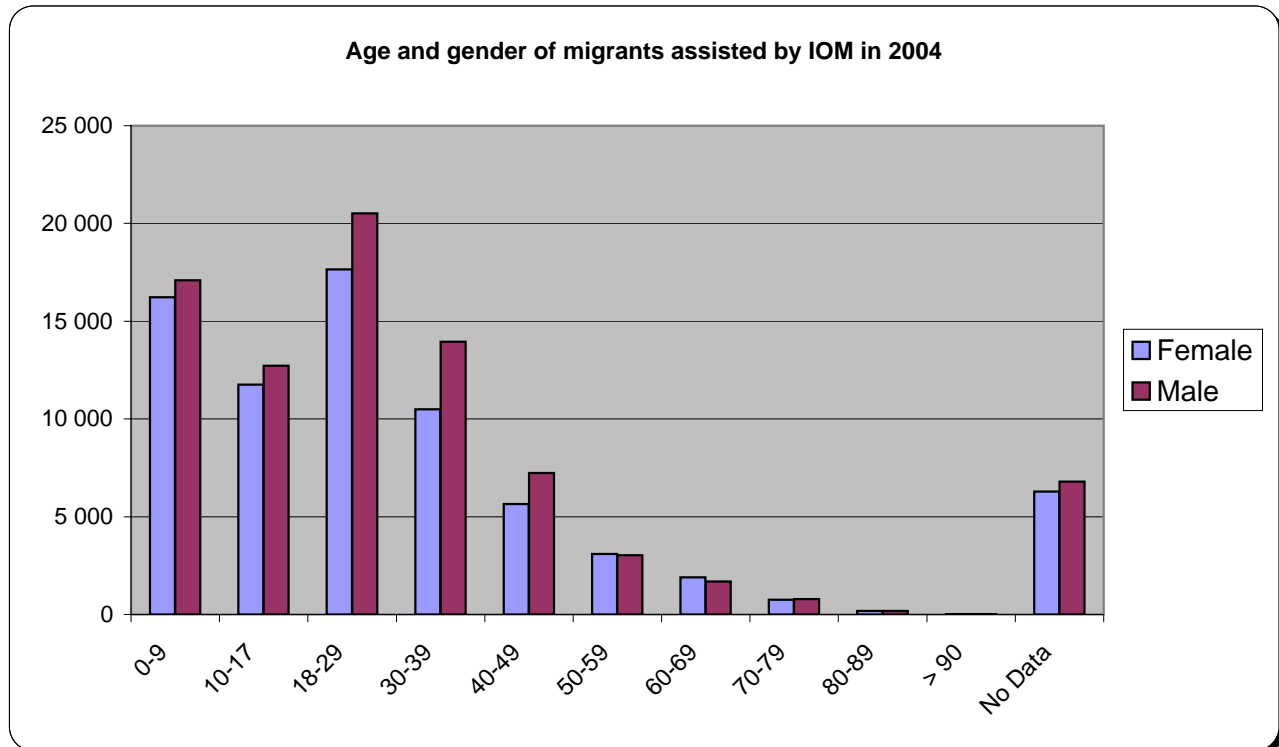
(4) The figure under Post-Emergency Movement Assistance includes 69,026 Liberian ex-combatants transported from disarmament cantonment sites to final drop-off points in Liberia.

Table 3: Movements by service and region of departure / countries of destination (continued)

Countries of destination																		Other countries in region of destination				
Denmark	Finland	France	Iran (Islamic Republic of)	Iraq	Jordan	Liberia	Netherlands	New Zealand	Norway	Russian Federation	Serbia and Montenegro	Spain	Sweden	Turkey	Ukraine	United Kingdom	United States	Africa and the Middle East	Americas	Asia and Oceania	Europe	
				789		69 352												237		88		
				141									1							25		
				930		69 352							1					237		113		
		15				2 179						19	150			1	8	388	379		11	
				14							15						4	3				
		15		14		2 179					15	19	150			1	12	405	401	15	12	
714	426	343				1	354	57	888			31	2 320			477	31 072	302	8	2	558	
3	162	162		1			39	2			4	1 188	4			17	4 551	2	121	2	17	
523	283	77					244	627	408			1	661			47	13 593		1	144	60	
47	174	27	2	155			63	7	102	26	39	3	499	1		14	9 689	21	40	9	80	
1 287	883	609	2	156		1	700	693	1 398	26	43	1 223	3 484	1		555	58 905	325	170	157	715	
7		151					7		1	6		697	11		1	2	11	12	9	1	13	
																97	581	7	869		171	
7		151								6		2						1	1			
							7		1	6		699	11		1	99	592	20	996	1	184	
1 294	883	775	2	1 100		71 532	707	693	1 399	32	58	1 941	3 646	1	1	655	59 509	987	1 567	286	911	
						4 472																
						4 472																
																	2		93		5	
											1			1	13			2	1	33	14	
											1			1	13			2	2	94	36	21
						4 472					1			1	13			2	2	117	36	21
		1	2														2		1		1	
1	5	1					6						3			7	2	143	1		7	
1	1																2		129			
2	6	2	2				6						3			7	4		274		8	
											1							204		23		
	1		2	75										6				3	5		3	
	2		1 013	1 891	74	7	1	6	4	1 188	4 471	4	3	1 361	839	7	4	166	2 287	942	2 117	3 926
	3		1 015	1 966	74	7	1	6	4	1 188	4 472	4	3	1 367	839	11	166	2 495	952	2 151	3 929	
2	9	2	1 017	1 966	74	7	7	6	4	1 188	4 472	4	6	1 367	839	18	170	2 495	1 226	2 151	3 937	
															2		1	47		1		
		2							5	5					43			9	25	47	199	
		2							5	5					45		1	56	29	73	199	
															1						1	
															1						2	
																		9			3	
																				22	1	
																				21	8	
																			9	44	8	
		2							8	5					57		1	65	29	117	210	
												607										
												607										
																		13	5	1	1	
																		3	6		1	
																		16	11	1	2	
																		16	11	1	2	
					3																	
1											18		27									
1						3					18		27									
1					3						18		27									
1 297	892	779	1 019	3 066	77	76 011	714	699	1 403	1 228	4 554	2 552	3 679	1 369	910	673	59 684	3 565	2 950	2 591	5 081	

Table 4: Statistics by gender

Age Group	Gender			Total
	Female	Male	No Data	
0-9	16 227	17 092		33 319
10-17	11 760	12 722		24 482
18-29	17 652	20 507		38 159
30-39	10 502	13 955		24 457
40-49	5 644	7 236		12 880
50-59	3 088	3 031		6 119
60-69	1 897	1 686		3 583
70-79	748	782		1 530
80-89	177	175		352
> 90	24	21		45
No Data	6 295	6 795	75 918	89 008
Total	74 014	84 002	75 918	233 934



II. MIGRATION HEALTH

Overview

80. Many of the same disparities that drive the global spread of disease also drive migration. That is not to say that movement should be stopped, but rather that the health implications and opportunities have to be managed. Well-managed migration health benefits the well-being of all and can facilitate the integration of migrants within communities. Health issues concern all mobile populations and their host and home communities and potentially cut across all areas of IOM's work. IOM's role is to promote migrants' physical, mental and social health, to deliver high-quality health services to all migrants and to respond to the needs for migration health management strategies through research, technical cooperation and policy guidance.

Migration Health Assistance and Advice

81. In the light of growing international awareness of migration health and the increasingly complex relationship between migration and health, the function of Migration Health Services (MHS) to provide technical advice and assistance in migration health management gained in importance and scope. IOM organized in 2004 a seminar on Health and Migration in Geneva with the co-sponsorship of the World Health Organization and the Centers for Disease Control and Prevention as an intersessional workshop of the IOM International Dialogue on Migration. The seminar provided a forum for migration officials and experts to exchange views on health and migration policy concerns, with a particular focus on public health implications of increasingly mobile populations, and aimed at enhancing partnerships at all levels (see Conference Room Paper/14 "Health and Migration Seminar", Eighty-eighth Session of the Council).

Migration Health Specialists and Technical Experts

82. Regional migration health professionals provided technical advice to IOM Field Missions and governments and agencies in the development or implementation of migration health projects. In 2004, IOM held regional positions in Africa (Kenya), South East Asia (Cambodia), Latin America (Colombia) (jointly with the Pan American Health Organization (PAHO)) and Western Europe (Belgium). Migration health physicians in Eastern and South-Eastern Europe provided health-related assistance for the GFLCP Humanitarian and Social Programme, targeting Roma communities. The IOM Psychosocial and Cultural Integration Unit in MRF Rome continued its efforts to integrate psychosocial and mental health services into the Organization. The work of the Unit included training for psychologists, physicians and teachers working with migrants and displaced populations; qualitative research on the situation of migrants' families and development of assessment tools to identify discriminatory attitudes in health care; direct assistance to communities with displaced persons; and the promotion of coexistence of migrants in society.

HIV/AIDS and Population Mobility

83. It is widely recognized that population mobility increases vulnerability to HIV and AIDS, both for migrants and for their partners at home. The link between mobility and HIV is related to the conditions and structure of the migration process. The factors that make mobile populations

particularly vulnerable to HIV infection include poverty, lack of legal protection and of power, discrimination, and exploitation. Each of these factors may increase the likelihood that people encounter HIV, and also reduce their ability to protect themselves from infection. Migrants also often have limited access to health services, including to health promotion, HIV prevention, voluntary counselling and testing, and HIV care and support.

84. IOM works with governments, international organization and NGO partners. The Organization's HIV initiatives are based on a multi-disciplinary approach aiming to encompass the entire mobility process. Activities focus on service delivery, advocacy, policy development, capacity-building, mainstreaming, research and dissemination of information. HIV programme activities are carried out by Field Offices with the support of the Headquarters-based Senior Adviser on HIV/AIDS and migration.

85. At the end of 2004, there were 25 active IOM HIV projects worldwide including: management of a partnership to address the vulnerability of mobile populations to HIV in the Southern African Development Community region (see www.iom.org.za); providing AIDS prevention to refugees in Zambia and returning home to Angola; emergency assistance to 160,000 mobile and vulnerable residual populations affected by drought, resettlement efforts and the decline of the Zimbabwean economy; bringing AIDS prevention to mobile populations in Ethiopia along major trucking routes; training and health promotion for departing migrant workers in Bangladesh; management of a USD 8,000,000 project funded by the Global Fund to fight AIDS, tuberculosis and malaria in Colombia; and baseline assessments on HIV/AIDS awareness and service provision for mobile populations in the Caribbean, among Kosovars living abroad, among Croatian migrant workers, and among Ethiopians living in Italy.

Health of Migrants in an Irregular Situation

86. The health of migrants in an irregular situation can be at risk due to poverty, powerlessness, discrimination, vulnerability to labour exploitation and often lack of access to health and social services. Services were delivered to migrants in an irregular situation in detention, and semi-closed and open setting in South East Asia (Thailand and Indonesia) and the South Pacific (Nauru). IOM activities, aimed at providing access to health care to the migrants, included primary health care, emergency care, child and women's health issues, family planning, immunization, mental health care, health education and promotion, and environmental hygiene and control.

87. Persons trafficked for sexual and labour exploitation formed a particularly vulnerable group. MHS's support to IOM's counter-trafficking activities consisted of diagnostic assistance, treatment of conditions such as STIs, mental health care and health education, focusing on reproductive health matters such as HIV/AIDS and STI prevention, implemented in close collaboration with governmental and non-governmental partners at rehabilitation centres and shelters accommodating trafficked persons. Health support activities for trafficked persons were integrated into IOM counter-trafficking projects worldwide. 186 trafficked persons were given medical assistance at the IOM Rehabilitation Centre in Kiev: most of the victims were aged between 20 and 24 years (30 per cent), female (99 per cent), and originated from urban areas; 84 per cent had STIs, 38 per cent mental health disorders and 23 per cent neurological disorders, of which the majority had suffered head trauma. A similar activity in Jakarta revealed additional high rates of hepatitis B among assisted trafficked persons.

88. In addition to providing health-care services to trafficked persons and other migrants in an irregular situation, MHS delivered capacity-building in a regional Training of Trainers workshop on mental health and the development of minimum standards of mental health assistance for trafficked persons. The workshop was held in Budapest and attended by 26 mental health professionals from 13 Eastern and South-Eastern European countries. A capacity-building activity in the Tak and Chiang Rai provinces, Thailand improved access to health services for 40,000 Burmese migrants and their communities and trained government staff, including 20 district health staff, 33 Community Health Workers (CHW) and 643 migrant Community Health Volunteers, who assisted the CHWs and government health authorities in extending services to the migrants. Some 10,700 information education and communication materials were produced in Burmese, two community health posts established, and 125 mobile clinics and 54 health-awareness campaigns conducted in six districts of Tak and Chiang Rai provinces.

Migration and Travel Health Assessments

Health Assessments for Resettlement

89. Migration health assessments have long been the largest IOM health-related activity in terms of migrants served, administrative support and operational costs. MHS provided 115,415 medical assessment services to migrants going mainly to the United States, Canada and Australia. Most of these migrants departed from Africa, Eastern Europe and Central Asia, South East Asia, and South-Eastern Europe. In addition to offering pre-departure treatment of high prevalence conditions such as malaria and intestinal parasites, MHS treated migrants with tuberculosis and certain sexually transmissible infections, immunized for preventable conditions and ensured pre- and post-test HIV counselling. 52 per cent of the assessed migrants were women; 59 per cent were government-sponsored refugees; the remainder were migrants who paid IOM for services. Immigrant fees have become the second biggest funding source for MHS. The Migration Health Initiatives Assistance Account ensures appropriate use and management of the fees to benefit global resettlement-related health assessment work (e.g. by supporting quality control, standardized laboratory services and health informatics systems).

90. Following the regulations of resettlement countries, MHS assisted in the detection of health conditions that could pose a public health risk or excessive burden on the health services of the receiving country. Among the persons assessed in 2004, only 4.5 per cent of the migrants had a condition that could exclude them from immigration.

91. MHS performed medical escort services and pre-departure checks for IOM transported migrants to ensure that migrants travelled safely and without undue hardship to themselves or to other travellers. 43,286 pre-departure medical checks were carried out and 958 migrants were provided with medical escorts in the context of resettlement activities. This figure does not account for emergency-related movements or Assisted Voluntary Returns.

Health informatics

92. Migration Health Informatics were managed through the Mimosa Migration Health Module (MHM). By the end of 2004, Mimosa-MHM had been deployed in 15 IOM Missions and Offices, achieving a 97 per cent coverage of the average annual health assessment caseload. Health assessment forms by the United States, Canada, Australia and IOM, including health data of assessed migrants, represent a solid base for statistical and scientific information on migrant

health and an important tool for public health surveillance. After four years of development of the MH module and following the Organization's delocalization process, super-users and trainers were placed in Moscow, Kiev, Nairobi, Belgrade, Bangkok and Ho Chi Minh City.

Assisted Voluntary Return

93. Travel health assistance, including fitness to travel medical checks, medical escorts and facilitation of access to health care upon return, was provided to nationals returning home on a voluntary basis. The repatriation of Liberian refugees from Ghana, Nigeria, Côte d'Ivoire and Benin by sea, air and land was the largest single return activity in 2004. MHS ensured fitness to travel and care to almost 3,000 persons.

Post-Emergency Migration Health Assistance

94. Emergency and post-emergency migration health programmes assist populations during and after emergencies by managing the safe and rapid mass movement of people, arranging medical evacuations for individuals requiring locally unavailable treatment, and organizing safe return transport, as well as assisting in the reconstruction of health infrastructures through capacity-building for sustainable solutions in line with national health plans. Activities focused on movement assistance in Sudan and capacity-building in Cambodia, Iraq, Bosnia and Herzegovina, and Serbia and Montenegro, including the province of Kosovo. The last days of 2004 were dominated by emergency assistance to tsunami-affected areas.

Mental Health and Psychosocial Support in Cambodia and Serbia and Montenegro

95. In Cambodia, IOM has focused for the last decade on mental health training and clinical services destroyed during the Khmer Rouge regime. The National Mental Health Programme has aimed to train psychiatrists and nurses and support interlinked clinical activities. In 2004, the outpatient clinics assisted 8,197 new patients (of whom one-third were displaced) and gave 50,000 psychiatric consultations. The programme trained six post-graduate residents in psychiatry and 11 psychiatric nurses. Upon completion of the programme there will be 26 psychiatrists and 40 nurses in Cambodia.

96. In the Province of Battambang, the Family Support Project improved the capacity to address mental health issues, dysfunctional families and marginalized individuals through training and awareness-raising activities. 29 teachers, 72 local health authorities and 2,420 community members received mental health training.

97. As a result of the conflict in Serbia and Montenegro and the consequent forced displacements, the Psychosocial and Trauma Response Programme addressed the psychosocial needs of the population through long-term capacity-building. 24 trainers (local professionals) were trained and 40 counsellors (psychologists, social workers, teachers, physicians) implemented workshops and supervised fieldwork in psychosocial support to families. The Programme aims to assist 45,000 direct beneficiaries per year in 21 municipalities in Serbia, and establish psychosocial support centres in Nova Sad and Kragjevac.

From Evacuation to Health Rehabilitation in Iraq, Kosovo (Serbia and Montenegro) and Bosnia and Herzegovina (BiH)

98. Since the inception of the Medical Evacuation and Health Rehabilitation Programme in Iraq until its hand-over to the Ministry of Health (MoH) on 31 May 2004, 266 patients were evacuated for treatment to 17 countries, and 247 patients returned home after successful treatment. Eighty per cent of the evacuees were aged below 15 years and the majority needed cardiac, orthopedic or ophthalmological surgery. The programme also supported the rehabilitation and expansion of the Burns Ward of Basra General Hospital, procured the necessary medical supplies and sent two doctors and two nurses to Kuwait for training. The programme trained six cardiologists and six nurses on interventional cardiology in Kuwait and the Czech Republic, while five Ministry of Health staff attended a workshop on IT support and medical evacuation in Amman, Jordan.

99. Since 1995, the Swedish Medical Team Project has provided treatment to patients in need of sophisticated surgical interventions in Bosnia and Herzegovina and Kosovo (Serbia and Montenegro) following armed conflict. In 2004, Swedish medical teams visited the two regions to share knowledge and skills with local medical staff; hundreds of patients were examined and over 100 operations performed (mainly orthopaedic, plastic, ophthalmological and paediatric surgery); eight patients were evacuated to Sweden and three to BiH for cardiac, ophthalmological and ear nose throat surgery. The equipment needed was donated to local facilities.

School Health Education in Kosovo (Serbia and Montenegro)

100. The School Health Education Programme aimed to improve students' awareness of healthy lifestyles, focusing on tuberculosis (TB) and HIV/AIDS prevention. The programme was initiated at eight schools (six Albanian- and two Serbian-speaking) during the 2003/2004 academic year. Over 10,000 pupils aged six to 14 benefited from the programme and 80 teachers received 40 hours of teacher training.

Occupational Health Unit

101. The Occupational Health Unit (OHU) is responsible for promoting the health of IOM staff worldwide. Continuing the basis laid down in previous years, OHU aimed to ensure best practices concerning fitness to work for all IOM staff, decisions being made based on personal medical history and medical facilities available in the assigned duty station.

102. The OHU was heavily solicited in 2004 for clearance of staff deployed in emergency situations, and was involved in efforts to have local IOM staff trained as Peer Volunteer Support (PVS) persons to build up a network of IOM staff capable of assisting staff in overcoming stressful experiences.

103. Additional efforts were made to ensure respect of policies such as smoke-free offices (Headquarters and the Field) and the reduction of alcohol abuse. In addition, the OHU supported the WHO initiative on road safety through a mission-wide distribution of road safety awareness posters and kits, and participated actively in the MHD/OHU common survey concerning HIV/AIDS awareness.

104. In July 2004, the OH Medical Officer visited five missions in South East Asia to review the local Mission/Offices facilities and local health infrastructures. Staff were given the possibility to meet the Medical Officer in both general information sessions and through individual appointments. The need for periodic medical examinations for local employees was discussed and a pilot project for South East Asia was set up to start in 2005.

105. Following a five-week training period with OHU Geneva, the Health and Insurance Medical Unit in Manila took over responsibility for the medical entry and follow-up of local employees, including consultants and interns.

III. TECHNICAL COOPERATION ON MIGRATION

Overview

106. IOM's Technical Cooperation on Migration (TCM) activities help governments equip themselves with the necessary policy, legislation, administrative structures, operational systems and human resource base needed to tackle diverse migration problems. In addition to addressing the core concerns of migration governance, these activities extend into areas linking migration and development, in particular, activities that address the root causes of economically-induced migration. TCM activities are generally designed as partnerships, with IOM and the governments concerned and other partners working closely together to define needs, determine priority areas and shape activities. TCM initiatives can take the form of direct project design and implementation, or of facilitating and supporting national, bilateral and multilateral actions.

107. The TCM Service helps establish strategic direction for the Organization in technical cooperation matters, develops and monitors internal standards for TCM project design and delivery, provides assistance to IOM Field Offices in assessing technical needs and establishing programme strategies and priorities, and supports project implementation. The Service is supported by the Technical Cooperation Centre (TCC), based in Vienna, which provides additional specialized support to the countries of Eastern Europe and Central Asia, in particular the countries of the former Soviet Union.

108. There was significant growth in TCM activities in 2004. As represented in the Revision of the Programme and Budget for 2004 (MC/EX/656), and excluding Post-Emergency Migration Management activities presented in a separate section of this report, the number of TCM projects or programmes increased by 17 per cent, with budgetary support increasing by 70 per cent over 2003, totalling USD 56.7 million.

109. The three most important sources of support from international donors to new TCM projects in 2004 (excluding Post-Emergency Migration Management activities) were the European Commission (34.1 per cent), the United States (19.6 per cent) and the United Kingdom (9.4 per cent). TCM programmes and projects are implemented in all regions of the world, with the 2004 newly-developed activities distributed as follows: Europe (32 per cent of new projects and programmes), Asia (30 per cent), Latin America and the Caribbean (24 per cent) and Africa and the Middle East (14 per cent). TCM remains committed to expanding its work in Africa and the Middle East and has initiated important stage setting activities in this region.

110. In 2004, several theme or focus areas emerged or continued to grow in importance for the international community, and were reflected in TCM programming.

Themes and Focus Areas

111. The implications of **migration for security** continue to be a dominant theme, and an increasing number of projects are being initiated under this umbrella. TCM efforts support improved policies and operational systems, and contribute to the international community's efforts accurately to articulate the connections between migration and security. The TCM Service maintains and encourages inter-agency collaboration, planning and policy development through interaction with the Organisation for Security and Co-operation in Europe (OSCE), the United Nations Office on Drugs and Crime (UNODC), the Partnership for Peace programme, and the Counter-Terrorism Committee of the United Nations (CTC).

112. TCM is increasingly assisting governments in assessing, planning and implementing improvements to **international travel documents and their issuance systems**, referencing the standards for travel documents' quality and characteristics of the International Civil Aviation Organization (ICAO) – where IOM participates through TCM in the Education and Promotion Working Group for machine-readable travel documents. TCM is increasingly developing and applying expertise in this field, including in the related areas of biometrics.

113. Assisting governments to **address irregular migration** remains a priority for TCM, particularly the implementation of specific activities that support the **United Nations Convention against Transnational Organized Crime** and its supplementary **Protocol against the Smuggling of Migrants**. TCM helps governments to improve their capacity to investigate smuggling networks and reduce smuggling, including by raising awareness of the Convention and Protocol and protecting migrants' rights.

114. Migration and Development has continued to be a significant field of action for TCM. TCM's efforts include initiatives that **address root causes of economically-induced migration** by enhancing the ability of governments and other key actors to focus development actions more strategically on origin country migration dynamics. In this context, **microcredit programmes** continued as an important area of focus, with projects being implemented in the Eastern European and Central Asian (EECA) region, sub-Saharan Africa as well as Latin America. Additionally, TCM activities addressed the link between migration and development by building the capacity of governments and other stakeholders to communicate with and engage their community of nationals abroad in initiatives related to home country development.

115. Below are some examples of TCM activities in 2004 in two key areas: (i) Technical Cooperation for Migration Management and Capacity-Building and (ii) Migration and Development.

Technical Cooperation for Migration Management and Capacity-Building

116. In Kenya and the United Republic of Tanzania, with selected activities also in Uganda, IOM is implementing an East African Community Capacity-Building for Migration Management programme that seeks to build the capacities of relevant government institutions to facilitate regular migration and curb the irregular flows, some of which have the potential to compromise

security within their borders. This programme also addresses migration and security as a cross-cutting policy issue by supporting the countries in their efforts to improve border management and the related policy and legal frameworks.

117. In the area of travel document improvement, IOM has supported the Governments of Bangladesh, Belize and Kyrgyzstan in their efforts to modernize their passports and issuance systems. In Bangladesh, TCM conducted a comprehensive assessment of the travel document issuance system, and supported senior Government officials to undertake a tailored study tour to Canada and Mexico to familiarize themselves with the requirements of travel document improvements. In Belize, IOM assists national authorities in their passport modernization process by supporting the development of a travel document issuance system using biometrics in the registration process, and in the auditing of the use of the issuance system. IOM supports ICAO standards in ensuring the issuance of one passport for each individual. In addition to providing better security in the border clearance process, this approach provides additional protection for children and young women who might otherwise be included with minimal support documentation in another person's passport – a practice that can benefit smugglers and traffickers.

118. In Oceania, IOM has assisted Papua New Guinea with an assessment of its migration management and border control systems. Similarly, in the Caribbean region, the replies by several governments of the region to an IOM questionnaire sent out through the Organization of American States/Inter-American Committee Against Terrorism (OAS/CICTE) network of national counter-terrorism points of contact identified the need for technical support to assess border management and migration controls. Both assessments, undertaken by IOM-led teams composed of migration management specialists, provided recommendations for the progressive introduction of measures to address weaknesses in the current migration management arrangements, including technical, human and financial resource needs as well as gaps in the legislative, policy and operational frameworks. In the Caribbean, the assessment identified mechanisms for collaboration with regional and extra-regional countries in addressing migration management challenges of common concern, and ensured that recommendations complemented ongoing national and regional programmes.

119. Following the European Union (EU) enlargement in May 2004, IOM informed potential migrants of four EU accession countries (Czech Republic, Hungary, Poland, and Slovakia) of the myths and realities of immigrating to the United Kingdom. A targeted regional information campaign was completed that included objective information on immigration requirements, working in the United Kingdom, the rights and obligations of immigrants, and the risks and consequences associated with abuse of United Kingdom laws and the social security system. Additional information and services were provided through direct contact at Migrant Information Centres. Information on regular migration opportunities was also provided, and the target group's awareness of the United Kingdom's workers' registration scheme increased, including among key populations, for example those working in employment centres and job recruitment agencies.

120. Furthermore, IOM supports the ongoing process of encouraging EU-compatible legal, institutional and administrative reform in the field of asylum, migration and visa matters in Albania, Bosnia and Herzegovina, Croatia, Serbia and Montenegro, and The former Yugoslav Republic of Macedonia. Within the framework of the CARDS regional programme in the Western Balkans, and based on gap analysis and the identification of common regional problematic areas in these fields, TCM's projects enhance cooperation and networking among

beneficiaries, and contribute to institution- and capacity-building through improved strategic and technical understanding of EU standards and best practices in the migration-related areas. In close cooperation with national authorities, national and regional strategies that support *Acquis*-compliant migration management are being developed and implemented.

121. In Senegal, IOM carried out a four-day Migration and Human Rights Protection workshop for West African countries to train government officials on legal norms and their implication for the protection of migrants' human rights, including internally displaced persons and refugees. Building on a similar experience in Latin America, the workshop ensured an improved understanding of international legal norms that protect migrants, including the Palermo Conventions, and promoted South-South information sharing on migration issues of mutual concern. The workshop was conducted with technical input by specialists from ECOWAS States, Latin America, the United Nations International Law Commission and IOM.

Migration and Development

122. As a strategy to support the development of the livelihoods of rural families in their home environment, IOM has assisted the Government of the Province of Río Negro in Argentina to establish micro-producers' associations. Technical assistance is provided to support the associations in solving technical-productive and socio-organizational problems through the provision of training, the incorporation of suitable technology and the provision of financial assistance for the creation of sustainable micro-enterprises.

123. In the Democratic Republic of the Congo, IOM worked with the Government and a local NGO to improve the employment situation of women in the communities of Masina, N'djili and Kimbanseke in order to provide a local livelihood as an alternative to migration. A number of women were trained in accounting and bookkeeping, and subsequently received a small grant which enabled them to establish their own micro-enterprise. At the same time, information was disseminated on the possible risks associated with irregular migration to Europe and on additional assistance programmes seeking to enhance local economic opportunities in their communities. A similar approach is being adopted in Guinea where IOM, in cooperation with the Government and local partners, is fostering micro-enterprise development in the Futa region through the provision of training and microcredits, thereby providing beneficiaries with opportunities to generate sustainable income.

124. IOM is working with the Governments of Armenia and Azerbaijan to improve prospects for rural livelihoods and to mitigate push factors for economic migration. Through the rehabilitation of traditional water systems, IOM's programmes improve prospects for rural livelihoods by providing potable water for the communities and irrigation water for agriculture, while encouraging local communities to take ownership of these water systems. In Nakhichevan, a region isolated from the rest of Azerbaijan, IOM has supported some 20 communities in reconstructing their traditional water systems known as Chaherizes, including the provision of specific skills training. In Armenia, a hydro-geological survey mapped the current state of existing water systems, analysed water quality and provided the basis for the reconstruction of water systems.

125. As a follow-up to a workshop on Migration and Development held within the framework of the Migration Dialogue for Southern Africa (MIDSA), IOM is assisting Angola and Zambia to improve their capacity to manage migration more effectively in relation to development needs. A

comprehensive assessment was undertaken which analyses concerns in this area (such as the emigration of skilled and qualified professionals), identifies appropriate fields of action, and proposes concrete initiatives to address these concerns and harness the potential of migration for the development of countries of origin. In a similar effort, MRF Dakar is working with the Government of Benin on preliminary actions to strengthen the involvement of the Beninese diaspora in the national development processes. This includes mapping the national human resource needs and the skills available in the diaspora for subsequent inclusion in a database that can be helpful in matching the two. The database will be supported by virtual outreach through a web site which serves to disseminate information to the diaspora on opportunities to contribute to national development, while also facilitating communication between migrants and their country of origin.

126. In Peru, IOM is assisting the Government to review and update policies that aim to strengthen the involvement of Peruvians living abroad in local development. This includes an assessment of existing initiatives concerning the diaspora, and an upgrade of the consulates' capacities to liaise effectively with Peruvians living abroad.

IV. ASSISTED VOLUNTARY RETURNS AND INTEGRATION

Introduction

127. Of the 234,000 migrants transported by IOM in 2004, some 133,000 were assisted to return home. This number included repatriated refugees, internally displaced persons, irregular migrants and other recipients of IOM return assistance. Many also benefited from return-related, pre-departure and post-arrival assistance services, contributing to the sustainability of the return and addressing the needs of migrants, the communities and the governments involved.

Trends

128. Among those people benefiting from return-related assistance in 2004, approximately 26,000 were provided with return transportation within IOM's existing Assisted Voluntary Return (AVR) framework agreements with host countries, mostly in Europe. The first of these agreements was established in Germany in 1979⁷ and it remains the largest IOM AVR programme, catering to a variety of partners and migrant groups.

129. While there was a 10 per cent overall drop in voluntary returnees assisted by IOM with transportation, return-related services in general continued to expand in range, within both host and origin countries; numbers grew in non-traditional return countries and services to the migrants and governments expanded.

130. The decrease in the number of persons provided return transportation i.a. from Germany, the Nordic countries, Indonesia and Australia is partly linked to the sharp drop in asylum seekers registered⁸ in recent years – a decrease in 2004 by 28 per cent in Australia, 31 per cent in the

⁷ Reintegration and Emigration of Asylum Seekers from Germany.

⁸ See Asylum Levels and Trends in Industrialized Countries, 2004, UNHCR.

Nordic countries and 30 per cent in Germany.⁹ Within Europe, the 2004 accession to the EU of ten countries also contributed to reducing by more than half the number of persons assisted to return to i.a. Poland, the Czech Republic and Slovakia. While the Balkan countries still received the largest number of IOM-assisted returns, the numbers were lower than in previous years. Voluntary returns from Germany to the Kosovo Province decreased by half.

131. An increase in return transportation assistance was registered in Eastern and Southern Europe, respectively in the Czech Republic and Slovakia¹⁰ and in Italy, Portugal and Spain (where due to their success, AVR activities were extended beyond the pilot phase). More persons were assisted to return voluntarily to Turkey (20 per cent increase), Georgia (40 per cent increase) and Azerbaijan (50 per cent increase). In line with the EU “expanding borders”, a new AVR programme was established in Ukraine.

132. Higher numbers of persons assisted were also registered in the Netherlands (27 per cent increase) and in Austria (10 per cent increase), possibly also reflecting changes in asylum and migration policies in these countries in 2004, as well as in Belgium.

133. An overall decrease in AVR to Eastern and Southern Europe continued to coincide with increased returns to destinations further afield: to Latin America (Brazil 90 per cent increase, Chile, Bolivia and Colombia), Africa (Angola, Nigeria and Ghana), Asia (Afghanistan, Viet Nam, India) as well as to Lebanon and Iraq. AVRs to other countries such as the Islamic Republic of Iran, Russian Federation and China remained stable.

Diversification in migrants assisted and services provided

134. *Outreach to potential beneficiaries and partners.* The growing proportion of irregular migrants who had not entered the asylum system and applying for return assistance prompted some IOM Offices to either set up programmes targeting this specific migrant group (IOM London) or increase their outreach efforts.

135. In the Netherlands, in addition to the 26,197 individual contacts made through its mobile teams, IOM worked through the Randstandt initiative to engage community-based organizations and mother-tongue return counsellors to strengthen the capacity of NGOs to counsel on the option of return and in dealing with undocumented migrants in need of support. In the United Kingdom, IOM organized outreach meetings with 950 migrant community organizations and pursued public service announcements with a variety of non-English language media.

136. IOM Brussels extended its outreach to consulates, welfare centres, police, hospitals, churches and lawyers; 40 per cent of the increasing numbers of returnees assisted from Belgium were irregular migrants. IOM Germany also engaged in more intensive information dissemination to the German Government, Federal administrations, NGOs and, in particular in the case of Bavaria, directly to prospective returnees. In Norway, IOM held information meetings with 5,000 persons at 113 reception centres. In Slovakia, IOM aimed to raise NGO and government staff awareness of AVR eligibility through targeted information seminars. In Hungary, IOM visited reception facilities throughout the country and briefed 1,325 migrants.

⁹ In 2004, Germany fell from top asylum country to fourth among industrialized countries.

¹⁰ The 2004 number of asylum seekers was the highest on record in Slovakia.

137. **Vulnerable groups.** Special attention continued to be paid to tailoring assistance to vulnerable groups, such as minorities, the elderly with no family support network, trafficked victims, unaccompanied minors, single parents (most often women), and those requiring medical attention. Vulnerability was the eligibility criterion for return assistance in the Spanish PREVIE¹¹ project, for Salvadoran and Honduran migrants stranded in Mexico and Guatemala, and for “go and see” visits in the Cross-border Return programme between Croatia and Bosnia and Herzegovina.

138. The majority of beneficiaries of AVR assistance are young, unaccompanied men, reuniting with their families upon return. Yet the overall proportion of women assisted increased to a third (and 40 per cent in the case of Belgium) of those provided with return assistance. Half of the persons assisted to return from Germany to the Kosovo Province and to the Russian Federation were women. Under the EC-sponsored Afghan return programmes, women were eligible for additional assistance to better ensure the sustainability of return, including assistance to receiving, non-returnee communities, where specific focus was given to especially vulnerable women, widows and orphaned children through education and income-generating initiatives.

139. An assessment of the health problems affecting potential returnees was made in the Netherlands, to better tailor individual support to returning migrants with medical complications and improve cooperation among health counsellors and social workers. In Afghanistan, a detection and information mechanism was put in place in order to better identify returnees requiring mental health assistance.

140. Specific assistance for unaccompanied minors was provided in the Netherlands, Austria, Ireland and Belgium, including information sessions with social workers and legal guardians, tracing in countries of origin, developing a reintegration plan to meet the needs of the returning minors (whether medical, legal or psychosocial support), vocational training and accompanied travel assistance. Individualized reception and reintegration support and monitoring was provided by IOM in Angola, the Democratic Republic of the Congo and Nigeria.

141. Support to vulnerable returnees was made available in Bosnia and Herzegovina and Serbia and Montenegro through housing, employment, specialized education, and medical and social care support. To enhance the sustainability of minority returns to the Kosovo Province, reintegration support and income-generating opportunities were provided to both returnees and receiving communities through employment and micro-enterprise assistance, vocational and on business training, and tool kits distribution.

Tailored reintegration assistance

142. In addition to targeted country of origin support for the sustainable reintegration of returnees, as in the case of returns from the Czech Republic to Georgia, IOM endeavoured to pool reintegration support resources in a number of countries of origin, to expand the range of assistance provided. Some examples are provided below.

143. Among the growing AVRs to Angola many were unaccompanied minors. Reception facilities of a local NGO specialized in orphaned children assistance were enhanced through

¹¹ Proyecto de Retorno Voluntario de Inmigrantes desde España.

Swiss, Dutch and Belgian support. Returning minors were offered counselling, family tracing, mediation and reunification, education and vocational training, and for older persons, support towards small income-generating activities (informatics, farming, car repair, etc). This successful reintegration approach to returning minors has been replicated in the Democratic Republic of the Congo.

144. In Afghanistan 23,400 IDPs were assisted to return to their communities of origin, in close coordination with the Ministry of Refugees and Repatriation (MoRR), Ministry of Rural Rehabilitation and Development (MRRD), United Nations High Commissioner for Refugees (UNHCR), World Food Programme (WFP) and the Food and Agriculture Organization (FAO). IOM assistance included medical screening, reintegration assistance packages and projects, local infrastructure support, and the management of three transit centres along the main return routes.

145. Improvements in the country's prospects and increased awareness of voluntary return assistance possibilities contributed to the increase of extra-regional returns to Afghanistan. Returnees are met at the airport in Kabul by IOM's Airport Coordination Cell staff and are counselled and provided referrals to reintegration support through IOM's sub-office network. 75 per cent of voluntary returnees now approach IOM within one week of arrival for reintegration assistance, including language, computer and vocational training and a recently introduced self-employment component. About 200 small business projects have been supported, generating 1,000 jobs within the communities of reintegration.

146. In Iraq, sample households were surveyed in conjunction with a review of expatriate Iraqi communities in Europe to identify socio-economic factors at play in sustainable returns. About 3,000 Iraqis were assisted to return to Iraq, transiting overland through neighbouring countries, both through existing frameworks and from non-traditional countries of return, such as Lebanon and Pakistan. A Regional Operation Centre was set up in Amman to manage the logistics of providing return assistance to returning Iraqis and to monitor return trends.

147. IOM's Kosovo Operations Unit facilitated the return of 3,656 migrants by air and overland. Reintegration support to vulnerable returnees included counselling and referrals, and medical and employment assistance. IOM Offices in Pristina, Tirana and Skopje also enhanced the awareness of local NGOs on returning migrants' needs and on the return policies of EC host countries.

148. Following the Ugandan 2000 Amnesty Act, IOM has assisted the Amnesty Commission by registering and facilitating the return, counselling and reintegration of approximately 400 rebels from Sudan and Kenya, through community-based support.

149. Finally, tailored assistance on reception is often matched with focused pre-departure programmes, including community and individual profiling for better referrals upon return on training and employment opportunities. In Switzerland, IOM Berne's Return Information Fund (RIF) gathered focused reintegration information to meet 479 specific requests to assist eligible migrants plan their return. In the United Kingdom, IOM processed 1,672 reintegration requests and tailored reintegration assistance for 422 cases (assessing support for setting up small businesses, vocational training or educational grants) returning mostly to Sri Lanka, Afghanistan, the Islamic Republic of Iran, and Colombia. Reflecting the Dutch legislative provisions for the return within three years of approximately 26,000 asylum seekers, IOM is providing focused reintegration – in light of their longer residence in the Netherlands – to this target group.

Transit Migration

150. IOM continued to provide shelter, documentation and voluntary return assistance to migrants stranded while pursuing irregular migration routes, in transit in Indonesia, throughout Central Asia, Central America (Mexico and Guatemala), West Africa (Mauritania), the Middle East and the Balkan region.

151. Among those assisted, 240 Afghans stranded in Oman were provided medical screening and stipends to meet initial expenses upon return. In Western Africa, large and uncontrolled movements of migrants take place along the coastline from Senegal to Morocco, aiming to reach the Mediterranean. IOM assisted groups of Bangladeshi and Indian migrants through Mauritania who were stranded in the desert for many months, destitute and with no means to return home.

Return of Qualified Nationals

152. The number of qualified nationals assisted by IOM to return home also grew in 2004. 278 Latin American scholars and experts were assisted to return from Mexico, Chile and Brazil. 251 qualified Afghans were assisted in their return and professional insertion through a number of capacity-building initiatives (sponsored by the European Commission, the U.K. Department for International Development, and the Governments of Italy and Finland), in close coordination with Afghanistan.

153. Since 2002, IOM has placed 665 highly-qualified Afghans, returning either indefinitely or for a few months, to work within the nascent Afghan administration, the judiciary, the private sector and to begin small-scale enterprises key to the country's economic development. On the basis of its Return and Reintegration of Qualified Nationals (RQN) experience, IOM was selected for the World Bank funded Afghan Expatriate Services programme, working with the Independent Administrative Reforms and Civil Service Commission to enhance the Government's capacity to address urgent policy and institutional reforms.

154. Preparatory actions for a RQN programme for Iraq were undertaken in some host countries and in Iraq, in conjunction with the UNDP. A survey among the large Iraqi community in Norway collected suitable professional profiles of those considering returning to Iraq to contribute to the country's reconstruction.

Return Advice to Governments

155. A number of host governments rely on IOM Offices for advice on return policies and practices. In Switzerland, IOM Berne provided advice and focused transportation and information gathering services to assist in the planning, implementation and evaluation of policies and activities promoting voluntary return. In preparation for the Dutch EU presidency, IOM was requested to compile and analyse existing return policies and practices in the 25 Member States, Switzerland and Norway. The ensuing reference document was IOM's best selling publication in 2004.

156. *Fostering dialogue among source, transit and destination countries.* AVR services contributed to the development of regional mechanisms to support negotiations with source,

transit and destination countries to reduce irregular migration and foster sustainable returns. On behalf of the MARRI,¹² IOM organized a workshop among SAP¹³ and EU country representatives to identify means to cooperate on common practices on voluntary and enforced return and readmission of irregular migrants and rejected asylum seekers to their countries of origin.

Integration

Overview

157. IOM Offices supported migrants and governments to deal more effectively with the challenges of adjustment to a new culture, ensuring social harmony between new and old members of the community, while shaping appropriate response policies.

158. Activities focused on consolidation of achievements and geographical and thematic expansion, through awareness-raising initiatives, information centres, and training. These were carried out in cooperation with government authorities and other relevant partners such as NGOs, international organizations, migrant associations, media and other entities.

159. The renewed interest among IOM Member and observer States in integration policies and practices shows that they are an essential element for effective migration management.

Themes and Focus Areas

160. Promoting migrants' rights, highlighting their contribution to host societies, countering discriminatory and xenophobic attitudes and facilitating socio-economic integration continued to be areas of focus in 2004. Projects were developed and implemented in the Czech Republic, Greece, Italy, Poland, Portugal and Slovenia to promote integration and to prevent socio-economic exclusion of vulnerable groups such as migrant women, ethnic minorities, and returning diasporas.

161. The new EU member States are increasingly countries of immigration; they are confronted with the challenge of managing the change migrants bring about in host societies while preserving social cohesion and unity. In Slovenia, awareness-raising activities were carried out among Government officials, local authorities and NGOs on the integration of migrants and refugees in Slovene society with the aim of contributing to the elaboration of a comprehensive integration plan. A three-day conference to exchange information and share good practices and experiences in the field of integration was followed by thematic training sessions. A booklet was produced on the integration of migrants and refugees, including basic information and good practices on integration issues.

162. A number of countries in Central Asia are confronted with challenges posed by managing the return and integration of large numbers of ethnic migrants; in some cases IOM's assistance is sought to help these "returnees" settle and integrate into their ancestral homes, in conjunction with local authorities and NGOs. In Kyrgyzstan, the project "Legal support to voluntary ethnic returnees in Kyrgyzstan" aims to identify mechanisms and recommendations for the reception and

¹² Migration, Asylum, Refugees Regional Initiative.

¹³ Stabilization and Association Process. The five SAP member countries are: Albania, Bosnia and Herzegovina, Croatia, The former Yugoslav Republic of Macedonia and Serbia and Montenegro.

integration of returning ethnic migrants and to develop a proposal for reviewing norms and legislation to simplify citizenship acquisition procedures.

V. COUNTER-TRAFFICKING

163. Trafficking is a coercive and exploitative process, starting with recruitment in the place of origin and continuing with exploitation in the places of transit and destination. In order to act against trafficking at each of the different points in this process, IOM takes a multi-pronged approach to help prevent trafficking, mainly in the country of origin, and to assist and protect victims.

164. In the prevention field, IOM conducts information campaigns in countries of origin to inform potential victims of the dangers of trafficking and irregular migration. Awareness-raising activities target schools, urban and rural community groups and families. The methodology, tailored to each target group, includes the utilization of a variety of communication activities using several media outlets. Mass media ensures that the information reaches large audiences quickly while direct grass-roots contacts provide the informal setting required for a more in-depth and frank discussion.

165. In the field of capacity-building, IOM provides technical assistance in the drafting of new counter-trafficking legislation. It assists in the review and upgrading of national policies, legal frameworks and migration management structures needed to introduce or enhance counter-trafficking systems that provide full respect for the rights of the victims.

166. IOM carries out training activities for government officials and NGOs to explain how trafficking works and to disseminate information on best practices to prevent and combat it and assist the victims. As border guards and police forces are crucial actors in breaking the trafficking cycle, IOM organizes training to increase their knowledge in identifying traffickers and victims, and in treating the latter according to their rights and their needs.

167. To assist and protect the victims, IOM works with NGOs, other international organizations and government agencies to provide legal and medical counselling and other welfare services. Safe shelters and accommodation are arranged for the victims; voluntary return and reintegration assistance are also offered. Reintegration assistance can range from a modest allowance to referral and counselling in specialized shelters, or micro-enterprise support after return.

168. There was a steady increase in 2004 in the number of projects and activities supervised by the Counter-Trafficking Service (CTS), as well as the expansion of its geographical scope by bringing additional countries (i.e. Chile, South Africa, Germany, Canada and Belize) into the counter-trafficking arena and actively participating and engaging in CT activities. The expansion of the Counter-Trafficking Module database, its deployment and the collection of data in different regions, contributed to better tracking of the extent of trafficking and its trends in different parts of the world. The IOM Handbook for Direct Assistance to Victims of Trafficking was published and staff in several Field Missions were trained. A report assessing the new trends in trafficking in persons in the Balkan region was made with the assistance of two consultants, which contributed to raising awareness on the changing patterns of trafficking in the region.

Geographical Expansion of IOM Counter-Trafficking Activities

Southern Africa

169. Through its Regional Office in Pretoria, IOM issued a research report in 2003, *Seduction, Sale and Slavery: Trafficking in Women and Children for Sexual Exploitation in Southern Africa*,¹⁴ followed by the implementation in January 2004 of its Southern African Counter-Trafficking Assistance Programme (SACTAP). The programme raised awareness about trafficking among the general public, offered capacity-building workshops to law enforcement officials and civil society organizations, and focused a research component on documenting regional trafficking trends. At the core of the programme is a victim assistance component: through a network of shelters and NGOs, SACTAP offered psychosocial services to its beneficiaries for their recovery and rehabilitation, with the option of assisted voluntary return. Potential victims in South Africa could access these services through SACTAP's national 24-hour toll-free trafficking helpline publicized by the programme's "Seduced, Imported, Sold" poster campaign, the quarterly bulletin "EYE on Human Trafficking"¹⁵ and other awareness-raising materials. IOM also offered counter-trafficking training at major ports of entry to members of the South African Police Service, immigration officials, and civil society organizations. IOM contributed to the South African Law Reform Commission's drafting of national counter-trafficking legislation and is one of ten organizations represented along with Government authorities on South Africa's National Intersectoral Task Team on Human Trafficking.

The Caribbean

170. IOM and the Inter-American Commission for Women (CIM/OAS) are implementing a joint regional project with seven Caribbean countries to combat trafficking in persons. In 2004, national and regional activities were carried out, including capacity-building, research, awareness-raising, information dissemination, and regional cooperation, with the participation of the Bahamas, Barbados, Guyana, Jamaica, the Netherlands Antilles, Saint Lucia and Suriname. The main objective of the project is to contribute to the reduction of trafficking in human beings in or through the Caribbean region and to gather action-oriented data for Caribbean policy and decision makers. Over 500 persons were trained in the Caribbean, and 15 national training events held within the participating countries. Targeted regional and country-specific research was conducted, which will be forthcoming in early 2005. Local partners within government and civil society in each of the participating countries have begun to take steps to further local strategies to combat human trafficking.

Afghanistan

171. IOM built upon knowledge gained through extensive research on trafficking and implemented a programme to increase the capacity of the Government of Afghanistan to address trafficking in persons. IOM provided support to the Ministry of Interior through various activities, including a seminar on law enforcement responses to trafficking for provincial authorities, and technical assistance to the newly-formed Law Enforcement Commission against Trafficking and Smuggling in Persons.

¹⁴ Available at www.iom.org.za/CounterTrafficking.html

¹⁵ Available at www.iom.org.za/CounterTrafficking.html

172. Policy guidance was extended to the Ministry of Justice on the development of anti-trafficking legislation. During "Violence Against Women" week, a discussion on trafficking was hosted in coordination with the Ministry of Women's Affairs, aimed at increasing the capacity of the planning and legal departments to mainstream trafficking into programme initiatives for vulnerable women. Finally, a pilot programme provided direct assistance to victims and initiated prevention activities to raise awareness among the general public.

Best Practices (Training, Guidelines)

173. In order to enhance the capacity of IOM to manage and provide standardized assistance to victims of trafficking based on best practices, internal guidelines were developed in 2004. Several staff members attended CT training on Direct Assistance, which also included a staff security component.

Handbook on Direct Assistance to Victims of Trafficking

174. This set of guidelines, compiled and circulated by CTS in 2004 to all IOM staff working directly with victims of trafficking, contains the principles for dealing with security, victims' identification, health issues, referral and voluntary return procedures, reintegration, shelter management and cooperation with law enforcement agency (ies).

IOM Staff Training Workshops

175. Several IOM staff were invited to attend training sessions focused on the new guidelines in the Handbook. CTS held three major training sessions in Vienna, Ashgabat and Geneva for colleagues worldwide to meet, discuss, and exchange experiences and perspectives on the trafficking scenarios in the different IOM Missions.

Counter-Trafficking Database

176. The Counter-Trafficking Module (CTM) database aims to facilitate management of direct assistance to victims of trafficking and to strengthen the research capacity and understanding of the causes, processes, trends and consequences of trafficking. Under the Global Assistance Counter-Trafficking Database project, the database was translated into French and Spanish in order to be used in locations where English is not the main language and to expand the range of IOM Offices using the application. It also allowed for full integration with MiMOSA, IOM's corporate database, easing the process of different platforms and IT support.

177. The CTM database serves as a knowledge bank, from which statistics and detailed reports can be drawn, informing on research, programme development and policy making on counter-trafficking. It is a standardized tool available to all IOM Missions and to those that run CT assistance programmes in particular. In 2004 the database was used in 16 different locations worldwide, giving a perspective reflecting the trends in each region where IOM collects trafficking data.

Training Modules

178. In 2004, IOM compiled practical "how to" training materials for non-governmental organizations (NGOs), government officials and other IOM partners. The IOM Counter-Trafficking Training Modules series, a project coordinated by MRF Washington and piloted in Jamaica, the Netherlands Antilles, South Africa and Indonesia provided governments, NGOs and

donors with a quick and cost-effective training kit. Modifiable to allow for different languages and contexts, the IOM Counter-Trafficking Training Modules series provides an introduction to essential components of counter-trafficking activities, including information campaigns, cooperation and networking, return and reintegration, and capacity-building. Each module is a stand-alone tool to conduct a two-day training course, including a facilitator's guide, workbook for participants, and tools and activities for use during the training. Basic concepts and definitions of trafficking are included in each module, as well as a section on the development and use of performance indicators in counter-trafficking activities, and practical examples related to the module topic.

Regional Initiatives

179. Regional initiatives remain a strong priority for IOM. Of particular interest in 2004 was the report of the EU Expert Group on Trafficking in Human Beings, on which IOM has been actively participating, and the continuation of the Bali Process for which IOM is acting as a *de facto* secretariat.

EU Experts Group

180. The Expert Group was established in 2003 to advise the EU Commission on human trafficking and produce a report to assist the Commission to make further concrete CT proposals at EU level. The report was submitted in December 2004. It contains the proposals of experts to bring into force the Brussels Declaration on Preventing and Combating Trafficking in Human Beings, following the Declaration's structure and focusing on prevention, victim assistance and protection, and law enforcement aspects.

Bali Process

181. 2004 was the second year of the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime. The Bali Process achievements were reviewed at a senior officials meeting held in Brisbane, Australia in June at which senior officials agreed that the broad goals of the Bali Process to raise awareness of and develop greater cooperation among regional countries to combat people smuggling and trafficking had largely been met as a result of the high-level political focus generated by the two Ministerial Conferences and the active follow-up programme of practical workshops and activities undertaken by officials from ministries of foreign affairs, justice, law enforcement and immigration. They agreed that the Bali Process had created an environment in which regional countries were cooperating increasingly (including bilaterally and subregionally) in preventing and intercepting people smuggling (and, to a lesser extent, trafficking) activities, prosecuting those responsible and strengthening border management. Senior officials noted that the Bali Process had moved from discussion of principles to the implementation of measures to achieve practical results. During 2004 several workshops were organized to exchange best practices on counter-trafficking and counter-smuggling actions. One of the workshops was held on the occasion of the Second Expert Group Meeting on "Protecting Victims of International Trafficking" organized by IOM in November 2004 in Seoul, Republic of Korea.

VI. LABOUR MIGRATION

Overview

182. IOM's Labour Migration Service (LMS) aims to facilitate the development of policies and programmes that can benefit the concerned governments, migrants and societies. Specifically, it focuses on:

- providing effective protection and support to labour migrants and their families;
- fostering economic and social development; and
- promoting legal forms of labour mobility as an alternative to irregular migration.

183. IOM labour migration programmes in 2004 included:

- government capacity-building;
- pre-departure training and orientation for migrants, awareness-raising and provision of information;
- facilitating bilateral labour arrangements and the implementation of labour migration programmes;
- enhancing the development impact of labour migration; and
- assisting inter-State dialogue and cooperation.

184. The programmes were in partnership with various governments and international organizations including the International Labour Organization (ILO), the Asian Development Bank (ADB), and the Organisation for Security and Cooperation in Europe (OSCE).

Capacity-Building in Labour Migration Management

185. An increasing number of developing countries and countries with economy in transition seek to adopt policies, legislation and structures to promote the foreign employment of part of their workforce and generate remittances, while providing safeguards to protect their migrants. Some middle-income countries are also destination countries and are seeking ways to better manage their labour inflows. In 2004, IOM helped strengthen the labour migration management capacity in a number of countries.

Kenya/United Republic of Tanzania/Uganda

186. In order to assist the Governments of Kenya, United Republic of Tanzania, and Uganda to develop effective mechanisms on labour migration management and skills utilization, IOM conducted country assessments on current legislation, structure, resources, procedures and services, and made recommendations and a road map for enhanced labour migration management and services. The project also identified skills gaps and studied remittance flows.

Thailand

187. In September 2004, a project was launched in order to raise awareness among Government officials, employers and members of migrant and host communities about the importance of migrants' rights and welfare. The project is implemented in close coordination with the Department of Employment and the Department of Labour Protection and Welfare of the Ministry of Labour and the Office for the National Human Rights Commission of Thailand.

Croatia

188. IOM implemented a policy-oriented research project focusing on the shipbuilding sector, which experienced a significant loss of skilled workers from Croatia. Stakeholders such as the Government representatives of Croatia and Italy, the Croatian shipbuilding corporations and employers, regional institutions and Croatian migrant workers participated.

Tunisia

189. The Promotion of Tunisian Labour Migration (PROMOTE) project aims to facilitate labour matching between Tunisia and Italy. In 2004, a pilot committee including different ministries, Tunisian agencies and IOM was set up. Among other activities, cooperation was initiated with an Italian firm for the development of tools for the on-line selection and promotion of the Tunisian labour force, and a mission for the promotion of Tunisian labour force in Italy was organized.

Egypt/Italy

190. The "Integrated Migration Information System" is a capacity-building project supporting the Egyptian Ministry of Manpower and Emigration to facilitate legal labour migration, strengthen ties with the diaspora, and channel human and financial resources resulting from migration for the benefit of Egypt's development. In 2004, job-matching modules were made available online for potential employers and job seekers.

Kuwait

191. IOM organized a workshop for senior officials from the Ministries of Labour, Interior and Foreign Affairs in order to enhance knowledge and awareness on international standards and good practices on the rights of migrant workers and their families.

Islamic Republic of Iran

192. In March 2004, IOM signed a Memorandum of Understanding with the Iranian Ministry of Labour and Social Affairs and ILO for cooperation on labour migration management and development.

Pre-departure Training and Orientation of Labour Migrants

193. Many migrants face difficulties in host countries due to lack of preparation before departure. IOM offers pre-departure orientation services to inform the migrants about their future living and working environment and assist in developing language training curriculum to

facilitate migrant integration in the destination countries. In 2004, IOM focused on awareness-raising of migrants of risks and realities associated with labour migration and on improving migrants' access to information on immigration and labour legislations.

Bangladesh/Philippines

194. In partnership with the Ministry of Expatriates' Welfare and Overseas Employment and the Bureau of Manpower, Employment and Training (BMET) of Bangladesh, a new tailor-made programme was developed in order to upgrade the existing BMET English training programme for migrant workers. In addition, awareness-raising of migrant workers was carried out in Bangladesh and in the Philippines to reduce the vulnerability of migrants and facilitate safe migration.

Tajikistan

195. An Information Resource Centre for Labour Migrants was created in Dushanbe with the support of OSCE. Over 100,000 information booklets were distributed with details on employment conditions, immigration procedures, migrants' rights and the risks associated with irregular migration. Over 3,200 potential migrants received counselling. In addition, a series of workshops were conducted to train Government agency staff as well as NGO representatives on labour migration issues.

Italy

196. In order to provide household workers in Italy with clear and concise information on their rights and obligations, legislation on domestic work, and conditions of entry and stay in Italy, IOM elaborated an information booklet in Italian, Romanian and Ukrainian. The project was supported by the Fondazione Cassa di Risparmio di Roma (Savings Bank Foundation).

Facilitating bilateral labour arrangements and implementation of labour migration programmes

197. States requiring foreign labour are increasingly entering into bilateral labour agreements with partner States or developing special labour migration programmes. These programmes are designed to steer labour flows to specific areas of demand and reduce the need for irregular migration by providing legal alternatives. IOM supports government efforts to put these elements into place and provides various services.

Ecuador/Colombia/Spain

198. IOM has assisted in the selection and transport of 150 migrant workers to Spain, mainly in services and hospitality sectors, using the database it has developed. IOM also assisted with drafting contracts and securing visas, passports and airline tickets for travel to Spain. IOM provided facilitated passage to 606 Colombian workers travelling to Spain.

Guatemala/Canada

199. At the request of the Guatemalan Government and in cooperation with the *Fondation des entreprises de recrutement de main-d'oeuvre agricole étrangère* (FERME) of the Canadian province of Quebec, IOM implemented in 2004 a pilot project for the selection and transfer to Canada of 324 Guatemalan seasonal agriculture workers.

Italy/Republic of Moldova/Sri Lanka

200. Two projects on labour migration were developed to respond to the Italian labour market needs. One project consists of the registration and training of Moldovan workers matching labour market skill demands in the Lombardia and Veneto regions, and the Province of Piacenza. The other responds to the demands of personal care workers in Tuscany. 200 Moldovan workers and 60 Sri Lankan care workers were selected and given language and sociocultural orientation courses in their countries of origin by IOM.

Czech Republic/Belarus/Bulgaria/Croatia/ Kazakhstan/Republic of Moldova

201. Within the framework of a pilot project on “Active Selection of Qualified Foreign Workers” launched by the Czech Government, IOM implemented an information campaign in the above-listed countries.

Labour Migration and Development

202. The most direct link between migration and development in countries of origin is through remittances – the funds migrants send home. In 2004, IOM undertook research on remittances in Colombia, Guatemala and the Republic of Moldova with a view to assisting governments to formulate policies which enhance the contribution of remittances to development.

Colombia/Guatemala

203. A Survey of Beneficiaries in Currency Exchange Bureaux was conducted in Colombia in partnership with the National Administrative Department of Statistics and ASOCAMBIARIA (Association of Currency Exchange Bureaux) to better understand the use and receipt of remittances in order to devise public policies for their productive use. In Guatemala, a National Survey on the Impact of Family Remittances in Guatemalan Homes was carried out with the Office of the Vice-President of Guatemala and the Bank of Guatemala. The Central American Bank of Economic Integration was a co-funder.

Republic of Moldova

204. In partnership with the International Monetary Fund and the European Union Food Security Programme, IOM conducted a survey on remittances in the Republic of Moldova. This survey focused on the overall flow and channels of monetary remittances, household expenditures and future investment intentions of migrants, as well as identifying obstacles to regular migration, and investment in the country of origin.

Regional Dialogue

205. In September, the Second Labour Migration Ministerial Consultations for Countries of Origin in Asia was organized in Manila in partnership with the Philippine Government and other participating countries, as well as in cooperation with the ILO, Asian Development Bank (ADB) and the U.K. Department for International Development (DFID). Good practices were assessed and shared and recommendations were made concerning the protection and provision of services to vulnerable migrant workers, optimizing the benefits of organized or legal labour migration and enhancing capacity-building and inter-State cooperation with countries of destination. Follow-up actions taken in 2004 include development of training curriculum and a training course for labour attachés and preparations for a common migrants' resource centre in the Gulf States.

VII. OTHER PROGRAMMES

Support for Developing Member States and Member States with Economy in Transition – 1035 Facility

206. In its fourth year, the 1035 Facility continued to contribute to the priority programming needs of developing Member States and Member States with economy in transition. Updated management criteria were finalized and implemented, consistent with the recommendations from the 2003 evaluation, and there was a stronger focus on capacity-building and regional and subregional activities. A total of USD 1,592,811 was allocated to 26 different initiatives. As in previous years, the distribution of allocations to each region closely matched the representation of Member States in those regions.

207. In Africa and the Middle East the Facility supported nine initiatives benefiting 15 eligible Member States, with over USD 684,000 in allocations. In the Americas and the Caribbean, six initiatives benefiting 12 eligible Member States were supported for a value of over USD 385,000. For Asia, four initiatives benefiting seven Member States were funded, for a total of over USD 204,000. In Europe, six projects benefiting ten Members were funded at a total value of over USD 216,000. The Sasakawa Endowment Fund's portion of the Facility was over USD 27,000.

Claims Programmes

208. 2004 marked the fourth full year of IOM's involvement in the two large claims programmes that make financial compensation available to former slave and forced labourers and other victims of the Nazi regime: the German Forced Labour Compensation Programme (GFLCP) under the German Foundation Act and the Holocaust Victim Assets Programme (HVAP) under the Swiss banks settlement.

209. In addition, IOM worked in 2004 on two projects relating to other claims programmes and issues. In one it continued to provide expert advice, technical assistance and capacity-building support to the Iraq Property Claims Commission (IPCC). In the other, it conducted a mission to Israel and the Occupied Territories in which it collected knowledge about the range of Palestinian and Israeli positions on technical issues relating to claims mechanisms that may be considered in connection with the Palestinian refugee problem, and as a result of which it identified areas of possible work on such issues.

210. By the end of 2004, IOM had disbursed in total EUR 221.8 million to over 80,000 former slave and forced labourers worldwide under GFLCP, and USD 16 million to nearly 11,400 claimants under HVAP. Humanitarian and Social Programmes, which draw from and bridge GFLCP and HVAP, had committed over USD 30 million and provided assistance to over 50,000 beneficiaries in 13 Central and Eastern European countries.

211. While the first instance processing of claims peaked in GFLCP and HVAP, the work on payments, notifications and appeals grew in importance in 2004. Because of the volume and the complexity of these tasks and the addition of the two other projects, the number of staff involved in all claims programmes increased to 170, of which approximately 62 per cent are female.

German Forced Labour Compensation Programme (GFLCP)

212. By the end of 2004, IOM had completed first instance processing for all 332,000 slave and forced labour claims, all 41,000 personal injury claims and all 35,000 property loss claims received under GFLCP.

213. For its numerically largest subprogramme, Slave and Forced Labour, IOM submitted in 2004 almost 52,000 decisions to the German Foundation, 34 per cent of which were positive. The 52,000 claims incorporated the final outstanding substantive decisions by the German Foundation and the results of a project to re-review previously resolved claims affected by these late decisions. This project enabled IOM to submit to the German Foundation more than 1,600 decisions for an upgrade in category. In keeping with the shift at the end of 2003 from claims by surviving victims to claims involving deceased victims and heirs, 17 per cent of the positive decisions submitted in 2004 concerned claims for deceased victims. Towards the end of the year, IOM began the reconciliation of its database with that of the German Foundation in preparation for the transition to second instalment payments scheduled for 2005.

214. By the end of 2004, the Property Claims Commission had resolved all of the 35,000 Property Loss claims and more than half of the 8,280 requests for reconsideration or appeals received. The Commission held seven meetings in 2004 in which it adopted decisions on more than 22,200 claims and nearly 4,300 requests for reconsideration. Overall, the Commission has given a positive decision in almost 30 per cent of the property claims. Once the last requests for reconsideration have been processed, IOM will make the payments to the successful claimants scheduled for 2005.

215. Regarding claims for Personal Injury, IOM focused in 2004 on payments to victims whose eligibility was established either within the first instance or appeals review. In total, IOM paid 1,388 victims, which represented approximately 3 per cent of the claims received in this category. It also prepared the payments to heirs scheduled for the beginning of 2005.

216. The IOM Appeals Body had received, by the end of 2004, more than 28,000 slave and forced labour and personal injury appeals. During the year, the Appeals Body held four meetings and issued 2,335 forced labour decisions and 825 personal injury decisions. Approximately 7 per cent of the forced labour decisions and 30 per cent of the personal injury decisions were decided positively. The higher proportion of positive decisions for personal injury appeals was largely a result of the Appeals Body's broader approach to the German Foundation's concept of "children's homes" for children of former forced labourers.

217. The June 2004 meeting of the Board of Trustees of the German Foundation in which IOM participated as a member was mainly devoted to the distribution of interest accrued in the German fund to the three under-funded partner organizations, namely IOM, the Conference on Jewish Material Claims Against Germany (JCC), and the Russian partner organization. In his statement, the IOM Director General underlined that the funds allocated to IOM were not sufficient to pay full compensation to its eligible claimants, and he reminded the trustees of their previous pledge that IOM's foreseeable funding shortfall should be covered as much as possible. In the end, IOM received EUR 125 million of the accrued interest. These additional funds did not fully cover IOM's shortfall at the time, but the Board decided that any future interest should be used exclusively to pay full compensation to IOM's claimants in the slave and forced labour categories and to top up the reduced payments to personal injury victims.

218. On 5 July 2004, IOM's Steering Group of Most Involved Victims' Associations held its eighth meeting. The members of the Steering Group discussed the impact of the interest allocation and ways to address IOM's remaining funding shortfall. The Steering Group agreed that IOM should continue to prioritize victims over heirs.

Holocaust Victim Assets Programme (Swiss Banks) (HVAP)

219. Under HVAP, IOM received approximately 50,000 claims. In 2004, a total of 10,313 claimants were paid (10,235 Slave Labour Class I, 50 Slave Labour Class II and 28 Refugee Class).

220. Registration of all claims was completed in 2004. The focus in 2004 was on processing claims in Slave Labour Class I. The review of the claims in this subclass is 80 per cent completed. The review of the Refugee Class claims is 100 per cent completed.

221. During the fourth quarter of 2004, HVAP concentrated on the so-called Western European Overlap claims to be resolved under Slave Labour Class II criteria. These are claims that were submitted to IOM on GFLCP claim forms where claimants requested that their claims also be considered under HVAP. The names of the claimants and of the companies for which they worked were matched against lists provided to the Special Master by the defendant companies who sought a release in the Swiss banks litigation. Claims that matched against one of these lists could automatically be approved. Claims where there was no such match continue to be substantively reviewed.

222. HVAP continues to work with the United States Holocaust Memorial Museum in Washington, D.C. which has generously supported HVAP in 2004 by making available one of its historians who came to Geneva and assisted with the review of Roma and Jehovah's Witness claims from the Republic of Moldova and Ukraine.

223. HVAP also continues to coordinate with the Claims Conference on Jewish Material Claims Against Germany (JCC) concerning Refugee Class processing and appeals procedure, Slave Labour Class I heirs processing and late filings.

The Humanitarian and Social Programmes (HSP)

224. The German Foundation (EUR 12.27 million) and the US Court (USD 20.5 million) also support non-cash, humanitarian and social programmes for specific victim groups.

225. During 2004, IOM provided food, medical and dental care, home care, winter assistance, clothing, emergency financial support, and special and legal assistance to over 50,000 extremely needy, elderly Roma and Sinti, Jehovah's Witness, disabled and homosexual survivors of Nazi persecution. The German Foundation contributed exclusively to Roma and Sinti projects. HSP's beneficiaries were 58 per cent female.

226. By the end of 2004, IOM was running 53 projects, worth over USD 30 million, in victim communities in Austria, Belarus, Croatia, the Czech Republic, France, Germany, Hungary, Latvia, Lithuania, The former Yugoslav Republic of Macedonia (FYROM), the Republic of Moldova, Poland, Romania, the Russian Federation, Serbia and Montenegro, Slovakia and Ukraine.

227. Through frequent contact with victim communities and close collaboration with a diverse pool of some 50 partner NGOs, IOM was able to identify larger than expected potential beneficiary populations and to deliver assistance in an expanding geographical area. The assistance structure stabilized throughout 2004 providing a good picture of living conditions and the most urgent needs of the beneficiaries, as well as the capacities of the service providers.

Iraq Property Claims Programme (IPCP) and Iraq Property Claims Commission (IPCC) – Technical Assistance

228. During 2004 IOM continued, with support from the US Government, to provide expert advice, technical and other assistance and capacity-building support to the Iraq Property Claims Commission (IPCC) to facilitate its establishment and operation of a property claims programme in Iraq. Due to the security situation in Iraq and UNSECOORD travel restrictions, that advice and assistance was provided from Geneva, Switzerland, and Amman, Jordan.

229. Relying on the extensive experience of its staff in different international and national claims programmes, IOM assisted the IPCC in drafting and revising its constituent documents as well as various forms and instructions currently in use in processing claims. IOM also helped the IPCC to develop claims workflows and processes to facilitate the efficient, fair and consistent resolution of a large volume of claims. The knowledge of other programmes similarly provided information for IOM's analysis and advice regarding numerous legal and other problems and challenges with which the IPCC has been faced, including a series of issues papers developed for a joint IOM, IPCC and UNHCR working session in Geneva.

230. To further assist the IPCC in adopting modern claims processing techniques, IOM designed and developed a claims processing database and software to allow the IPCC to track claims from submission until resolution, group claims by common issues for consistent and efficient consideration, and monitor the performance of its many offices. In conjunction with this database project, IOM advised the IPCC on the IT equipment and applications necessary to operate the programme effectively.

231. The IPCC also requested IOM to assist it in developing public information campaigns inside and outside the country. In 2004, IOM focused on helping the IPCC to package its message and prepare preliminary public information materials aimed at Iraqis living inside the country.

232. IOM, together with UNHCR, also submitted a proposal to the IPCC for the conduct of a property claims programme to reach and serve Iraqis living outside the country. That proposal is under consideration.

Palestinian Israeli Claims Mechanisms (PICM)

233. In May 2004, an IOM delegation conducted a two-week mission to Israel and the Occupied Territories to consult with government officials, academia and civil society representatives on technical issues relating to claims mechanisms that may be considered in connection with the Palestinian refugee problem. Promoted by the Government of Canada through the Office of the Special Coordinator for the Middle East Peace Process at the Department of Foreign Affairs, and funded by the International Development Research Centre (IDRC), the main objective of the project was to collect knowledge about the range of Palestinian and Israeli positions on technical issues relating to claims mechanisms, and to identify areas of possible work on such issues.

234. Following the mission, IOM prepared a comprehensive report evaluating the findings of the mission and recommending areas of future work for Canada and its partners in the region. The IDRC has since asked IOM to prepare expert studies on different technical issues relating to the planning, design and implementation of claims mechanisms.

GLOBAL ACTIVITIES AND GENERAL PROGRAMME SUPPORT

VIII. MIGRATION POLICY, RESEARCH AND COMMUNICATIONS (MPRC)

235. In 2004, the Migration Policy and Research Project was mainstreamed into IOM's structure. The policy, research and communications functions of the Organization were brought together into one Department to serve as the focal point for IOM's strategic policy coordination on international migration issues, as well as for research, publications information and communication on international migration trends, policies and practices. The Department coordinated the development and dissemination of IOM migration policy strategies, and of information and publications on international migration trends, policies and practices to internal and external stakeholders, including relations with the media, and the development and management of IOM's web site and Intranet, and IOM's International Dialogue on Migration. Through targeted research and improved communications, MPRC improved IOM's capacity to assist governments to monitor and manage migration flows and implement sound migration policies, legislation and procedures.

International Dialogue on Migration

236. Since its initiation at the 50th anniversary session of the IOM Council in 2001, IOM's International Dialogue on Migration has provided a forum to States, intergovernmental and non-governmental organizations to discuss migration policy issues, in order to explore and study policy issues of common interest and cooperate in addressing them, as foreseen in IOM's Constitution. The inclusive and constructive dialogue, supported by targeted research and policy analysis, has fostered a better understanding of contemporary migration issues and facilitated the identification of effective practices and approaches, through sharing practical experiences, perspectives and priorities. The International Dialogue on Migration has helped to create a more open climate for migration policy debate and served to build confidence between and among the stakeholders in migration.

237. The dialogue for 2004 focused on **Valuing Migration – Costs, Benefits, Opportunities and Challenges** and explored the economic, social, cultural and political value and dimensions of migration in today's mobile and increasingly globalizing world, as well as the management challenges this presents. At the 2004 Council session, the dialogue included a special panel discussion with the Global Commission on International Migration to hear and discuss the perspectives of one of the Co-Chairs, two Commissioners, the Secretariat on Migration and the Commission's work. The high-level plenary discussion, led by Commissioner N. K. Singh, on the main theme with presentations from the Governments of China, Colombia, the Russian Federation, Pakistan and the United Kingdom, reflected a striking degree of convergence on the positive value and potential of migration globally and at national levels, if properly managed. The Year in Review session reviewed and discussed selected major migration developments in 2004, including the Hague Programme of the European Union, the African Union's Vision and Strategic Framework, the Berne Initiative, the International Labour Conference "Toward a Fair Deal for Migrant Workers", and the IOM intersessional workshops described below. Finally, participants engaged in workshops on the Image of Migrants in Society, introduced by the expert Dr. Rita Süßmuth.

238. At the request of IOM's membership, the dialogue has continued between the annual sessions of Council, primarily through the convening of intersessional workshops to broaden and deepen migration reflection. These intersessional workshops have explored the multidisciplinary aspects of migration and fostered important linkages with related policy fields, in partnership with other organizations and institutions and with the support of donor governments.

239. The first intersessional workshop in 2004, on the theme of Migration and Health, and in partnership with the World Health Organization (WHO) and the Centers for Disease Control and Prevention, brought together health and migration policy makers and practitioners to discuss the global health implications of an increasingly mobile world and strategies for improving migration health management. Following the workshop, IOM and WHO are collaborating more in this field, including research and other activities together with ILO in preparation for the 2005 World Health Assembly. The workshop also resulted in several IOM field-based initiatives and activities, including on the migration of health care workers.

240. As a result of the intersessional workshops on Trade and Migration in 2003 and 2004, the trade and migration communities are developing a better understanding of each others' language, priorities and perspectives on global labour mobility, and specifically the temporary movement of persons across borders to provide services. At the 2004 seminar, through exploration of national,

bilateral and regional case studies, participants gained a better appreciation of lessons that can be drawn from the practical experiences of States in managing temporary labour migration, including for Mode 4 of the General Agreement on Trade in Services.

241. MPRC supported regional dialogues on migration, most notably the 5+5 Dialogue on Migration in the Western Mediterranean held in Algiers and the Labour Migration Ministerial Consultations for Countries of Origin in Asia held in Manila.

242. MPRC represented IOM at national, regional and global migration-related events and conferences, as speaker, panellist and facilitator on migration policy and management matters. The advice and counsel of MPRC was sought by migration practitioners and policy makers from governments, intergovernmental and non-governmental organizations, private experts and the media.

The Berne Initiative

243. In 2004, MPRC, together with the Government of Switzerland and IOM's Field Missions, organized four regional consultations of the Berne Initiative: in Addis Ababa for Africa, in Budapest for Europe and Central Asia, in Guilin for Asia and the Pacific and in Santiago de Chile for the Americas and Caribbean region, to enable governments to contribute directly to the development of the International Agenda for Migration Management (IAMM) which will enable States to identify migration priorities and develop migration management policies and capacities and to facilitate inter-State cooperation in migration management.

244. IOM organized, with the support of the Swiss Foundation for Population, Migration and Environment, four regional studies on inter-State cooperation to provide an overview of how States cooperate on migration policy. One thematic study examined inter-State global cooperation on migration and development.

245. MPRC incorporated the comments received at the regional consultations to produce a revised version of the IAMM including perspectives and practices from government migration experts worldwide. The IAMM now includes 20 common understandings on migration, as well as elements of effective practice on the full range of migration management matters, and addresses issues including border management, labour migration, protection of migrants' rights, countering trafficking and smuggling, return, integration, migration and development, trade, health and research.

246. The revised version of the IAMM was presented and discussed at the Berne II Conference, organized by the Swiss Government, on 16 and 17 December 2004. The conference, attended by some 300 participants representing over 100 countries and representatives from international organizations and NGOs, as well as independent migration experts, completed the first phase of the Berne Initiative process and provided direction for follow-up activities for the next phase.

The World Migration Report

247. MPRC led the production of IOM's publication, ***World Migration 2005 – The Costs and Benefits of International Migration*** on the economic, social and political outcomes of migratory processes. MPRC developed the theme, together with the Editor-in-Chief, a former IOM staff member, and helped identify the experts, produced chapters and reviewed the submissions as well as administering the production of the 600 page publication.

Strategic Policy and Planning

Essentials of Migration Management for Policymakers and Practitioners

248. At the request of several Member States, and with the input of numerous experts, MPRC published the *Essentials of Migration Management for Policymakers and Practitioners (EMM)*, which provides an interactive framework of reference and instruction on contemporary migration dynamics, policies and trends. The *EMM* consists of 32 individual migration-related 20-page chapters, including learning objectives, case studies, and a guide to applying the materials to specific situations. The *EMM* aims to expand the knowledge and facilitate the work of government policy makers, practitioners, academics and organizations as well as IOM staff members. The course manual is a stand-alone tool for independent study; IOM has also developed a trainer's guide containing instructional tools to facilitate the delivery of group training sessions on a national and regional level.

Migration and Development

249. Strategic Policy and Planning (SPP) focused on migration and development, a renewed government priority and produced *Migration and Development: Towards an IOM Strategy*, defining IOM's goal and key elements of IOM's strategy on migration and development.

250. Consistent with IOM's strategic approach to developing partnerships, SPP created an *Inter-agency Round Table* on migration and development that met twice in 2004, and was attended by Geneva-based agencies interested in migration and development, including IOM, ILO, UNCTAD, UNDP, WHO, World Bank, UNFPA, UNESCO and UNHCR. The first meeting (April 2004) exchanged information on the activities of each organization; the second meeting (October 2004) focused on the potential contribution of diasporas to the development of countries of origin, and the specific interests of each agency in this area. The third major undertaking of the year was the preparation for the Migration and Development workshop in early 2005.

Strategic Policy Coordination

251. As part of MPRC's role in strategic policy coordination of international migration issues, SPP participated in organizing international conferences, including the World Congress on Human Movements and Immigration in Barcelona in September and the Ninth Annual International Metropolis Conference, and made presentations at forums on migration management or migration policy.

Research and Publications Division

252. In 2004, the RES work programme focused on six themes:

- **Enhancing the Contributions of Migration Research to Policy Making.** In February, RES organized a consultative meeting for 23 governments from all major world regions to examine the different ways in which research contributes to policy making, and discuss the capacity-building needs of poorer countries.

- **Preparation of a Global Survey of Research and Data on Trafficking.** RES organized an expert meeting in Rome with financial support from the Government of Italy, entitled Improving Data and Research on Human Trafficking. The papers presented at the meeting will be published in a special issue of *International Migration*.
- **Study of Inter-State Cooperation at the Regional and Global Level under the Berne Initiative.** With funding from the Swiss Foundation for Population, Migration and Environment, five papers were prepared for the Second Conference of the Berne Initiative, "Managing International Migration Through Cooperation", held in Berne, 16 to 17 December. An IOM book will be published in 2005 based on the papers presented.
- **Survey of Cross-Border Migration between Afghanistan and Pakistan.** Within the context of cooperation arrangements with UNHCR and ILO, IOM prepared a survey of economic migration flows between Afghanistan and Pakistan. Funding for this study was received from the Afghan Comprehensive Solutions Unit.
- **Internal Migration in Asia: China Conference.** In September 2004, RES received funding from the UK Department for International Development to organize a conference to discuss the impact of internal migration on development in Asia, to be held in Lanzhou, China, in 2005. Several research papers have been prepared for the conference and a publication is planned for 2005.
- **Strategic Analysis of Migration Policy in Ireland.** The National Economic and Social Council of Ireland awarded IOM a contract in September 2004 to conduct a study of Irish migration policy, including analysis of the economic and social effects of migration. An extensive report is being prepared drawing on best international practice and extensive consultations with key stakeholders in Ireland.

253. RES provided research and publishing support to other Headquarters departments and Field Missions. Twenty-six IOM research projects were carried out with a budget of USD 3.55 million. Details can be found in a new IOM Research Directory, at www.iom.int. An in-house **Research Manual** was prepared for use by all IOM Field Missions.

254. RES gave some 15 presentations at external meetings and conferences on migration. RES also gave written and oral evidence to the United Kingdom Parliament's International Development Inquiry into questions dealing with migration, development and poverty reduction, and prepared papers for publication in the *International Migration and Integration* and *International Migration* journals, and also prepared the statistics section of the 2005 *World Migration Report*, edited by RES.

255. RES organized a workshop at the October 2004 Metropolis Conference on the theme Asylum, Migration and Development - The Afghanistan Challenge, as well as a workshop on irregular migration during the IEMed Forum in Barcelona, held from 2 to 5 September 2004.

256. The Research and Publications Division is responsible for managing IOM's specialist library on international migration which provides support to Headquarters staff, IOM Field Offices, international organizations, Permanent Missions and the general public.

Publications

257. The Publications Unit (PUB) published research and conference reports and provided assistance to Headquarters and IOM Field Missions in the editing, designing, layout, printing, distribution, marketing and sales of publications. An increasing proportion of publications were released as CD-ROMs or online-versions. Sales figures for IOM publications sold from Headquarters rose by 20 per cent. The IOM Publications Catalogue currently contains over 200 publications.

258. In addition to the regular Migration Research Series, a growing number of IOM departments and service areas produced reports or manuals covering their own fields, published with the support of PUB. Titles included: *Return Migration: Policies and Practices in Europe*; *Counter-trafficking Manual*; *Glossary on Migration* (compiled by the Department of International Migration Law) and *The World in Motion: Short Essays on Migration and Gender* (publication of the Working Group on Gender Issues). Other major publications included *Revisiting the Human Trafficking Paradigm: the Bangladesh Experience*, and a comprehensive regional migration report *Arab Migration in a Globalized World*, as well as a report on Latin American Migration to Europe. Migration Policy, Research and Communications (MPRC) launched the *Migration Policy Papers* series in 2004 with three titles on remittances.

259. PUB produced *IOM News* (now renamed *Migration*), information sheets for Headquarters and Field Offices, newsletters and brochures (including *GFLCP Newsletter*, *MIDA Brochures*, *Gender Bulletin*) and annual reports (including the *MHS Annual Report* and *GFLCP Annual Report*).

International Migration Journal

260. The journal is now more policy oriented and readily available electronically, with a positive effect on sales and readership which increased by 125 per cent with some 25,000 articles being downloaded. 809 institutions worldwide subscribe to the journal and the sales income increased by 103 per cent.

Media and Public Information (MPI)

261. In 2004, MPI reinforced its strategy to disseminate information on IOM's programmes and policies to internal and external stakeholders. MPI provided the press and other stakeholders (international organizations, non-governmental organizations and diplomatic missions) with biweekly press briefing notes, covering IOM programmes and policies, from emergency and post-conflict activities to counter-trafficking and labour migration programmes, and providing the basis for regular reporting by the national and international media.

262. The number of media queries and coverage on radio and television and in the print media continued to increase, mainly in English, French and Spanish, but also in Arabic, German, Eastern European and African languages. 550 interviews and in-depth briefings were held with journalists, including regular interviews for the Director General and Deputy Director General, both at Headquarters and in the Field.

263. Media interest in and understanding of migration issues expanded, resulting in regular, in-depth coverage, addressing the core issues of migration management. IOM programmes in Iraq, counter-trafficking programmes in Central and Eastern Europe, the Balkans and Africa, and

refugee resettlement programmes from Thailand to the United States, among others, attracted extensive coverage.

264. Video news releases were produced and distributed to broadcasters worldwide via the European Broadcasting Union. Topics included: Hmong Resettlement to the United States; Medical Evacuation and Health Rehabilitation Programme for Iraq; IOM's Out-of-Country Registration and Voting for Afghanistan.

265. MPI promoted IOM in the major media: news agencies and print media (AFP, AP, Reuters, DPA, EFE, UPI, ANSA, ATS, DPA, Kyodo News, Xinchua, Kuwait News Agency, Al Hayat, The Economist, Financial Times, The Guardian, El País, Jerusalem Post, New York Times, Wall Street Journal); radio (BBC World Service and domestic, US National Public Radio, Voice of America, Radio France International, Radio Netherlands, Deutsche Welle, Radio Free Europe, UN Radio, Vatican Radio); and television (BBC, ABC, CNN, CBS 60 minutes, and NHK Japan).

266. MPI officers were deployed to Pakistan and Iran (Out-of-Country Registration and Voting for Afghanistan), Jordan (Out-of-Country Voting for Iraq) and Kuwait (Iraq). MPI supported Field Missions to work effectively with the media, by providing media training to Media Focal Points and Chiefs of Mission. MRF Bangkok, MPI and Inter-Press Service (IPS) organized a workshop bringing together some 40 journalists and counter-trafficking practitioners to address human trafficking in the Greater Mekong region.

267. MPI contributed to fact sheets and brochures; the quarterly "Migration" increased its circulation and provided in-depth coverage of migrant remittances and of the four main areas of migration management (four-box chart).

268. Two MPI officers were redeployed from Headquarters, one to MRF Bangkok as Regional Information Officer and Spokesperson for the Asia-Pacific Region and the other to MRF Washington as Regional Coordinator for Media and External Relations.

IX. OPERATIONS SUPPORT

Emergency and Post-Conflict Division (EPC)

269. In 2004, EPC provided core emergency and post-conflict support to Field Missions in Liberia, Afghanistan, Sudan, Côte d'Ivoire, West Bank and Gaza, Sri Lanka, Indonesia, Iraq (Amman) and Haiti, and travelled 495 days. Project development and technical assistance from Headquarters were provided in the Democratic Republic of the Congo, Angola, Haiti, Sudan, Sri Lanka, Uganda, Zambia and Liberia. EPC reviewed and endorsed over 60 projects in 2004 from Afghanistan to Zimbabwe including CAP submissions for the year.

270. EPC represented IOM at over 90 inter-agency meetings, including participation in working groups, country task forces and country briefings organized by the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) and the Inter-Agency Standing Committee (IASC), i.a. Task Force on Darfur; Working Groups on Humanitarian Security, Natural Disasters, Early Warning, Interagency Contingency Planning, IASC Security, Disarmament Demobilization and Reintegration (DDR), Defence Conversion, United Nations

Joint Logistics Centre annual meeting, OCHA/IASC weekly meetings; Internally Displaced Persons (IDP) Division and Senior Network; Tsunami Task Force, and briefings on Iraq, Afghanistan, West Africa and Haiti.

271. EPC staff were trained in Emergency Field Coordination organized by OCHA, the Humanitarian Aid Department of the European Commission (ECHO) project development and World Bank Institute Disaster Risk Management. In coordination with the Staff Development and Learning Department (SDL), EPC ensured that relevant field staff were trained in United Nations Early Warning and Preventive Measures, Emergency Field Coordination Training (EFCT) and United Nations Joint Logistics Centre. EPC officers have received the OCHA Emergency Field Coordination Training.

272. In line with IOM's gender policy, EPC aimed to mainstream gender components into emergency and post-conflict activities and drafted Gender Guidelines for Emergency Post-Conflict, presented to the WGGI Sub-Working Group for further in-house development.

273. As a member of the Inter-Agency for the Internal Displaced Division (IAIDD), IOM through EPC participates in the Senior Network Mechanism, which supports and assists the IAIDD. EPC supported missions bilaterally to foster expertise in the Field on IDP and the IDP manual for completion during 2005. EPC supported IOM IDP programmes and projects i.a. in Iraq, Afghanistan, Indonesia, Sri Lanka, Liberia, Sierra Leone, Uganda, Sudan, Côte d'Ivoire, Colombia and Ecuador.

274. EPC carried out liaison and coordination with the International Foundation for Election System (IFES) to prepare for the out-of-country registration and voting programmes for Afghanistan and Iraq, and supported missions and Headquarters units with the preparation phase and registration. EPC deployed staff to Peshawar to assist with the Out-of-Country Registration and Voting for Afghan refugees residing in Pakistan and Iran.

275. In cooperation with IOM Brussels, EPC supported EU interests in election observation and drafted the framework of an operations manual on the Election Observation Missions (EOM) of the European Union to be completed during 2005. EPC staff supported the European Union Observation Mission to the Palestinian Presidential Elections.

276. EPC supported military pre-deployment training of the NATO Allied Command Europe Rapid Reaction Corps (NATO ARRC) in order to improve understanding of IOM's role in complex emergencies and post-conflict missions and to build closer operational levels of cooperation. It assisted IOM Brussels with NATO Headquarters briefings and the IOM Counter-Trafficking Division in developing a NATO policy and training. EPC supported Operational Staff Officer and Civil-Military Co-operation (CIMIC) courses at the NATO School in Germany, attended by NATO, Partnership for Peace (PFP) and Foreign Service officers.

277. EPC participated in the development of the Inter-Agency Disarmament Demobilization and Reintegration (DDR) standards. Through these standards and the IOM DDR Operations Manual, EPC aims to improve availability of resources to support Field Missions in programme design and implementation in line with these common principles. Drafting of the manual began in 2004, with completion expected in 2005. In 2004 EPC supported the DDR programme start-up in Sri Lanka, Liberia, Afghanistan and Haiti and provided remote support to Field Missions as required.

278. The Humanitarian Emergency and Operations Account (HEOA) is a mechanism to provide transport assistance to destitute migrants wishing to return home. During 2004, EPC authorized the use of the HEOA by Field Missions to assist 19 migrants (12 adults and 7 children) for an expenditure of USD 10,000. The HEOA fund has assisted persons ranging from irregular migrants to escaped victims of trafficking.

279. The Emergency Preparedness Account (EPA) is used for emergency situations where there is a clear need for immediate assessment and other operational expenditure prior to the actual receipt of external funding. During 2004, the EPA granted five loans to IOM operations in Sudan, the Islamic Republic of Iran, Haiti Argentina and South East Asia (Sri Lanka and Indonesia). The EPA amounts to USD 421,000, of which USD 183,000 remained to be refunded.

Facilitated Migration Service (FMS)

280. Today's mobile world depends on the ability of workers, professionals, students, trainees, families, tourists and others to move safely and efficiently between countries with minimal delay and with proper authorization. For individual migrants, services offered through FMS can reduce not only difficulties that may be encountered during the migration process but also can enhance their capacity to successfully integrate sooner. For governments, these services can facilitate the attainment of their existing programme goals by freeing their consular and immigration officials from costly and time-consuming routine work, thus giving them more time and resources to concentrate on other consular tasks and decision-making duties.

281. The total value of the FMS programme portfolio in 2004 was approximately USD 20 million. FMS worked closely with the Movement Management Department, the Migration Health Services, and the Office of the Director General. FMS had four main activities, as follows:

- (i) Pre-consular support services – taking over the routine pre-consular tasks of immigration and consular officials so that they can concentrate on adjudication and decision-making tasks; providing reliable and timely services to governments of destination countries in locations where they have no or insufficient presence; verification of documents; assisting migrants in their visa application which may include correctly filling application forms and attaching appropriate supporting documents to avoid processing delays; DNA sample collection; migrant information assistance; passport and visa handling. The provision of these services reduces costs for the governments and waiting time for migrants. In 2004, IOM served 22,173 persons bound for nine countries of destination, but principally Australia, Canada, New Zealand and the United States.
- (ii) Cultural orientation/pre-departure orientation/language training (CO in short) – preparing refugees and migrants before departure to countries of destination. These courses provide refugees and migrants with the information and skills they need to be able to integrate swiftly and effectively. In 2004, the IOM CO had a total programme value of approximately USD 6.6 million serving 34,932 participants, of which 49 per cent were women and 51 per cent men, in 35 different countries. Governments served included Australia, Canada, Finland, Norway and the United States. Other governments expressing interest in IOM CO were the Republic of Korea, Israel, the Netherlands, Sweden and the United Kingdom.

- (iii) Travel assistance to individuals – providing refugees and migrants assistance for smooth and orderly transportation to their countries of destination; offering them advantageous air fares, generous luggage allowance and international airport transit assistance. This service is also extended to students, scholars and professionals returning to their home country after completing their studies or work abroad. The total number of persons served was approximately 20,600, mostly US-bound. The bulk of the caseload originated from Kenya and Viet Nam.
- (iv) TCDC¹⁶ agreements with countries and organizations in Latin America – providing reduced air fares and generous luggage allowance to experts participating in international technical cooperation activities within the framework of TCDC. Indirectly, this service facilitates the transfer and sharing of knowledge and expertise among developing countries in Latin America, namely Argentina, Chile, Colombia, Peru and Uruguay. 4,304 people were helped in 2004. See also in the Movement section (page 13).

X. EXTERNAL RELATIONS

282. One of the major functions of the External Relations Department (ERD) is to support the Organization's overall dealings with Member, observer and other States, fellow intergovernmental organizations, non-governmental organizations and other institutions on a broad range of issues. In 2004, as in past years, this entailed extensive liaison at the Headquarters level and in the Field, especially as IOM interacts with a growing number of partners and migration issues attract ever greater interest and attention.

283. Internally, ERD worked to clarify the role of the Regional Advisers with respect to their liaison functions with the Permanent Missions and with counterparts in other organizations, including NGOs, as well as the support they provide to Headquarters and Field colleagues. This was reflected in the revised description of the Regional Adviser function which appeared in the Programme and Budget for 2005, and has been discussed more fully with other departments at Headquarters to improve collaboration. Providing and/or arranging briefings for outside stakeholders continued to be a major function of the Department, as did representing IOM at meetings and conferences in Geneva and elsewhere. ERD also worked in 2004 to improve its ability to coordinate IOM's overall participation in over 300 international meetings and conferences and aims to refine the internal calendar developed for this purpose to produce an overview of migration-related events that can also be of use to external users.

284. Drawing on its regional and diplomatic expertise, the Department regularly advised colleagues at Headquarters and in the Field on contacts with regional experts and institutions, for example in the context of planning participation in the International Dialogue on Migration and its intersessional workshops. Furthermore, both the Regional Advisers and the Donor Relations Division worked closely with the operational departments and technical service areas in the revision of projects for which funding from the donor community was being sought, as well as in their presentation and promotion. 2004 was marked by a number of significant developments in this area of cooperation. These include arranging and chairing the informal consultations with Members and observers on preparations for the International Dialogue on Migration, and

¹⁶ Technical Cooperation among Developing Countries.

supporting the intersessional meetings on Trade and Migration and Migration and Health. The Director of External Relations led the preparations for the tenth International Metropolis Conference on Cooperative Migration Management, which was held in Geneva in September/October 2004 under the joint sponsorship of the Swiss Forum for Migration and Population Studies (SFM), the Geneva Bureau for Integration (BIE) and IOM. He also coordinated IOM's participation in the World Migration Congress which took place in Barcelona in September 2004 in the framework of the Forum Barcelona. In addition to representing the Organization at numerous international gatherings, the Director of External Relations organized the first of what will be annual introductory briefings on IOM each September for newly-appointed diplomats in Geneva. He also worked with NGO partners to strengthen dialogue by jointly planning with them, for the first time, the traditional annual consultation and arranging for group or individual meetings at other times on topics of special interest to the NGO community, such as IOM's work in the IDP field.

285. In their capacity as resource persons for their regions, the Regional Advisers supported regional migration consultations in their regions by participating in meetings and conferences of the African Union, 5+5, Migration Dialogue for Southern Africa (MIDSA), the Regional Consultations of the Berne Initiative, Intergovernmental Consultations (IGC) and the Regional Conference on Migration-Puebla Process. They likewise maintained regular liaison with Permanent Mission staff in Geneva as well as with their counterparts in other international organizations. Providing regular briefings for visitors, responding to questions from the public and the media on regional issues, and supporting visits by senior officials or delegations from their regions continued to be important elements of their work in 2004. Regional Advisers also arranged meetings with the Latin American and the Caribbean Group (GRULAC) and the African Group to exchange views on IOM's work, including both substantive and administrative issues.

286. The Office of the Permanent Observer to the United Nations in New York remained closely engaged in all areas of the United Nations work related to international migration. It participated in debates in the General Assembly, the Economic and Social Council (ECOSOC), subsidiary bodies and numerous United Nations conferences, contributing to intergovernmental policy discussions on a broad range of issues related, *inter alia*, to migration and development, gender and human rights, and migrant trafficking and smuggling. Particular attention was paid to United Nations activities leading up to the organization of the High Level Dialogue on Migration and Development to be held in 2006.

287. The Office provided substantive and logistical support for a number of visits by the Director General, the Deputy Director General and senior Headquarters officials in the course of the year, including their participation in high-level events and ministerial-level meetings during the General Assembly, ECOSOC, the Commission on the Status of Women and the Commission on Population and Development.

288. The Office also maintained active liaison with the United Nations Secretariat, notably OCHA, Department of Economic and Social Affairs, Department of Peacekeeping Operations and UNSECOORD, to provide information about IOM's policies and activities and, upon request, furnished advice on substantive matters related to the Organization's fields of expertise. The Office likewise continued fostering the exchange of information with New York-based United Nations Programmes and Funds such as the United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF) and United Nations Development Programme (UNDP) on matters of mutual concern. Finally, the Office represented IOM at the working groups set up by the United Nations Development Group (UNDG) on transitional programming in crisis areas,

including Liberia, Iraq, the Sudan and Haiti, and in turn provided information to IOM Field Offices on inter-agency coordination issues of relevance to IOM.

Donor Relations Division (DRD)

289. In 2004, the Donor Relations Division (DRD) continued to provide institutional focus on partnerships and resource mobilization. The Division gave targeted support to Field and Headquarters staff on liaison and advocacy regarding IOM, using a variety of tools including donor country briefing and funding profiles, guides and other information. This organization-wide effort contributed to financial support for IOM's programmes across a broad range of activities related to migration.

Complex Emergencies and Post-Conflict Response

290. In 2004, DRD also continued to support IOM's participation in inter-agency planning and response measures for complex emergencies and post-conflict rehabilitation needs, generally in the Inter-Agency Standing Committee (IASC) context. These programme activities existed primarily in countries where the inter-agency consolidated response was organized and led by the United Nations country teams. The increased recognition of IOM's participation in Consolidated Appeal Process (CAP) projects was reflected in the generous support from donors. IOM received a total of USD 12,862,922 for CAPs in 2004, mainly for Angola, Sudan and Zimbabwe.

291. The Rapid Response Transportation Fund (RRTF) allows for quick response by IOM, in coordination with UNHCR, to meet transportation needs in certain emergency situations. In 2004, contributions were received from Finland and Italy amounting to USD 258,769. The RRTF supported operations in the Western Sahara, Bosnia and Herzegovina and West Africa.

Partnership development and resource mobilization

292. DRD pursued IOM's strategy to strengthen ties with the Organization's partners and the donor community. Diverse channels and contacts were used to achieve optimal results, including bilateral consultations in donor capitals, programme and country briefings in Geneva, and joint programming efforts. The design and development of planning tools, such as *Migration Initiatives 2004*, as well as special appeals and reports for donors, were additional components of this effort.

Advocacy Tools

293. *Migration Initiatives 2004* provided donors with an overview of IOM funding priorities on a regional and country basis. Projects from the various service areas and IOM's response to complex emergency and post-conflict situations remained the key components of the appeal.

294. *Migration Initiatives* is the Organization's most comprehensive planning and resource mobilization tool, as it maps out the direction of IOM's response to major migration challenges. DRD produced this IOM-wide appeal in coordination with field colleagues, in line with previous years. An internal evaluation of *Migration Initiatives* in 2004 reaffirmed its validity as a planning and advocacy tool and suggested areas for improvement in the process; this internal evaluation report has been endorsed by the Director General and is posted on the IOM web page.

Transparency and Accountability Service

295. In pursuance of the ongoing dialogue with key partners, DRD continued to aim to improve the quality and relevance of IOM's appeals, its field-based reporting on projects to donors and regular liaison with donors on programme direction and other issues of shared concern. DRD assisted IOM Offices in developing and establishing targeted approaches reaching out to a wider partnership base. This included training, coaching and ongoing reviews of key programmes/country operations.

Translation Services

296. In 2004, the Translation Services (TRS), consisting of one French-language translator-reviser, one Spanish-language translator-reviser and two support staff, continued to ensure IOM's translation needs. In addition to translating from English into French and Spanish nearly all IOM official documentation produced during the year (such as governing body documents, background papers, correspondence), TRS handled requests from throughout the Organization for translations into other languages when required and oversaw outside translation into the Organization's three official languages when, during peak periods, it was unable to meet all needs and deadlines with internal resources. TRS' workload continued to grow rapidly as IOM's document production increased: measured in words translated, output went up by nearly 9 per cent between 2003 and 2004. To meet this growth, TRS continued to explore various ways to enhance productivity, such as investing in specialized computer software. However, there are limits to the impact such measures can have, and the need for greater recourse to outside translators, with the resulting cost implications, has become inevitable.

XI. LEGAL SERVICES

297. The regular tasks of Legal Services (LEG) include the following: advising on matters of a legal and constitutional nature; preparing, negotiating and overseeing agreements on IOM privileges and immunities; advising on requirements for membership and observership; conducting research and producing papers on the legal and policy aspects of IOM purposes and functions; preparing, negotiating or coordinating cooperation agreements, operational agreements and contracts for IOM departments and Field Offices; reviewing, interpreting and advising on Staff Regulations and Rules (SRR) for Officials and Employees at Headquarters and in the Field; representing IOM at intergovernmental meetings and consultations dealing with migration, refugees, human rights and internally displaced persons.

298. In 2004, LEG undertook the following activities:

299. Agreements: LEG responded to approximately three to five requests per day from IOM Field Offices on agreements which they wish to sign (drafting or modifying a draft), it also drafted cooperation agreements with other organizations (at Headquarters and in the Field). Project development staff, Chiefs of Mission and Administrative Support Officers have been trained in drafting agreements and other legal documents.

300. Staff Regulations and Rules (SRR): LEG advised on specific field situations regarding privileges and immunities, tax, social security, SRRs and benefits. For example, it reviewed personnel and administrative issues in Missions, together with Human Resources Management

(HRM) and the relevant Mission, regularizing *de facto* practices in order to standardize conditions of service as widely as possible; signed off on SRR implemented in Field Offices; advised on tax and social security issues for Missions and for individuals; responded to requests from Field Offices regarding staff contracts, tax or social security issues; advised on disciplinary actions, terminations and reductions in force; and participated in the internal review of the IOM social security scheme.

301. Staff Disputes: LEG is responsible for handling staff disputes submitted to the Joint Administrative Review Board (JARB) and/or the ILO Administrative Tribunal; LEG advises the Director General on these cases, prepares the statement of the Administration and negotiates settlements when feasible and appropriate. During 2004, LEG prepared the Administration's response to seven appeals to the JARB.

302. Policy Issues: LEG is the focal point for Internally Displaced Persons (with EPC) and for the Human Rights of Migrants, on which it provides information and advice to Headquarters and Field Offices. LEG produces papers and speeches and is involved in inter-agency meetings on migrants' rights. LEG participates in the Steering Committee for the Ratification of the Convention on the Rights of All Migrant Workers and Members of Their Families, and in 2004 continued in the role of Convenor of the Steering Committee on IOM's behalf. It follows human rights issues, attends the Commission on Human Rights and related meetings and cooperates with the Special Rapporteur for the Human Rights of Migrants in the fulfilment of her mandate. LEG drafts papers i.a. on IOM strategy and comments on policy documents produced by other departments, i.a. on migration and health, trafficking and return. LEG is the organizational focal point and represents IOM at the United Nations Inter-Agency Working Group meetings on the issue of rescue at sea.

303. Governing Bodies: LEG is the focal point for information on IOM membership and observership; provides information to States on privileges and immunities and status issues; is responsible for informing States and Field Offices and keeping a record of issues concerning the amendments to the Constitution. It coordinates the draft resolutions for the governing body sessions.

304. International Migration Law: During 2004, the creation of a Department on International Migration Law (IML) was endorsed by IOM Member States. A number of activities were carried out in the second half of the year to promote awareness and understanding of IML among IOM staff, governments, academics and students. LEG conducted a training of trainers course on IML at Headquarters for some 20 staff from different regions; staff training on IML in Kazakhstan; a three-day government training programme on IML in Kyrgyzstan and Kazakhstan; IML training in Senegal for officials from ECOWAS and six countries in the region; and contributed to workshops on the Rights of Labour Migrants for Kuwaiti Government officials and Asian Labour Attachés in Kuwait. The English version of a Glossary on Migration was also published.

XII. GENDER ISSUES

305. Gender mainstreaming in IOM continued to make steady progress in 2004. The Working Group on Gender Issues (WGGI) in particular supported project activities that could be catalysts for future project development by ensuring appropriate attention to the gender dimension in migration programming and increasing staff sensitivity to gender issues. WGGI's participation in

surveys and questionnaires developed by the United Nations in preparation for the decade review of the Beijing + 10 Conference in 2005 provided an opportunity to review the strengths and weaknesses of IOM's own gender policy, programme and staffing guidelines, indicators and mainstreaming strategy.

306. The following activities were undertaken:

(a) Staff sensitization:

- To commemorate International Women's Day, a round table was organized by the WGGI on "Migrant Women Mobilizing against HIV/AIDS"; speakers included four migrant women (two African, one Portuguese, and one Peruvian) from associations in Geneva working on HIV/AIDS and a Geneva-based NGO.
- Two films on counter-trafficking and on gender-based violence during conflict were aired.
- A representative of the Swiss Agency for Development (SDC) and Cooperation spoke to IOM staff at Headquarters on 15 November on the SDC's gender policy and its relevance from a donor's perspective. An external independent expert gave a presentation at Headquarters on 7 December on "Interrelations between women and men in the workplace".

(b) Human resources initiatives, projects, and publications:

- A "Career development survey – by gender" was carried out to contribute to policy-making on career development and efforts to achieve gender balance.
- Gender and performance indicators were drawn up and circulated to all Missions and Headquarters departments to elicit illustrations of indicators used in past or current project development.
- A book on *The World in Motion: Short Essays on Migration and Gender* was published.
- The WGGI directly funded a project on the *Identification and assessment of rural women in Tunisia: Innovative actions and entrepreneurial success*, in cooperation with the Food and Agriculture Organization of the United Nations (FAO) and the Tunisian Solidarity Bank (BTS), the aim of which was to empower women in single-parent families through the provision of microcredits and the stimulation of micro-enterprises. Special emphasis was devoted to information and awareness campaigns and the subsequent wide-ranging dissemination of the results. The implementation of the project was still in its initial stages, pending finalization of the necessary report on a survey of the successful cases of women having benefited from microcredits for their entrepreneurial activities. The project will be completed in June 2005.
- Tracking continued for three projects for women in post-conflict situations (Democratic Republic of the Congo, Rwanda and Guinea) in their final phase of microcredit management and micro-enterprise creation.
- Financial support was provided to MRF Dhaka to organize a one-day consultation on the implementation of a Gender Audit of the Draft Overseas Employment Policy prior to its finalization in order to ensure the gender sensitivity of the policy in line with the growing feminization of migration.

- Guidelines for gender mainstreaming in IOM's programme and staff policy were reviewed and are being redrafted.
- The quarterly publication of the Gender and Migration News Bulletin was posted on IOM's web site.
- Vacancy notices were circulated to IOM Gender Focal Points and posted on the United Nations web site "Women Watch" to ensure that more qualified women receive them.
- A non-voting *ex-officio* WGGI member attended all meetings of the Appointments and Postings Board dealing with candidatures for vacancy notices to ensure that gender issues were taken into consideration.
- Participation in the Inter-Agency Standing Committee Reference Group on Gender and Humanitarian Assistance.

307. The Working Group on Gender Issues received continuing support in 2004 from its leadership and the Member States to pursue its efforts for the benefit of all its stakeholders: States, migrants and staff.

XIII. RESOURCES MANAGEMENT

DEPARTMENT OF RESOURCES MANAGEMENT (DRM)

308. DRM is responsible for establishing and implementing human and financial resources policies and procedures to ensure sound fiscal and personnel management for the cost-efficient implementation of the Organization's activities. The expansion of the Organization continued to present significant financial management challenges in 2004.

309. To support the Administration's continuing efforts to streamline the Organization's structure and manage growth, DRM identified additional functions for transfer to Manila in 2004.

310. In addition to training sessions for administrative/finance staff, two senior Regional Administrative Support Officer dialogue sessions were held in Skopje and Dakar to address strategic administrative and financial issues, tailored to meet needs within a regional context.

311. The Division of **Accounting** (ACO) continued the transfer of accounting support functions to Manila Accounting Support (MAS) including the validation of accounts from all Field Missions and the further review of Field Mission monthly accounting returns. ACO issued an accounting instruction on projects requiring co-funding and a cross department project review group was established to examine this financially challenging area. Over 340 new project activities were reviewed by ACO before being approved. ACO continued to review financial reports to donors (approximately 250 reviewed in 2004) to ensure they were issued according to IOM standards and agreed to accounting systems. A new exception report was established that shows up any projects spending more than the agreed funding. In addition, a financial reporting tool was established over the Internet so that IOM staff anywhere in the world can review a project's financial status, both in total and in detail on line. This is especially relevant for project managers in order to effectively oversee project financial management.

312. The Division of **Budget** (BUD) prepared various documents to facilitate policy discussion on the Budget Planning Process with the Member States. This enhanced the preparation of the 2005 Programme and Budget, as a general agreement was reached on the principles and definitions applied in finalizing the budget. Various scenarios for supporting the Organization's expanding structures with limited resources were prepared and this formed a basis for dialogue with Member States on the financial needs of the Organization. Under the supervision of BUD, the yearly terminal emolument exercise was prepared by Manila.

313. During 2004, the Division of **Treasury** (TSY) underwent a major restructuring of its work processes and staffing. Using a new globally available Internet banking tool, a new support section in Manila for Treasury (Manila Treasury Services, MTS) has been set up with local staff to prepare, execute and account for many payments previously made from Headquarters. As a result, positions have been transferred from Headquarters to Manila.

314. In addition, processes have been established to electronically import from the accounting and payroll software, high volumes of payments, including salaries. Previously these payments had to be created individually and manually.

315. These changes have enabled the Treasury function to process the far higher volumes of payments created by IOM's rapid recent expansion and be better placed to cope with sudden changes in demands placed on it by new IOM operations.

316. Treasury has also reviewed the foreign exchange risk management function with a view to designing exchange reports to better manage these risks.

Financial highlights

Administrative Programme

317. The approved budget under the Administrative Programme increased by CHF 446,000 or 1.2 per cent in 2004 to CHF 37,119,000. Through the careful monitoring of expenditure, the Administration was able to contain budgeted expenditure line items and end 2004 with a balance of CHF 98,954 before extraordinary items.

318. As a result of non-payment of assessed contributions by certain Member States in 2004 there was a further increase in the provision for doubtful receivables of CHF 194,298 (2003: CHF 590,637). The outstanding assessed contributions from 2003 and prior years increased from CHF 5,499,054 at 31 December 2003 to CHF 5,693,352 at 31 December 2004. The net result of the provision for doubtful accounts (CHF 194,298) less the assessed contributions from new Member States (CHF 47,355) was a deficit of CHF 146,943. After taking into the account the deficit carried forward from 2003 (CHF 589,559) and the current year budget surplus (CHF 98,954), there was an underfunding at the end of 2004 of CHF 637,548. This amount will be carried forward to 2005.

Operational Programmes

319. The Operational Programmes ended 2004 with unearmarked resources carried forward of USD 1,960,927 (2003: USD 48,965 underfunding carried forward) comprised of two parts:

- (i) Unearmarked resources carried forward from operations of USD 74,018 (2003: USD 2,722).
- (ii) A carry-forward from the UNSECOORD mechanism of USD 1,886,908 (2003: USD 51,687 underfunding). Refer to Appendix 4 of the Financial Report for the year ended 31 December 2004 (MC/2172) for further details.

320. Total expenditure under the Operational Programmes was USD 194.4 million, 47 per cent higher in 2004 than in 2003. At the same time, 2004 income levels increased by 55 per cent over 2003 levels, resulting in a significant increase in IOM's resources carried forward, from USD 90.7 million at the end of 2003 to USD 172.1 million at the end of 2004, further strengthening IOM's financial basis.

321. Total staff and office costs increased by USD 30.2 million in 2004 from USD 128.7 million in 2003 to USD 158.9 million in 2004. 95 per cent of the increase was in the Field. Direct expenditure also increased substantially in 2004 by USD 164.2 million, from USD 284.8 million in 2003 to USD 449.0 million in 2004. The Compensation Programmes accounted for 24 per cent of the total operational expenditure in 2004 (2003: 26 per cent of total operational expenditure). Excluding expenditure under the Compensation Programmes, total operational expenditure increased by USD 157.1 million or 52 per cent in 2004 over 2003 levels. The most significant increases were from the US Refugee Programme, mainly in Africa (USD 34.8 million), Out-of-Country Voting for Afghanistan and Iraq (USD 31.6 million), expanded reconstruction activities in Afghanistan (USD 28.9 million), technical support activities in Peru (USD 13.1 million) and expanded return activities from Europe (USD 10.3 million).

HUMAN RESOURCES MANAGEMENT (HRM)

322. In 2004, HRM focused on, *inter alia*: (a) policy harmonization; (b) standard setting; (c) recruitment of qualified and experienced staff; (d) investing in existing staff through staff development and learning activities in key areas of general administration and migration management; (e) management of growth through streamlining of and further delocalization of functions to Manila; and (f) management of staff recruitment for the emergency operations.

323. The total number of staff has increased during 2004, with certain categories increasing significantly, and others slightly decreasing, due to: the considerable turnover of officials, with an increase in short-term officials; delocalization to Manila resulting in a decrease in Headquarters' employees; new operations and activities worldwide resulting in an increase of Field employees. Staff was selected and deployed for IOM Missions and programmes in Afghanistan, Afghanistan Out-of-Country Registration and Voting, Iraq, Iraq Out-of-Country Voting (14 countries), Humanitarian Response to the Darfur Crisis, and Tsunami Emergency Relief Operations for Indonesia and Sri Lanka.

324. A total of 4,040 staff members (officials and employees) were employed by the Organization as at 31 December 2004, representing an increase of 9.5 per cent as compared to 2003 (3,691). (See staff statistics on pages 68 to 73)

325. Concerning the IOM staff policy on gender balance (Council Resolution No. 932 (LXXI), 29 November 1995) the percentage of women officials increased very slightly in 2004.

326. Eight new Associate Experts were assigned to the Organization in 2004. Two were financed by both Germany and Italy, one each by Japan, Sweden and the United States, one by the *Agence intergouvernementale de la Francophonie* (OIF). Four Associate Experts previously sponsored by Belgium, Japan, Switzerland and the United States were retained by the Organization. A compendium containing 25 potential positions was submitted to all donors in November 2004.

327. IOM continued to maintain close cooperation with governmental agencies of donor countries for the secondment of personnel: the Swedish Government continued to finance staff to provide technical cooperation in counter-trafficking; the Danish Refugee Council and the Swiss Agency for Development and Cooperation loaned staff to IOM's Humanitarian Response to the Darfur Crisis and for Emergency Response in Afghanistan, respectively; the Norwegian Refugee Council provided staff for IOM Angola; AusAID continued to finance IDP Protection Officers for IOM Iraq; and the Swiss Federal Office for Refugees continued to second a staff member for Migration Policy and Research. IOM continued to second staff members to the Office for Coordination of Humanitarian Affairs (OCHA), the United Nations Development Programme, and the United Nations Joint Logistics Centre (for assistance to the Humanitarian Response to the Darfur Crisis).

328. In 2004, the Organization issued: 56 vacancy notices for Officials, of which 42 were open to internal candidates only and 14 to internal and external candidates; 7 vacancies for Employees at Headquarters, open to internal candidates only; 78 short-term vacancy notices for Officials and Employees, 44 for internal candidates and 34 open internally and externally. There are eight new staff members from previously non-represented or new Member States, as compared to December 2003.

329. Standardization of conditions of service for locally-recruited staff in Field Offices continued during 2004: Staff Regulations and Rules were implemented in two new countries and revised in four and the Medical Service Plan insurance granted to five new Missions.

330. Following the delocalization to Manila in 2003 of medical claims processing for staff in the Health Insurance and the Medical Service Plan, the following functions have been delocalized to Manila: claims processing for the Compensation Plan Insurance (covering occupational accidents and illnesses), Migrants' Insurance claims, and medical entry exams and medical clearance for all local staff. Training was given and the insurance bulletins describing the benefits and administration of the schemes were updated.

331. The support function for Field Personnel administration was transferred to Manila during 2004, with extensive training at Headquarters of the Head of the Field Personnel Unit. The administration of locally-recruited staff is now delocalized to Manila, with policy support from HRM in Geneva.

332. The Staff Development and Learning Unit (SDL) coordinated learning activities for staff in IOM Field Missions and at Headquarters. In 2004, SDL supported the organization of 112 learning activities for 832 staff members (20.6 per cent of the IOM total staff at 31 December 2004), focusing on decentralization to Manila, delegation of training responsibilities to IOM Field Missions and consolidation of new learning methodologies (coaching, eLearning,

facilitating learning). SDL has proposed a new approach for managing development training in IOM, through a modular mandatory system (see *Migration Initiatives Appeals 2005*, page 92). SDL contributed to the design of specialized learning tools for migration management, i.a. “Essentials of Migration Management”, Counter-Trafficking Modules Project, and Training of Trainers on Migrants’ Rights, and supported the facilitating of management and team planning processes at Headquarters and in the Field.

333. In accordance with the authority conferred on him by the relevant Staff Regulations for Officials and Employees and in line with action taken by the United Nations, the Director General made the usual amendments to the relevant Staff Rules. The Director General also implemented the conditions of service at designated Field duty stations in accordance with the provisions approved by the United Nations General Assembly.

334. As the Human Resources system for payroll and administration in place since 1994 had become obsolete, HRM, together with Information Technology Services, carried out a vendor selection process for IOM’s new Human Resources Management System, and signed a purchase and service agreement with SAP. The adaptation of this system to IOM’s needs began in December 2004 and will continue in 2005.

335. The results of the 2003 pilot test of the revised IOM Performance Review System were compiled and analysed in 2004, and the forms and procedures are being streamlined in accordance with the results of the pilot.

336. HRM had discussions with the Staff Association Committee through, among other entities, meetings of the Joint Administration/Staff Association Committee (JASAC), where issues concerning conditions of service and HR policies are reviewed.

337. IOM statistics are aligned to the United Nations definition of staff. The charts for personnel statistics are prepared to include not only Officials and Employees with a regular or a one-year contract, but also staff on short-term contracts who have been with the Organization for more than 12 months (pages 68 to 73). A separate short table (page 74) shows the staff hired on a very short-term basis for specific activities such as Out-of-Country Voting for Afghanistan and Iraq, which were carried out by IOM.

Officials¹ by Grade, Budget, Location and Gender as at 31 December 2004

Grade	Headquarters		Field		Total IOM Officials		
	F	M	F	M	F	M	Total
D2		3				3	3
D1	2	6	2	6	4	12	16
P5	9	15	3	30	12	45	57
P4	20	13	11	50	31	63	94
P3	19	16	37	66	56	82	138
P2	17	9	32	37	49	46	95
P1	2	1	18	7	20	8	28
Total	69	63	103	196	172	259	431

Excluding:

- Director General and Deputy Director General, interns, consultants and staff on special leave without pay.
- 17 Associate Experts funded by the Governments of Germany (2), Italy (3), Japan (1), Netherlands (4), Sweden (4), United States (2) and the *Agence intergouvernementale de la Francophonie* (1).
- Officials seconded to IOM by the Danish Refugee Council (1), Swedish International Development Cooperation Agency (1), Swiss Federal Office for Refugees (1) and Swiss Agency for Development and Cooperation (2).
- 3 Officials seconded by IOM to OCHA, UNDP and the United Nations Joint Logistics Centre (UNJLC).
- Officials on ungraded positions: 17.
- Officials on short-term assignments: 113.

¹ Staff members holding a regular or one-year contract or with the Organization for more than 12 months.

**Distribution by Grade and Country of Nationality
of Officials² employed as at 31 December 2004**

Country of nationality ³	GRADE							Total
	D2	D1	P5	P4	P3	P2	P1	
Afghanistan					1	1	2	4
Albania					1	1		2
Algeria				1				1
Argentina				1	1			2
Australia	1		1	1	9	3	5	20
Austria		1		2	1			4
Azerbaijan					1			1
Bangladesh			1					1
Belgium	1		1	2	6	2		12
Bolivia				1				1
Brazil					1			1
Burkina Faso					1			1
Canada		1	4	1	10	3		19
Cape Verde					1			1
Chile		1		1				2
Colombia						2		2
Costa Rica		1		1	3			5
Côte d'Ivoire							1	1
Croatia				2	1	2	1	6
Czech Republic					1	1		2
Denmark				2				2
Ecuador					1			1
Egypt			1					1
Finland				1	1	1		3
France			4	4	4	2	1	15
Georgia					1	1		2
Germany		3	5	7	5	5		25
Greece					1	1		2
Guatemala					1			1
Honduras				1				1
Hungary				4				4
Iran (Islamic Republic of)			1			1	1	3
Ireland				1		1		2
Israel			1			1		2
Italy		2	6	7	9	1	1	26
Japan		1		1	1	2	1	6
Jordan				1	2	1		4

² Staff members holding a regular or one-year contract or with the Organization for more than 12 months.

³ Observer and non-Member State nationalities are listed as "Others".

**Distribution by Grade and Country of Nationality
of Officials⁴ employed as at 31 December 2004 (continued)**

Country of nationality ⁵	GRADE							Total
	D2	D1	P5	P4	P3	P2	P1	
Kazakhstan					2			2
Kenya				2	3	3		8
Liberia					1			1
Lithuania				1				1
Morocco					1			1
Netherlands		1	1	2	1		1	6
New Zealand			2		1	1		4
Nicaragua						2		2
Norway			1					1
Pakistan					1		1	2
Panama			1		1			2
Peru				2		1		3
Philippines				3	6	5	2	16
Poland						2		2
Portugal			1	1		2		4
Republic of Korea					1			1
Romania				1	2	2		5
Senegal						1		1
Serbia and Montenegro				3	5	4		12
Slovakia						1		1
South Africa					2	1		3
Sri Lanka				1	1			2
Sudan					1			1
Sweden				1	5	1		7
Switzerland	1		3	5	3	2		14
Thailand						3	3	6
Turkey					1			1
Uganda					1			1
Ukraine					1	1		2
United Kingdom of Great Britain and Northern Ireland			2	4	7	3	1	17
United Republic of Tanzania						1		1
United States of America		4	15	15	18	11	2	65
Uruguay			3	2		1		6
Venezuela (Bolivarian Republic of)			1					1
Zimbabwe					1			1
Others		1	2	9	8	15	5	40
Total	3	16	57	94	138	95	28	431

⁴ Staff members holding a regular or one-year contract or with the Organization for more than 12 months.

⁵ Observer and non-Member State nationalities are listed as "Others".

Headquarters and Field Employees as at 31 December 2004

	Headquarters	Field	Total
Employees ⁶	165	2 225	2 390
Temporary	23	1 039	1 062
Total	188	3 264	3 452

Breakdown of Headquarters and Field Employees⁷ by Nationality and Gender as at 31 December 2004

Country of nationality	Headquarters		Field		Total
	F	M	F	M	
Afghanistan			35	399	434
Albania		1	25	13	39
Algeria			1	3	4
Angola			8	75	83
Argentina	4		12	2	18
Armenia	1		8	8	17
Australia		1	11		12
Austria	1		6	5	12
Azerbaijan	1		9	15	25
Bangladesh			7	12	19
Barbados		1			1
Belarus			9	1	10
Belgium	1		11	11	23
Benin				2	2
Bolivia			1	2	3
Bosnia and Herzegovina	2	2	22	30	56
Botswana			1		1
Brazil				1	1
Bulgaria	4		3	1	8
Burkina Faso			1	1	2
Cambodia			16	34	50
Cameroon				2	2
Canada	1		2	1	4
Chile			2	3	5
China				1	1
Hong Kong (SAR)			3		3
Colombia	2	1	108	76	187
Costa Rica	1		18	10	29
Côte d'Ivoire			15	24	39
Croatia	2	1	6	6	15
Cuba			1		1
Czech Republic		2	7	2	11

⁶ Employees holding a regular or one-year contract or with the Organization for more than 12 months

⁷ Including short-term employees

**Breakdown of Headquarters and Field Employees⁷
by Nationality and Gender as at 31 December 2004 (continued)**

Country of nationality	Headquarters		Field		Total
	F	M	F	M	
Democratic Republic of the Congo			1	7	8
Denmark			1	2	3
Dominican Republic			2	3	5
Ecuador			22	28	50
Egypt			23	16	39
El Salvador			2	2	4
Ethiopia			14	22	36
Fiji				1	1
Finland			5	4	9
France	25	12	2	3	42
Gambia			1	1	2
Georgia			11	7	18
Germany	7	4	28	13	52
Ghana			19	20	39
Greece	1	1	7	7	16
Guatemala			8	16	24
Guinea			6	12	18
Guinea-Bissau			4	6	10
Haiti			4	12	16
Honduras			4	3	7
Hungary	2		8	6	16
India			6	3	9
Indonesia	1		43	51	95
Iran (Islamic Republic of)			7	7	14
Iraq			9	26	35
Ireland	1		6		7
Italy	5	4	29	10	48
Japan			2		2
Jordan			13	29	42
Kazakhstan			15	3	18
Kenya	1	1	78	109	189
Kyrgyzstan			6	7	13
Latvia			2	1	3
Lebanon			2		2
Liberia			1	2	3
Lithuania			3		3
Mali				4	4
Mauritania				1	1
Mexico		1	1	1	3
Mongolia	1				1
Mozambique				1	1
Nauru			10	32	42
Netherlands	3		35	27	65
New Zealand			1		1
Nicaragua			2		2
Nigeria			4	2	6
Norway			5	4	9
Pakistan			5	20	25

⁷ Including short-term employees

**Breakdown of Headquarters and Field Employees⁷
by Nationality and Gender as at 31 December 2004 (continued)**

Country of nationality	Headquarters		Field		Total
	F	M	F	M	
Peru	1	1	5	9	16
Philippines	2	1	38	31	72
Poland	4	4	16	7	31
Portugal	2	1	4	3	10
Republic of Korea				1	1
Republic of Moldova			30	26	56
Romania	1	2	16	8	27
Russian Federation	2	1	135	62	200
Sao Tome and Principe				1	1
Senegal			8	12	20
Serbia and Montenegro	3	1	42	39	85
Kosovo			22	38	60
Sierra Leone			1	8	9
Slovakia	1		8	1	10
Slovenia	2	1	4	2	9
Somalia			3	1	4
South Africa			9	11	20
Spain	3	1	4	2	10
Sri Lanka		1	14	48	63
Sudan	1		20	49	70
Swaziland			1		1
Sweden		1	3	1	5
Switzerland	21	5	3		29
Syrian Arab Republic			4	6	10
Tajikistan			12	22	34
Thailand			47	23	70
The former Yugoslav Republic of Macedonia	3	3	21	12	39
Timor-Leste			3	21	24
Togo				1	1
Tunisia		1	2	4	7
Turkey			4	7	11
Turkmenistan	1		3	3	7
Tuvalu				1	1
Uganda			6	8	14
Ukraine	1		27	16	44
United Kingdom of Great Britain and Northern Ireland	10	2	13	10	35
United Republic of Tanzania			1		1
United States of America		1	33	39	73
Uruguay	2	1	2	1	6
Uzbekistan			2		2
Venezuela (Bolivarian Republic of)		1	1	1	3
Viet Nam			34	19	53
Yemen			1		1
Zambia			5	9	14
Zimbabwe			5	13	18
Total	127	61	1 417	1 847	3 452

⁷ Including short-term employees

Short-term Staff Recruited for Out-of-Country Voting Programmes

(1) Afghanistan Out-of-Country Registration and Voting

Country	Number of staff
Iran	8 944
Pakistan	12 795
Total	21 739

(2) Iraq Out-of-Country Voting

Country	Number of staff
Jordan (Headquarters)	1 735
Australia	320
Canada	193
Denmark	103
France	52
Germany	432
Iran (Islamic Republic of)	882
Netherlands	380
Sweden	356
Syrian Arab Republic	1 003
Turkey	258
United Arab Emirates	498
United Kingdom	783
United States	1 125
Total	8 120

XIV. OFFICE OF THE INSPECTOR GENERAL

338. The Office of the Inspector General (OIG) is responsible for internal audit, evaluation and rapid assessment of projects for internal oversight purposes following decentralization, as well as for investigation of alleged violations of IOM Regulations and Rules and suspected fraud. Within the framework of its functions, OIG regularly performs reviews of the Organization's internal controls and risk assessments and flags systemic issues resulting from its reviews to management. It makes recommendations and action points based on the findings of its reviews and follows up to ensure that these are implemented on a timely basis. OIG maintains and updates the Compendium of World Wide Instructions which contains IOM's administrative Rules and Regulations.

339. In 2004, a total of 28 internal audits were conducted of 23 Field Missions, four Missions with Regional Functions and the Manila Administrative Centre with the related delocalization of administrative functions. OIG contracted external specialized audit consultants to audit the Provident Fund, a USD 60 million savings and social security scheme run by the Administration on behalf of staff. One of the two Internal Auditors was seconded to other management and administrative activities unrelated to the OIG functions for two and a half months and continued giving guidance and advice to this activity for a further two months.

340. OIG's rapid assessment function submitted 36 projects to a review of both operational and financial activities. The Oversight Officer was seconded for three months to the Out-Of-Country Voting Afghanistan and continued to provide guidance and advice to OCV Iraq for two additional months.

341. In 2004, project reviews were focused in particular on IOM's trafficking projects. OIG made a thematic assessment of over 300 counter-trafficking projects implemented in 81 Missions, presented the results of the assessment to some 25 Field Missions in a trafficking workshop and contributed to the development of counter-trafficking modules.

342. Two full evaluations were made by OIG. High-level technical assistance, including the finalization of the evaluation reports, was given to four evaluations of IOM projects and technical inputs provided to another 11 project evaluations. One OIG evaluation had to be deferred for security reasons. Following direct cooperation with donors, two joint evaluations were published. Collaboration began in 2004 with the *Institut d'Etudes Politiques de Paris* to increase the number of IOM projects that can be evaluated and to offer experience of humanitarian work to those participating in the evaluations. Technical assistance was provided internally on the use of indicators for project monitoring and evaluation.

343. Eight investigations were conducted by OIG and technical inputs provided for seven investigations which had been conducted by other entities. A fact-finding investigation was made on the Policy for a Respectful Working Environment which entitles staff members to request a formal investigation on cases of alleged harassment.

XV. INFORMATION TECHNOLOGY AND COMMUNICATION

344. During 2004, Information Technology and Communication (ITC) continued to combine information technology value management and business relationship management as critical IT practice to improve the effective use of information resources. Information Technology and Communication concentrated its efforts on the new Human Resources Management System, while introducing new and enhancing existing information technology services to support business units streamline their business processes.

345. Strengthening the ITC Manila service centre continued to be one of main the goals of 2004, with additional IT services and projects transferred to the Manila Administrative Centre.

346. ITC has worked with business units to implement the following major projects:

- **Process and Resources Integrated Systems Management (PRISM):** After a thorough evaluation of the different ITC vendors, Human Resources Management and senior management selected SAP as the corporate Human Resource Management System. The PRISM project will provide all parties concerned (from managers to regular staff members) with immediate access to a wide array of vital information.
- **Migration Management Operational Systems Application (MiMOSA):** ITC extended MiMOSA to additional Missions, building a solid network of super-users with advanced knowledge of business process and MiMOSA. During 2004, MiMOSA was deployed to 30 Missions covering 90 per cent of the targeted caseload.
- **Unsolicited E-mail Messages (SPAM):** The increasing number of unsolicited e-mail messages (SPAM) led ITC to introduce an anti-spam solution. During 2004, ITC improved the response to the SPAM attack by building fault tolerance, increased retention time of quarantined messages and extended the Organization's Internet gateway to the Manila IT service centre. These measures resulted in increased retention of malicious messages from 60 per cent to 85 per cent.

Website, Intranet and Digital Assets Management (WIDAM)

347. The Unit is responsible for meeting the Organization's electronic information and communication needs for IOM's web sites, its Intranet and the IOM Image Library. WIDAM manages web sites and organizational Intranet, and assists departments and Field Missions in making information available to internal and external stakeholders.

348. Creating, maintaining and updating web sites, images and other visual material, WIDAM supported key IOM events and activities, notably IOM governing bodies sessions, the International Dialogue on Migration with its intersessional workshops, and the 5+5 regional consultative process.

349. WIDAM assisted several Field Missions in setting up and managing web sites by providing guidance, editorial and technical support, as well as easy-to-use templates to ensure greater coherence in the way IOM presents itself on the Internet.

350. WIDAM introduced an online, template-based newsletter tool used by the Publications Unit and Field Missions to update over 2,200 subscribers worldwide on their activities.

351. WIDAM has over 5,000 photographs documenting IOM activities since 1951, and met many requests for images from the media and Field Missions for use on web sites and in printed publications. WIDAM finalized the public version of the IOM Image Library for launching in early 2005.

352. WIDAM, together with ITC, began implementation of a pilot for a comprehensive information management tool that would allow IOM to manage more efficiently and effectively its documents as well as its Intranet and external web sites.

353. By the end of 2004, WIDAM was transferred from Headquarters to the Manila Administrative Centre (MAC).

XVI. MANILA ADMINISTRATIVE CENTRE

Project Tracking Unit (PTU) (Manila)

354. The main responsibility of the IOM Project Tracking Unit (PTU) is to track IOM projects as they are being developed and implemented, by cross-checking project documents, budgets, financial reporting and other relevant reports. The Unit works with project managers to ensure reports are submitted as scheduled and required to provide proof of project implementation as contracted.

355. PTU facilitated the documentation of 762 active projects during 2004, of which 279 were new and 483 were ongoing, bringing the PTU historic and active project compendium database up to a total of 2,763 detailed project files. The PTU Compendium remained the Organization's primary electronic repository and memory for project documentation.

356. A total of 375 special project, country and theme PTU reports were generated, upon senior staff request, to aid in liaison, orientation, training and policy matters. The Unit published the IOM Project Compendium in disc format for the IOM Council Session in Geneva. An extract of the Compendium was published regularly throughout the year on the IOM web site.

357. The PTU project database continued to provide a technical information source for new IOM project developers as well as an historic browsing source for administrative personnel. PTU officers continued to share relevant input into field staff training sessions on effective project development, either via video conference or the distribution of pertinent project development and project management resource materials.

358. The Unit achieved full delocalization from IOM Headquarters in Geneva to IOM Manila in July 2004.

Staff Security Unit (SSU)

359. In 2004, the Staff Security Unit consisted of four core positions, the Head of the Unit, a professional Security Officer/Trainer, an Operations Centre Analyst and an Administrative

Assistant. SSU provided safety and security services to approximately 4,200 national and international staff worldwide. In 2004 IOM had 213 Mission Offices in 105 countries, of which 53 countries and 127 Offices are located in designated security phases, in accordance with the United Nations Department of Safety and Security threat assessments of high-risk environments.

360. SSU worked closely with IOM Missions to ensure that the Minimum Operating Security Standards (MOSS) were implemented. The Unit provided direct support to the Out-of-Country Voting (OCV) programmes for Afghanistan and Iraq, as well as specialized safety and security training, both internally and externally. SSU's Operations Centre provided 242 safety/security reports, assessments and advisories to IOM Missions worldwide in 2004.

United Nations/UNSECOORD - SAIT (Security Awareness Induction Training)

361. SSU designed and implemented this advanced security-training programme in coordination with the United Nations Department of Safety and Security (UNDSS) (previously UNSECOORD). Due to IOM's training of its staff for the Iraq mission, the UNDSS chose IOM's SSU as the service provider for this crucial training, mandated by the Secretary General. A training team was assembled and a comprehensive three-day training programme developed. The focus of the programme was to better prepare United Nations staff and selected individuals being deployed to Iraq.

362. ECHO was the funding partner in the implementation of SAIT, with administrative responsibilities being assigned to UNDP. The initial programme lasted six months and, given its importance and success, a second stage of SAIT training (SAIT II) was also funded by ECHO. In 2004 SAIT trained 460 students from various United Nations and international organizations. SAIT II may form the basis of a permanent security-training programme for the United Nations.

Assessments

363. SSU conducted security assessments in Jordan, Egypt, Pakistan, Afghanistan, the Syrian Arab Republic, Sudan, Côte d'Ivoire, and Thailand. SSU took part in support service duty trips to Kenya, Côte d'Ivoire, and Afghanistan related to criminality and violent attacks against IOM. During 2004 SSU staff conducted 15 safety/security related duty trips in support of Missions.

Support to IOM's Out-of-Country Election Programmes

364. Working with the OCV staff, SSU supported OCV programmes in Afghanistan and Iraq by aiding in the recruitment of security personnel, providing threat assessments, initiating liaison with various security services and the UNDSS. SSU assisted in the collection and analysis of risk/threat information, provided monitoring support and reporting on actual and potential threats against the programme operations.

Direct Security Support

365. SSU Security Officers were deployed to Kabul, Afghanistan and Amman, Jordan, for the SAIT training programme and IOM's Iraq OCV programme in North America, assisting in the development of a variety of safety/security procedures.

Training

366. SSU's security training programme was curtailed in 2004 because of the Unit's involvement in the SAIT training, additional assessment missions and the OCV programmes. In August 2004, SSU conducted a Security Training Workshop (STW) in Manila, Philippines. Staff from Asia/South East Asia participated in this specialized training. SSU conducted five major security-training seminars within a 20-month period.

MOSS support to IOM Missions

367. SSU's appeal for 2004 was not fully funded to support several key activities that included security training and MOSS technical support to IOM Missions/Offices. In August SSU was partially funded with contributions from the Governments of Australia and Switzerland. These funds covered a portion of SSU staff costs, support for SSU's Operations Centre and MOSS financial support to a number of IOM Missions for physical security enhancements, totalling USD 82,919.