



International Organization for Migration (IOM)

## EXECUTIVE SUMMARY OF THE ANNUAL REPORT FOR 2019

1. In 2019, IOM continued to grow. The combined total revenue of the Organization – comprising assessed contributions, voluntary contributions and other income – increased by 17.4 per cent compared with 2018, reaching USD 2.13 billion. Meanwhile, the total number of staff grew by 14 per cent to 14,811 by the end of the year and more than 3,500 projects were implemented. In view of this, the Organization undertook a number of institutional processes designed to ensure that IOM is fit for purpose for the coming decade.
2. The IOM Strategic Vision, which spans the period 2019–2023, is the Director General’s articulation of how IOM as an organization needs to develop in order to meet new and emerging responsibilities. The Strategic Vision offers a common narrative about what is important about IOM’s work, sets out issues in which the Organization expects to engage further and identifies areas requiring institutional strengthening. Following an internal consultation during the first part of 2019, the text was circulated to Member States for their input and reflection. The final document was presented at the IOM Council in November, along with a series of proposed next steps.
3. In parallel, the Deputy Director General embarked on the development of the Internal Governance Framework, designed to strengthen and modernize internal processes to meet the needs of a rapidly growing organization. During the year, the Organization embarked on the first phase of reform, including investments in information and communications technology upgrades, a strategy for improved financial controls, and planning for business transformation and the next generation enterprise resource planning system. IOM further strengthened internal justice through the creation of new legal officer positions, expansion of the investigations budget and implementation of a new case management system.
4. Institutional development does not come at the expense of IOM’s operational effectiveness, but is intended to further support it. IOM engaged in all aspects of migration management and crisis response in 2019, and built upon its significant experience to offer a wide range of services to migrants, deliver humanitarian assistance across the world, support Member States on policy development and further integrate migration within the United Nations system, both in terms of institutional participation and coordination and ensuring that key United Nations priorities, such as climate and development, are fully mainstreamed across IOM’s work.
5. This Summary offers a brief overview of the Annual Report for 2019 and key developments from the previous year. For further detail on IOM initiatives and national, regional and global projects, please refer to the full report (document C/111/5).

### Services to migrants

6. IOM supports migrants in a number of ways, from offering specific services, such as health assessments, to broader support for migrant inclusion.
7. In 2019, IOM provided protection and assistance to 7,900 victims of human trafficking and over 136,000 migrants vulnerable to violence, exploitation and abuse. These services included relocation, medical and psychosocial support, and language, cultural mediation and orientation sessions. In Bangladesh, IOM provided protection and assistance in 3,568 protection cases. It also

engaged over 111,000 women and girls in psychosocial support activities and conducted sessions on the risk of gender-based violence which reached 46,620 people.

8. A quarter of IOM offices around the world were actively engaged in promoting the health of migrants in 2019 and making efforts to ensure access to migrant-sensitive health services for all migrants, without discrimination. In multiple countries, IOM built the capacities of health service providers and border officials on migration health and health surveillance at borders. In Ethiopia, it strengthened capacity on cross-border communicable disease control, while in Guinea-Bissau, the Organization focused on cross-border health surveillance and the International Health Regulations (2005) at points of entry. In Madagascar, it established epidemic-control health screening points.

9. In addition, 86 country offices provided direct health services to migrants and local communities, in crisis and non-crisis situations. Examples of support in this area included ambulance services in Cox's Bazar, voluntary counselling and HIV testing in Jordan, tuberculosis awareness-raising and screening in Lebanon, and direct health services and assessments, especially for victims of trafficking, in Trinidad and Tobago. IOM also supported cross-border coordination, preparedness and response across East Africa during the Ebola outbreak in the Democratic Republic of the Congo.

10. As part of the Organization's pre-migration health activities, nearly 100 offices provided or assisted in the provision of 426,988 migration health assessments for refugees and migrants and vaccinated 140,000 individuals against more than 15 diseases. In addition, 71 offices provided pre-embarkation checks for 144,811 beneficiaries of other IOM programme areas, such as assisted voluntary return and reintegration and counter-trafficking.

11. The Organization supported over 30 States in conducting resettlement, humanitarian admissions and relocation for 107,347 refugees and other vulnerable persons, with significant operations out of Afghanistan, Egypt, Ethiopia, Iraq, Jordan, Kenya, Lebanon, Turkey, Uganda, Ukraine and the United Republic of Tanzania. The top three resettlement countries were the United States of America, Canada and Australia.

12. IOM facilitated the repatriation of 21,854 refugees to their country of origin and assisted 13,186 persons in situations of vulnerability via international air travel. Humanitarian charters were arranged primarily for migrants in Libya voluntarily returning to their country of origin (e.g. Nigeria, Niger, Mali, Sudan) as well as for migrants in Yemen voluntarily returning to Ethiopia. Moreover, 317 stranded migrants in dire need of help received humanitarian assistance and travelled to safety under IOM auspices.

13. IOM supports immigration and visa processing tasks, offering States a non-profit alternative to private sector entities. Visa application support was given to 432,077 beneficiaries, and visa processing assistance to a further 102,353 family members seeking to reunify. Support for humanitarian visa applications was provided to 23,428 beneficiaries.

14. In South America, IOM advocated for facilitated and accessible visa-based solutions and supported the design and implementation of registration and provisional work permits for Venezuelan migrants. The solution was first implemented in Trinidad and Tobago and then rolled out in Ecuador to assist with the registration of up to 200,000 Venezuelan migrants.

15. In 2019, 63,634 migrants were assisted to return from 136 host countries (of destination or transit) to 163 countries of origin. For the first time, the majority of voluntary returns carried out by IOM did not originate from the European Economic Area and Switzerland. West and Central Africa remained the main region of origin. Migrants in situations of vulnerability continued to represent a significant portion of the total caseload of migrants assisted to return. With respect to reintegration, 126,442 reintegration-related services were provided to returnees, mostly post-arrival. Services, such as counselling or economic, social and psychosocial assistance, were provided at the individual, collective, and community levels.

16. In order to facilitate learning and improve operations, IOM launched the *Reintegration Handbook* and a related training curriculum. These tools provide practical guidance on the design, implementation and monitoring of reintegration assistance. In addition, IOM launched the *Return and Reintegration Platform*, a global tool for disseminating knowledge and good practices in the field of migrant return and reintegration.

17. With respect to migrant inclusion, a number of offices provided direct support to migrants, from support for setting up micro-businesses to legal aid services. In Greece, in order to promote social, economic and cultural inclusion, IOM provided migrants with rental subsidies for housing, legal counselling and support for the issuance of administrative documents, support for job searching and access to cultural activities near and within camps ensuring participation of local communities, among other things. Globally, IOM implemented more than 37 migrant training projects that benefited migrants from more than 90 countries.

18. Throughout the reporting period, IOM maintained high visibility to ensure that it speaks to and represents all migrants around the world. The virtual reality exhibit – Holding On – was presented eight times in five countries, including at the 2019 World Economic Forum in Davos, Switzerland, at the Design for Humanity Summit, held in New York, and during Refugee Week, in London. The Organization also harnessed the power of storytelling to share messages, including through its year-long peer-to-peer campaign known as Migrants as Messengers, through which a total of 560 videos were filmed by migrants interviewing returning migrants in Guinea, Nigeria and Senegal about their migration journeys.

### Crisis response

19. Crisis response remained one of the largest areas of intervention for the Organization. In 2019, crisis-related programming reached over 28 million people in more than 75 countries in need of assistance, including for the Level 3 emergencies in Bangladesh, Nigeria, the Syrian Arab Republic and Yemen. The Organization remained deeply involved in inter-agency coordination of humanitarian assistance, leading on particular aspects of response in countries such as Colombia, South Sudan and Turkey.

20. The Migration Emergency Funding Mechanism was activated eight times in 2019. It was used to respond to humanitarian needs related to the Ebola outbreak, particularly in the Democratic Republic of the Congo and Burundi, as well as to Cyclones Idai and Kenneth in Malawi, Mozambique and Zimbabwe and Hurricane Dorian in the Bahamas, where IOM set up new shelter and non-food item operations. Over 70 per cent of IOM's shelter and non-food item support targeted populations affected by the crises in Bangladesh, Ethiopia, Mozambique, Nigeria, South Sudan and the Syrian Arab Republic.

21. The Organization's camp coordination and camp management (CCCM) activities took place across 33 countries, with IOM holding coordination roles in 17 crisis responses. By the end of the year, the Organization's CCCM operations had reached almost 2.4 million people in more than 1,295 camps and camp-like settings in 28 countries. In addition to new operations in countries such as the Bahamas, Ethiopia, Malawi, Mozambique and Zimbabwe, IOM significantly scaled up operations in Ethiopia, Nigeria and the Syrian Arab Republic.

22. The Organization's water, sanitation and hygiene programming reached a record number of beneficiaries in 2019, assisting 6.7 million people in 27 countries. As a result of these interventions, 2.8 million people received clean water, 937,000 people gained access to safe latrines, 1.5 million people benefited from other sanitation-related activities, and safe hygiene was promoted for 2.3 million people.

23. Cash-based interventions were carried out in 28 countries, including in Afghanistan, the Central African Republic, Chad, Ethiopia, Iraq, Serbia, and Turkey, and reached over 900,000 beneficiaries, a 26 per cent increase from 2018. In accordance with the Grand Bargain commitments and the IOM Strategy for Humanitarian Cash-based Interventions (2019–2021), IOM established a team at Headquarters to build institutional capacity to use cash-based interventions as a modality for the delivery of humanitarian assistance.

24. IOM continued to assist displaced persons and affected communities in mitigating the detrimental impacts of displacement. Among other activities, the Organization supported around 420,000 displaced persons to locally integrate, 273,000 persons to reintegrate into their places of origin, and nearly 70,000 to relocate/resettle elsewhere. Overall, activities in this regard reached over 1,100 communities, examples of the humanitarian, development and peace nexus in action.

25. IOM is committed to principled humanitarian action. Demonstrating its commitment to strengthening institutional learning in humanitarian action, in 2019, IOM became a member of ALNAP, a global network of non-governmental organizations, United Nations agencies, members of the International Red Cross and Red Crescent Movement and others dedicated to learning how to improve response to humanitarian crises.

26. To further its commitment to an inclusive people-centred approach to humanitarian assistance, 39 IOM offices integrated accountability to affected populations into their country strategies and in humanitarian programming, including five out of the six crisis responses with Level 3 designation, namely Bangladesh, Mozambique, Nigeria, the Syrian Arab Republic and Yemen. This led to enhanced engagement with beneficiaries throughout the programming cycle, particularly during project implementation. As an example, during the response to Typhoon Mangkhut in the Philippines, affected populations guided the selection process for transitional shelter sites and alternative modalities for shelter solutions when safe sites were no longer available.

27. The Organization continued to lead global efforts to advance inter-agency initiatives related to protection from sexual exploitation and abuse (PSEA) and to help institutionalize and strengthen inter-agency PSEA leadership and coordination. For example, IOM carried out global training for full-time in-country PSEA Coordinators, engaging them under contract with various agencies and reporting to Resident/Humanitarian Coordinators in 10 responses.<sup>1</sup> In 2019, 6,409 IOM personnel worldwide received face-to-face training on PSEA.

28. IOM was involved as a key contributor in the drafting of the Inter-Agency Standing Committee *Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action*, which were launched in November 2019. The Organization has committed to implementing the Guidelines within its operations and several hundred staff members in different offices have received either in-person or online training on subject.

### **Support to Member States**

29. IOM offers policy support to States in a variety of ways, from bespoke policy advice and assistance in developing labour migration frameworks to support for the implementation of the Global Compact for Safe, Orderly and Regular Migration, where requested. To do this, the Organization has invested in its own internal knowledge management, sharing and exchange.

30. In this regard, a major institutional development in 2019 was the creation of the Policy Hub. This unit was established within the Office of the Director General in response to growing calls from

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<sup>1</sup> Bangladesh, the Democratic Republic of the Congo, Iraq, Mali, Mozambique, Nigeria, Somalia, South Sudan, the Turkey–north-west Syrian Arab Republic hub, and the Whole-of-Syria response.

Member States for IOM to build capacity for policy development and coordination across the Organization. This involves two distinct yet interrelated pillars of work: knowledge management and facilitating collaborative cross-organizational work. In 2019, the Policy Hub made considerable progress in developing the IOM Migration Policy Repository – a sharing and learning resource for IOM staff – and created a staff exchange programme to further develop IOM’s policy approaches based on experiences in the field. The first such exchange focused on IOM engagement with the private sector on labour supply chain integrity and migrant worker protection.

31. The Organization invested in knowledge exchange on migrant inclusion, as it continued to develop the Joint Global Initiative on Diversity, Inclusion and Social Cohesion, a platform for IOM offices to learn, share and develop innovative strategies and initiatives to support Members States in promoting migrant inclusion and social cohesion, while also providing policy support. For example, IOM supported Cabo Verde in the modernization of their residence permit process, and helped migrant beneficiaries join the Uruguayan labour market. The Organization also partnered closely with relevant research institutes, such as the African Union’s Institute of Remittances, to strengthen research and knowledge in this critical area.

32. The IOM whole-of-government approach to migration includes efforts by governments to achieve the migration-related aspects of the 2030 Agenda for Sustainable Development, by integrating migration into development planning. During the reporting period, 126 offices supported governments with the implementation of the 2030 Agenda and the Sustainable Development Goals. In 2019, IOM launched the Institutional Strategy on Migration and Sustainable Development, which defines the Organization’s vision and priority areas for intervention to leverage migration for sustainable development outcomes. A series of internal training modules were developed to ensure staff are up to date on key frameworks.

33. A significant area of work for IOM has been enhancing States’ capacity for border management, from training on travel document inspection to cross-border and inter-agency cooperation and information-sharing. The Organization provided or facilitated training for over 18,000 border and other immigration officials worldwide, including on border management in crises. Over 50 offices addressed specific vulnerabilities of migrants through their border management engagements, with almost all reporting that gender considerations were part of their border and identity management support activities. In the Lao People’s Democratic Republic, for instance, IOM assisted border control officials to develop and adopt a gender-sensitive approach to border management.

34. Similarly, IOM took steps to address the nexus between migration, the environment and climate change by fostering national policy dialogues and supporting States by building capacities and influencing key policy processes. At regional level, for example, IOM worked with partners, including other United Nations agencies, to launch a multi-country project on enhancing protection and empowerment of migrants and communities affected by climate change and disasters in the Pacific region. At global level, IOM co-organized a high-level ministerial meeting on migration and climate change – with a focus on small island developing States – in the margins of the United Nations General Assembly and the 2019 Climate Action Summit, in cooperation with the Governments of Fiji and Portugal.

35. The Organization engaged in many forms of policy dialogue with Member States, including through the International Dialogue on Migration, IOM’s principal multi-stakeholder forum for migration policy dialogue and analysis of migration governance. The two sessions held in 2019 – in New York and Geneva, respectively – were dedicated to engaging and empowering young people as key partners in migration, as envisaged in the United Nations Youth Strategy, and were attended by participants from different sectors, including governments, non-governmental organizations, academia, the private sector, and critically, migrant youth.

36. Similarly, IOM supported the Government of Ecuador, the 2019 Chair of the Global Forum on Migration and Development (GFMD), by providing support for preparations for the Twelfth GFMD Summit, which was held in Quito in early 2020. As co-steerer of the Mayors Mechanism, IOM co-organized the Sixth Mayoral Forum on Human Mobility, Migration and Development, which brought together over 80 mayors and officials from 56 cities and regions to participate for the first time as formal stakeholders in the GFMD.

37. Lastly, IOM produced data and evidence, which contributed to Member State knowledge on migration. IOM's flagship publication, the *World Migration Report 2020* was launched in November 2019, one of 194 publications produced during the year. In 2019, steps were taken to develop a migration data strategy, under the aegis of the Policy Hub, to further enhance quality and consistency throughout the IOM migration data life cycle.

38. IOM released a number of global-level tools and materials designed to improve the migration data capacities of Member States. Examples of such tools included a report outlining good practices in migration data capacity development and a regional guide for migration data harmonization in countries that are part of the Economic Community of West African States. IOM also continued its coordinated work in West and North Africa to map and improve countries' capacity to collect, analyse and use migration data for policy development.

39. The Organization conducted a comprehensive assessment of its central case management system for beneficiaries of protection and assistance – known as MiMOSA – with a view to adapting the system to meet new requirements. In 2019, the database increased its scope to include information on over 50,000 victims of trafficking, over 20,000 vulnerable migrants, over 500,000 assisted voluntary return cases (with over 100,000 reintegration activities) and over 21,000 surveys of longitudinal data on reintegration outcomes. IOM is engaging in a range of initiatives for these data to be used in the global evidence base to support stakeholders in ensuring that human rights are upheld in the context of well-managed migration, including the Counter-Trafficking Data Collaborative, which had nearly 6,000 unique users per month by the end of the year.

40. The [Migration Data Portal](#) had more than 1.2 million views in 2019 and reached an average of 68,000 monthly active users by November. The Portal is the source for much of the information on the [United Nations migration web page](#). In addition, under the umbrella of the Big Data for Migration Alliance, IOM worked towards the development of a data innovation directory in the field of migration and human mobility, which will be featured on the Portal.

41. Between January and December, the Displacement Tracking Matrix collected, analysed and disseminated data on population mobility in 78 countries, tracking the movements of over 24.9 million internally displaced persons (IDPs), 16.5 million IDP returnees and 4.6 million returnees from abroad. The Organization also played an integral part in the development of the International Recommendations on IDP Statistics. The Organization continued its collaboration with the Humanitarian Data Exchange, managed by the United Nations Office for the Coordination of Humanitarian Affairs, to increase interoperability and availability of Displacement Tracking Matrix data.

42. In Afghanistan, Bangladesh, Iraq and Pakistan, as part of a regional programme, Displacement Tracking Matrix staff worked closely with government and humanitarian and development partners to improve understanding of displacement and migration dynamics to strengthen the formulation of related policies and programming. As part of Ebola preparedness activities, the Displacement Tracking Matrix team in South Sudan operated flow monitoring points at borders with the Central African Republic, the Democratic Republic of the Congo and Uganda.

## **IOM's role in the United Nations system**

43. IOM's participation within the United Nations system continues to expand, driven by the increased focus on migration within the system and the adoption of the Global Compact for Safe, Orderly and Regular Migration in December 2018. IOM has committed itself to providing assistance to those States that request support to implement the Global Compact, with over 120 offices reporting that they had provided assistance in this regard in 2019.

44. In January, the Secretariat of the United Nations Network on Migration was established at IOM Headquarters, with the aim of ensuring effective, timely and coordinated system-wide support to States in their implementation, follow-up and review of the Global Compact. The Network includes 38 United Nations system entities, and IOM serves as the Network Coordinator and Secretariat. In addition to hosting several meetings of the Principals of the Executive Committee of the Network, 2019 saw the launch of the Start-up Fund for Safe, Orderly and Regular Migration and the establishment of the Fund Management Unit. The Fund had a target of USD 25 million for its first year of operations.

45. Since the adoption of the Global Compact and the establishment of the United Nations Network on Migration, nearly 50 country or regional networks or similar migration coordination mechanisms have been created. More broadly, 18 country offices reported that they had signed a new United Nations cooperation framework, striving to ensure migration, mobility or displacement were included in country analysis and planning. In 2019, 129 IOM offices were part of United Nations country teams, while 91 were part of the operations management team, and 66 were part of the humanitarian country team. Fifty-three offices reported having an inter-agency working group on migration.

46. Other examples of cooperation with United Nations organizations included the development, in coordination with Office of the United Nations High Commissioner for Refugees, of the 2020 Refugee and Migrant Response Plan for refugees and migrants from the Bolivarian Republic of Venezuela, which was launched in November 2019. In April, the United Nations Emergency Relief Coordinator, the IOM Director General and the United Nations High Commissioner for Refugees undertook a joint visit to Bangladesh. Together, they launched a joint appeal for funding to meet the needs of Rohingya refugees.

47. IOM also continued to take part in the deliberations of the Inter-Agency Standing Committee, of which it is a full member. The Organization also enhanced its contributions to the United Nations Sustainable Development Group.

## **IOM's work with partners**

48. IOM works with civil society actors on a broad range of migration issues at national, regional and global level. For instance, in Colombia, IOM worked closely with civil society to assist migrants and returnees from the Bolivarian Republic of Venezuela; in South Sudan, it coordinated with various national and international non-governmental organizations on Ebola preparedness; and in Belarus, it established a platform for civil society organizations and government counterparts to discuss necessary legislative changes aimed at countering human trafficking. In Ghana, IOM built the capacity of 30 civil society organizations on implementation of the Sustainable Development Goals.

49. IOM supports a comprehensive approach to diaspora and transnational community engagement. In Ethiopia, for example, IOM facilitated entrepreneurship training and mentorship programmes for diaspora communities to enhance their contributions to the development of the private sector both in their country of origin and in Ethiopia. In Zambia, IOM supported the establishment of a diaspora coordination structure under the Ministry of Foreign Affairs to strengthen coordination and regular engagement with the Zambian diaspora. In Azerbaijan, Côte d'Ivoire,

Guinea-Bissau and Lesotho, the Organization supported the Governments in enhancing communication with their diasporas by organizing forums and other face-to-face meetings.

50. The Organization continued to enhance its private sector engagement. In Bahrain, for example, IOM engaged with a multinational company on the development of a safer recruitment toolkit that uses blockchain-based technology, which aims to promote ethical recruitment practices. In Peru and Colombia, IOM partnered with a private foundation to provide vocational training and certifications to more than 400 young Venezuelans to enhance their employability and entrepreneurial skills.

### **Organizational effectiveness**

51. The Organization made progress in terms of gender equality. At the end of 2019, women represented 47 per cent of all international Professional staff and 47 per cent of all national staff. Women's representation at senior (P-4 and above) levels stood at 40 per cent, still short of the target of 45 per cent by 2023.

52. During the reporting period, 166 nationalities were represented in the Organization's global workforce. This figure includes 136 nationalities represented at the international Professional level and 89 nationalities at the senior level (P-4 level and above). IOM staff from countries in the global South (countries that are not members of the Development Assistance Committee of the Organisation for Economic Co-operation and Development) represented 79 per cent of the total IOM workforce, an increase of 1 per cent compared with 2018. Furthermore, 74 per cent of Member States were represented among international Professional staff, a slight increase from the previous year (2018: 73%). One effort to promote diversity is the Diversity and Inclusion Internship Programme, through which 18 individuals (14 female) from the global South were awarded internships in several offices around the world. By the end of 2019, seven participants in this programme had been retained by the Organization.

53. All persons employed by or working for IOM must adhere to the IOM Standards of Conduct and all instructions issued by the Organization. By the end of the year, approximately 13,500 IOM staff had completed the mandatory e-learning course on ethics and conduct, which includes topics such as protection from and response to sexual exploitation and abuse, fraud and corruption. Other courses include a face-to-face training course entitled Let's Talk Ethics, and a new anti-harassment training course – Building a Respectful Workplace: A Manager's Toolkit for Identifying, Preventing and Informally Addressing Harassment.

54. In 2019, IOM continued to advance its work related to environmental sustainability. The Organization undertook its first-ever global environmental inventories in line with United Nations standards, measuring the levels of greenhouse gas emissions, water usage and waste production for individual IOM facilities and operations, with a high response rate from offices. The results were included in the United Nations system-wide Greening the Blue Report 2019.

55. With regard to monitoring and evaluation, during the reporting period, 35 decentralized evaluations and 5 centralized evaluations were carried out. IOM continued to successfully roll out the monitoring and evaluation e-learning course, which comprises six comprehensive modules covering both foundational concepts and hands-on guidance for field staff on monitoring and evaluation functions. By the end of the year, staff from 83 separate IOM offices had taken the e-learning course.

56. To ensure strong risk management, 44 offices conducted country-level risk assessments in 2019. A critical focus was on the integration of risk management into the project development process. Sixty-four offices integrated risk management into their daily activities. IOM also completed a high-level risk categorization of all country offices, the results of which are being used to prioritize risk management activity in 2020.