



Annual Report 2018



IOM the Netherlands

Colophon

International Organization for Migration - the United Nations Migration Agency (IOM) Mission in the Netherlands

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IOM is committed to the principle that humane and orderly migration benefits migrants and society.

As the leading international agency for migration, IOM acts with its partners in the international community to:

- Assist in meeting the growing operational challenges of migration management.
- Advance understanding of migration issues.
- Encourage social and economic development through migration.
- Uphold the human dignity and well-being of migrants.

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

With 172 member states and more than 11,000 staff worldwide, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

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

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

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Foreword

In 2018 IOM the Netherlands further strengthened its activities in three distinctive fields: Assisted Voluntary Return and Reintegration (AVRR), Migration and Development and Resettlement, Relocation, Family Reunification and Labour Market Integration.

Migrants returning home cannot go back without a perspective for their future. Key in our voluntary return activities is a variety of reintegration options we may offer prior to departure. Most returnees - approximately 47% - were assisted with cash/or in-kind reintegration assistance.

In 2018, migrants assisted by us returned to 92 different countries. We give specific attention to migrants in a vulnerable situation including medical cases, victims of trafficking, unaccompanied minors, families with children, irregular migrants and migrants in administrative detention.

A second key activity is our commitment to refugees accepted for resettlement and relocation through logistical assistance. We also support migrants allowed to be reunited with family members in the Netherlands. Having a job makes social integration easier; we therefore examined best practices for the recognition and validation of prior learning. In a project led by the Central Agency for the Reception of Asylum Seekers (COA) we played an active role in training permit holders to prepare them for the labour market.

We actively promote Migration and Development activities by offering temporary assignments to diaspora professionals to their countries of origin. With their knowledge and expertise they can contribute to growth and development. We broadened our focus by encouraging diaspora entrepreneurs in the Netherlands to engage themselves for private sector development in two selected countries.

As well as in IOM's global dimension, the mission in the Netherlands has further grown into a strong organization thanks to the expertise of our dedicated staff and the excellent cooperation with the Ministry of Security and Justice, the Ministry of Foreign Affairs, the Asylum Migration and Integration Fund, our partner organizations and migrant organizations.



Antonio Polosa
Chief of Mission
IOM the Netherlands

Voluntary Return from the Netherlands

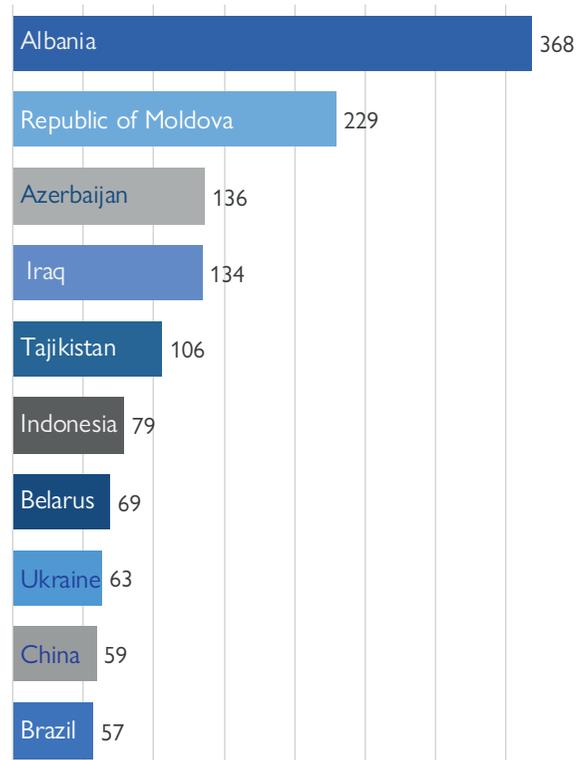
In 2018, IOM facilitated the voluntary return of 2,149 migrants to their countries of origin out of which 47% received additional reintegration assistance after their return. Most of the assisted returnees came from Albania, Republic of Moldova, Azerbaijan, Ukraine, and Iraq.

It is worth mentioning that we observed a significant increase in the medical caseload in 2018 with a total of 271 migrants compared to 208 migrants in 2017

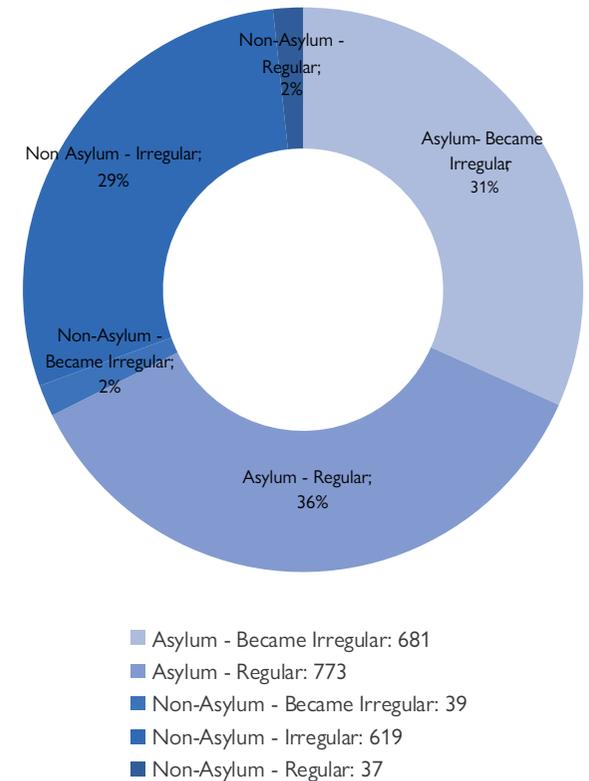
Registration, Application and Departures 2018



Top 10 Return Countries 2018



Status Returnees 2018



Achievements 2018

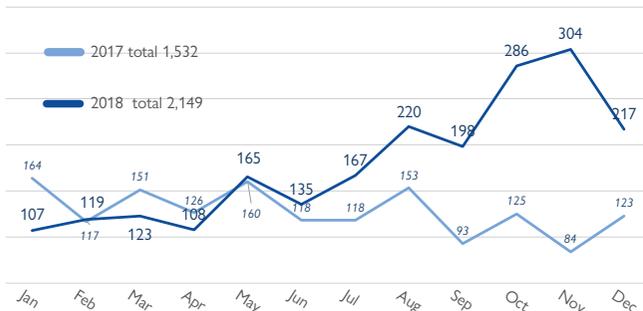
A substantial increase in the return numbers was recorded after the decision was taken by the Dutch government to support previously excluded nationalities (visa-free countries and countries on Europe's periphery) again with our basic return assistance.

In 2018 we assisted 40.3% more returnees than in 2017. Migrants can make use of our assistance if they wish to return to their home country voluntarily. They will be supported with the preparation of their departure by one of our counsellors.

This includes the request for new travel documents at the relevant diplomatic representation, preparing travel arrangements including medical or social escorts in cases where this is needed and, where applicable, formulating a reintegration plan.

For a smooth operational process the cooperation with our various partners is of profound importance. Not only the daily cooperation with the Immigration and Naturalisation Service (IND), Central Agency for the Reception of Asylum Seekers (COA) and the Repatriation and Departure Service (DT&V) but also the exchange with NGOs on the topic of return and reintegration is highly valued by IOM.

Voluntary Return 2017-2018



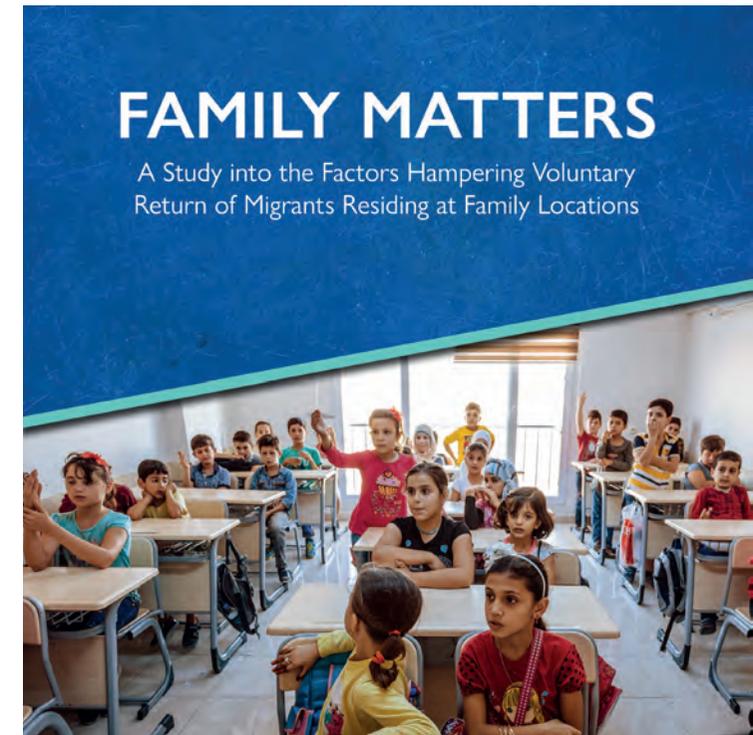
Cooperation with our Partners

Our return and reintegration assistance only becomes possible due to the great cooperation we foster with our numerous partners. Stichting WereldWijd in the south of the Netherlands has been a reliable partner in reintegration assistance provision in the past 10 years. WereldWijds project WorldTools complemented our activities with pre-departure vocational training and the provision of a one cubic metre tool box that can be filled with relevant equipment for the reintegration plan of a migrant. The box will be shipped to the migrant after return. In 2018, WereldWijd supported 39 migrants with this unique assistance. IOM and WereldWijd also conducted a joint monitoring visit to Gambia and Senegal to meet with beneficiaries of the joint project and evaluate the assistance they received.



Innovative Actions

This project looked into the situation of migrants whose particular circumstances and needs hinder the voluntary return process and reintegration in the country of origin. Tailor-made approaches and 360-degree counselling were used to address specific concerns regarding, inter alia, subsistence and accommodation in the period immediately following arrival in the country of origin, education, employment opportunities, medical insurance issues, or the lack of family contacts and support back home. The research component of the project led to the publication of the report "Family Matters". In August 2018 the study was formally published in an article in the Dutch national newspaper 'Algemeen Dagblad'. The article illustrated the finding that a relative high number of migrant families receive a residence permit after all, which fuels the stay factor of hope for others. This was linked to the case of the Armenian teenagers Lily and Howick that dominated the media at that time.



FAMILY MATTERS

A Study into the Factors Hampering Voluntary Return of Migrants Residing at Family Locations

Reaching Out to Migrants

Our 21 counsellors informed 4,278 migrants about the return support that can be offered in personal conversations during consultation hours, but also in group meetings and in informal settings. To keep the threshold to contact IOM low, we organize informal meetings such as small food events in reception centres or at other key locations such as the Wereldhuis in Amsterdam and The Hague. Counsellors actively reach out in places frequented by migrants who might be interested in voluntary return.

BACK AND BEYOND

Episodes in het leven van terugkeermigranten en de rol van de Internationale Organisatie voor Migratie

Episodes in the life of return migrants and the role of the International Organization for Migration



International Organization for Migration (IOM)
The UN Migration Agency

Back and Beyond

In the first quarter of the year, we published a collection of migrant stories. The publication “Back and Beyond” presents the different stages of the migration cycle, from the journey to Europe to reintegration in countries of origin. Through personal stories and pictures, the reader is informed about our involvement and the uniqueness of migrants’ needs and experiences.

Migrants with Medical Concerns

Migrants with health needs may require distinct attention when returning home. We can research the availability of medication and treatment and arrange for the necessary support during travel. We can for instance provide a wheelchair or crutches for migrants who are limited in their movements. In some cases, a social or medical escort can travel with the migrant. This means the returnee will be accompanied during the flight to the airport of destination and handed over to our colleagues or family members. In 2018, we assisted 271 migrants with health needs.

Migrants in a Vulnerable Situation

Migrants who find themselves in a vulnerable situation in the Netherlands and who wish to return to their home country will receive additional support. Vulnerable migrants can be victims of trafficking and labour exploitation (VoTs). Unaccompanied minor children (UMC) also fall into this category. In 2018 we assisted 15 VoTs and 13 UMCs to return to their country of origin.

Reintegration Assistance

To support return migrants we provide reintegration grants that can be used for education, business development, housing, and other activities that enable migrants

to reach a level of self-sufficiency after their return. In 2018, 2001 migrants who returned from the Netherlands received additional reintegration support

Resettlement to a Third Country

IOM also allows migrants who can obtain a permanent residence permit in a third country to opt for resettlement. In 2018, we assisted 5 migrants with their travel to a third country.

Explanations for AVRR



In 2018, we produced three different explanation videos. These videos inform migrants about the procedures they can expect when opting for voluntary return. The first video explains the return procedure, while the second and third video zoom in on the pre-departure and post-arrival phase. The videos are used during presentations and counselling sessions and are available on our [website](#) and [YouTube channel](#).



Reaching Out to General Public: Open Day at Asylum Seekers' Centres

The nationwide annual Open Day at the asylum seekers' centres is a good opportunity to present the general public with our day-to-day involvement with migrants. Many people took the opportunity to be informed about the asylum procedure and what influences the decision if a migrant is allowed to stay or that they have to leave.



Migration and Development

In 2018, we continued our Migration and Development activities through the projects Connecting Diaspora for Development (CD4D) and Work in Progress! (WiP). The success of CD4D led to the launch of a new project, Entrepreneurship by Diaspora for Development (ED4D).

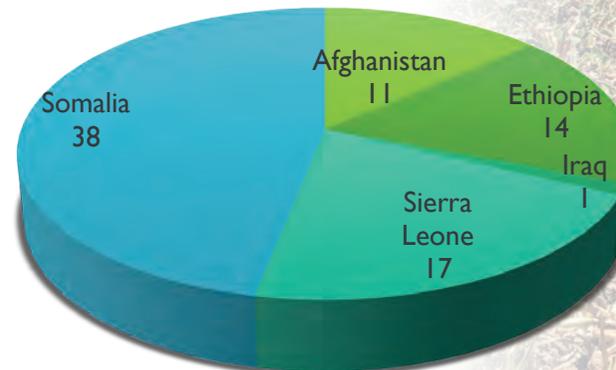
We also conducted a diaspora mapping exercise of the Rwandan diaspora in the Netherlands at the request of the government of Rwanda.

Connecting Diaspora for Development (CD4D)

Migrants with strong ties to their country of origin are perfect actors for sustainable development. CD4D enables diaspora professionals to contribute to the reconstruction and development of selected sectors in five target countries: Afghanistan, Ethiopia, Iraq (per 1 August 2018), Sierra Leone and Somalia.

Through temporary physical and online assignments, diaspora experts are linked to key institutions using their knowledge and expertise to strengthen capacity building and innovation. In 2018, 81 assignments were undertaken, compared to 78 in 2017. Since the start of CD4D project in April 2016 until 31 December 2018 178 assignments were supported.

Total Assignments per Country 2018



The CD4D project enabled Dr. Seleshi Yalew from Utrecht University to help combat invasive water weeds in the Upper Blue Nile Delta in Ethiopia.



Debate with the audience on diaspora roles.

International Conference “Diaspora in Action”

CD4D’s achievements over the past two years were highlighted at the international conference “Diaspora in Action” on 30 October at the Migratie Museum in The Hague.

Keynote speakers were Marit Majj, Special Envoy for Migration from the Dutch Ministry of Foreign Affairs, prof. dr. Josette Dijkhuizen, Accelerator in Entrepreneurship and prof. dr. Melissa Siegel from the Maastricht Graduate School of Governance.

The speeches were followed by two panel discussions on diaspora contributions to the Sustainable Development Goals and to the Dutch government’s policy with regard to international trade and development cooperation. In the afternoon new directions were explored: crowdfunding initiatives and investment opportunities, transnational entrepreneurship, new technologies such as blockchain and legal pathways for educational and work experiences in Europe.



THE IMPACT OF SHARING KNOWLEDGE AND EXPERTISE

Exchange Visits

In addition to the CD4D diaspora assignments, we organized various exchange visits to the Netherlands. A three-month visit on water management was arranged at the Technical University Delft for an expert from the Afghan Ministry of Rural Rehabilitation and Development. Six agricultural experts from Ethiopia gained in-depth knowledge on soil biology as key to sustainable (agro)ecosystems at Wageningen University. From 28 October to 4 November 2018, a Sierra Leonean delegation from three educational institutions and the Office of Diaspora Affairs followed a tailor-made programme in The Netherlands to gain insight into developing a vocational curriculum to advance entrepreneurship.



The Sierra Leonean delegation visited Fontys University in Tilburg

Managing Water Resources in Ethiopia

Seleshi Yalew went on a two-week assignment at the Bahir Dar Institute of Technology, Civil and Water Engineering in Ethiopia. He provided training on understanding, predicting and managing water resources based on hydrological models

to the Institute’s students and staff. In addition, he advised students on their research into managing water hyacinths in Lake Tana - an invasive plant species that is threatening local livelihoods.

About his experience, Seleshi said: “I am very excited to participate in this programme and I am absolutely satisfied with IOM both in its organization and support from start to finish.”



Ismail Awil with the head of HRM, Ministry of Interior, Somaliland.

Capacity Development in Somaliland

Ismail Awil undertook two three-month assignments at the Ministry of Interior in Somaliland. He created a strategic development plan for the next four years. His long-term goal is to settle in Somaliland to be able to contribute to the capacity building of various institutions in Somaliland. “My final wish is to find a job or establish a solid business that contributes to the development of Somaliland which I hold very dearly in my heart and hope to see it make its mark on the world,” says Ismail.



Dr. Niloufar Rahim trained students and professionals at Kabul Medical University

Creating Opportunities for Medical Students in Afghanistan

“I wished to go back to Afghanistan to do something for those who unfortunately do not have the same opportunities and possibilities as me”, says Niloufar Rahim, a young doctor living and working in the Netherlands. In total, she trained 300 medical and dental students and professionals at Kabul Medical University in clinical skills and she also set up a clinical skills lab.

A social media group was established to tackle the distance between the Netherlands and Afghanistan. Also, opportunities in the Netherlands have been explored to create an Afghan medical student exchange with Dutch universities.

Launch of Entrepreneurship by Diaspora for Development (ED4D)

A new angle to diaspora engagement is entrepreneurship. Diaspora members are uniquely positioned to recognize business opportunities in their countries of origin, exploit such opportunities by taking advantage of their networks/affinity with both worlds, and ultimately contribute to the promotion of local economic growth.

On 1 November 2018 we entered into a partnership with PUM, Netherlands senior experts.

Together with PUM, we initiated the two-year project Entrepreneurship by Diaspora (ED4D). This project encourages diaspora entrepreneurs residing in the Netherlands to engage themselves for the development of the private sector in Ethiopia and Ghana. Through ED4D PUM and IOM assist qualified diaspora with the start-up or expansion of a business in either country. The project also encourages Dutch entrepreneurs in partnership with diaspora to commit themselves to the development of the private sector.



The aim is to address the challenges diaspora face when they want to set up a business. Selected entrepreneurs receive assistance in their journey to start up or expand businesses as well as guidance towards potential funding mechanisms.

Work in Progress!

We are partner in the Work in Progress! alliance which brings together Oxfam Novib, Venture Capital for Africa and Butterfly Works. The project aims to tackle unemployment in Egypt, Nigeria and Somalia. We are implementing partner for Work in Progress! in Somaliland. Due to its success, the project was given a one-year extension.

In this project, we work with the Skills Training Association SOSTA, a local organization in Somaliland which runs a youth and jobs centre in Borama, Somaliland. The centre gives young people opportunities to interact with the business community and gain entrepreneurial skills. Special events and debates, for instance about the risks of irregular migration, attracted a high attendance.

Diaspora Mapping Exercise

Realizing the importance of its diaspora in the economic development of Rwanda, Rwanda’s Government has set out to map its diaspora community in Belgium, Germany, the Netherlands and the United Kingdom.

Together with our missions in the respective countries, a mapping exercise of the Rwandan diaspora was undertaken enabling the Rwandan Government to engage the diaspora with the country’s development process.

PUM Director Andy Wehkamp and IOM NL CoM Antonio Polosa confirm their cooperation.

Resettlement, Relocation and Family Reunification

People who are forced to flee their homes are received in refugee camps. The most vulnerable refugees are eligible for resettlement to a safe country. IOM facilitates their trip. We also support ad-hoc requests from the Dutch government to arrange the relocation to the Netherlands of persons requesting international protection. After receiving a residence permit, a refugee can arrange for their family members to resettle to the Netherlands. We can arrange these family reunifications.

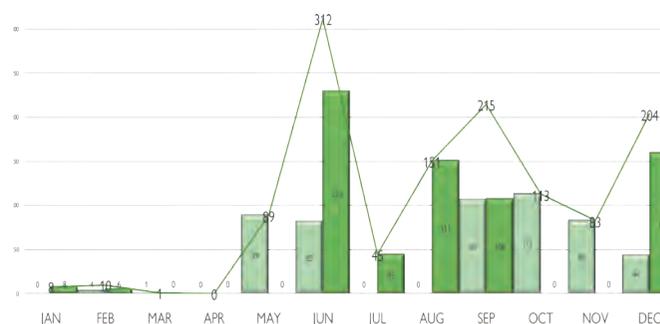
Resettlement to the Netherlands

For decades, IOM has played a vital role in refugee resettlement around the world. Special consideration is given to refugees with medical problems, as well as women and children at risk.

We facilitate selection missions and cultural orientation missions of the Dutch government and arrange the safe travel of the refugees to the Netherlands. We offer our assistance in close cooperation with the Immigration and Naturalisation Service (IND), the Central Agency for the Reception of Asylum Seekers (COA), UNHCR and Embassies in countries of departure.

In 2018, we assisted 1,231 refugees with their resettlement to the Netherlands.

Resettlement 2018



Resettlement excluding Turkey deal
 Resettlement from Turkey after EU-TK deal



Family Reunification arrival at Schiphol airport.

Relocation to the Netherlands

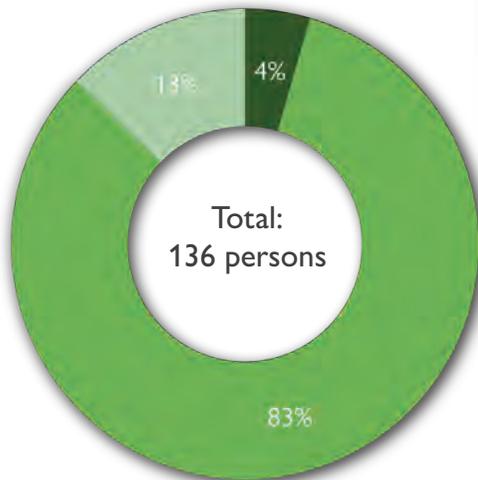
During the implementation of the EU Relocation Scheme, we worked together with COA and the IND to arrange the relocation of persons requesting international protection from Italy and Greece to the Netherlands. Since it ended, we support ad-hoc relocation requests by the Dutch government.

In 2018, 136 asylum seekers (mainly Eritreans) were relocated via us under the EU Relocation Scheme. This relocation programme was originally foreseen to end by October 2017, but was extended to the end of April 2018. The Netherlands however pledged to relocate an additional number of asylum seekers from Malta in 2018, which resulted in 20 ad-hoc, mainly Sudanese, relocation cases assisted by IOM.

Two Eritrean boys at Schiphol airport.



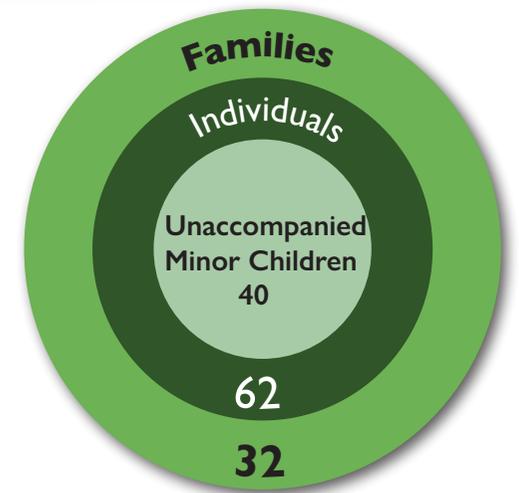
Relocation



- Greece
- Italy
- Malta

Family Reunification

Migrants holding a refugee status may apply to be reunited with their family members, once approved by the IND. Travelling to the Netherlands can sometimes be very challenging for the family due to medical conditions, administrative requirements, missing documents, or in cases involving unaccompanied migrant children. We can assist these families with pre-departure and travel arrangements, airport guidance and addressing specific needs. In 2018, we supported 62 family members with their reunification journey, including 40 unaccompanied migrant children. Additionally, upon request of the IND, we can also assist in facilitating DNA-testing between family members to determine the validity of applications.



Migrant Integration

IOM applies a multi-faceted approach aimed at mutual understanding of the economic, social and cultural inclusion of migrants. We develop programmes that help migrants with their integration process into their new communities. We also aim to inform employers and receiving communities about the positive contributions migrants can make to Dutch society and build capacity of support services that work with migrants.



In the aftermath of the conference, VOORwerk was approached by employers who have become enthusiastic about hiring refugees.

Reducing the Gap between Permit Holders and the Labour Market

The VOORwerk project offered information, training and individual guidance to resident permit holders residing in COA reception centres. The training focused on the recognition and further development of soft skills relevant to the job, to information on cultural differences and on how to apply for and keep a job. The project was under a cooperation framework between COA, the Foundation for Refugee Students UAF and IOM. Specifically for this project we developed a teaching method for the COA trainers. The training consisted of three phases. The participants first joined a group session aimed at how to recognize and further develop their soft skills. In the second phase, they received individual guidance with their integration process in the Dutch labour market.

The final part of the training consisted of voluntary based workplace learning aimed at gaining relevant work experience.

In 2018, the VOORwerk training took place at 18 COA reception centres, with an additional team of mobile trainers travelling the country to train at other COA reception centres. This resulted in 1,303 newcomers being able to participate in 2018, totaling the number of participants to 3,244 from the start of the project in November 2015.



Recognizing Skills and Qualifications to boost Refugee Employment

February 2018 saw the completion of the EU-funded project, Skills2Work which supported the integration of permit holders into EU labour markets.

The project was initiated in response to the absence of a coordinated approach toward recognizing skills and qualifications of persons with a refugee or an asylum background. The Skills2Work project team consisted of IOM missions and partner organizations across nine countries in the EU.

Together, the team established a [digital platform](#) that provides information and access to tools that help authorities and employers to recognize the skills of permit holders at an early stage. [Good practice guidelines](#), a [booklet of success stories](#) from employers and employees, and a short film about migrant employment were published.

“Earlier I was absolutely certain that I would travel further to England or return to Somalia, but now I think I’ll rather stay here and set up a business.” says Sami

In the Netherlands, we implemented the Skills2Work project between 2016 and 2018 with African Young Professional Network, Radboud University, the Foundation for Refugee Students (UAF), and the Central Agency for the Reception of Asylum Seekers (COA).



Support for Victims of Sexual and Gender-Based Violence (SGBV)

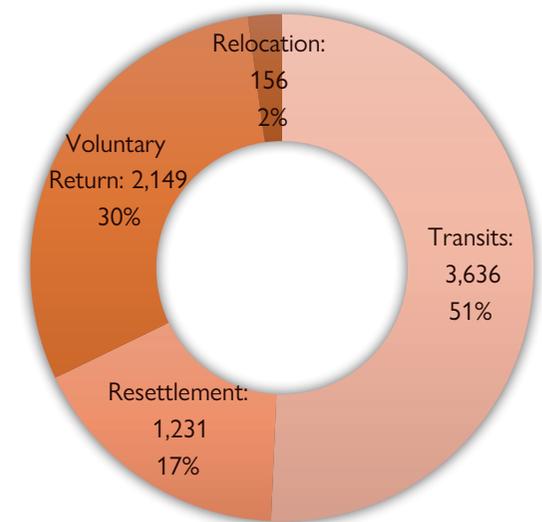
The EU-wide PROTECT project, launched in October 2018, is aimed at improving support services for migrants who are victims of sexual and gender-based violence (SGBV). In the Netherlands, we work together with our partners Arq Psychotrauma Expert Groep, Rutgers and Pharos to better include migrants in the existing support services for SGBV and to build capacity for professionals who work with these groups, such as professionals in the regional Sexual Assault Centres.

Ambassadors with migrant backgrounds help to raise awareness, to empower and to inform migrant communities about SGBV and its prevention. Good practices about addressing SGBV in migrant communities will be identified in all European countries and recommendations will be made for the Dutch context.

IOM at Schiphol Airport

Airport assistance is a major support service provided by IOM and at the same time one of the pillars of our capacity to undertake complex operations in both regular and emergency situations. Every day, the IOM airport teams around the globe are in contact with thousands of migrants. In 2018 we assisted 7,167 migrants arriving, departing or transiting through Schiphol Airport.

7,167 Migrants Assisted in 2018





With nine staff, our Movements Department is based at Schiphol Airport, the fourth busiest and biggest airport in Europe.

Good working relations with partners at the airport are vital in order to facilitate and enable a smooth handling of all IOM assisted movements.

In 2018, Schiphol Airport assisted approximately 71 million passengers; 1 million more than in 2017.

Out of these, we assisted 7,167 migrants with their departure from, arrival to, or transit through the Netherlands.

In 2019, we envisage to assist even more migrants passing through Schiphol which also requires strengthening the relationships with our main partners at the airport including the Royal Marechaussee, airlines, customs, security and the Immigration Liaison Officers.



Public Information and Research

The Communications Unit builds and maintains relations with the organization's target groups by informing migrants, partners, stakeholders and the general public about our activities in the Netherlands. The Unit is responsible for outreach, external communications and relationship management and handles media requests.

Communications is responsible for all communication and relations with external partners and works together with all units in the Mission towards increasing the visibility of IOM the Netherlands.



Behind the Scenes of Migration Management

To present the topic of migration management to the Dutch public, we toured the Netherlands with an interactive exhibition with personal stories portraying migrants in the Netherlands. The exhibition was shown in Tilburg, Amsterdam, Zwolle, Middelburg, Rotterdam, Ter Apel, The Hague and Soesterberg.



Helping Refugees to Get a Job

In the past 3 years more than 3,000 refugees participated in the VOORwerk training, developing their soft skills and employability skills. Participants indicated that the training they received gave them confidence with getting a job. The project was initiated by COA, IOM and the Foundation for Refugee Students UAF. You can read the [magazine online](#):



Global Migration Film Festival at IGNITE Conference

At the 2018 IGNITE Conference organized by SPARK on 28 November in Amsterdam, we showed extracts from films about migrant stories from across the Middle East and Africa. After each scene, the audience discussed with migrants, filmmakers and migration experts about why people leave their home countries and how education, employment and entrepreneurship can benefit both migrants/refugees and host nations.



Antonio Polosa New Chief of Mission

On 10 September, Antonio Polosa became our new Chief of Mission, succeeding Martin Wyss who led IOM the Netherlands for 6,5 years. Antonio Polosa has many years' experience as Chief of Mission in Accra, Ghana, Oslo, Norway and Chisinau, Moldova.

According to Antonio Polosa: *"For me, it has always been an honour to serve IOM, ever since I joined the organization 25 years ago. Our role is shifting in view of the changing public and political discourse on migration, which emphasizes the importance of pragmatic migration management. In the Netherlands, this underlines the value of our cooperation with our donors and partners."*



IOM's Global Mobility Tracking Highlighted at New Year's Reception

At our New Year's Reception in February representatives from Embassies, Consulates and the Dutch government were informed about IOM's global Displacement Tracking Matrix (DTM) - a system to track and monitor displacement and population mobility. DTM proves to be a highly effective tool in medium to large-scale humanitarian response operations, as Global DTM Project Coordinator Vivianne van der Vorst explained.



Movie & Debate Event

On International Migrants Day 18 December we showed the film 'A walk on the Tightrope' in Humanity House in The Hague. This German documentary explores the moral dilemmas case employees face when deciding on asylum applications.

The film was followed by a debate with Goof van Dormolen (VluchtelingenWerk), Joost Bekink (Immigration and Naturalisation Service IND) and Syrian refugee Shevan van der Lugt.

The film was part of our Global Migration Film Festival (GMFF): between 28 November and 18 December films about migration were shown in 100 countries.



Dag van de Asielketen

We participated in the 'Dag van de Asielketen' on 12 April, hosted by the Dutch government, aimed at developments in asylum and migration. This annual national event fosters the cooperation between partners involved in asylum and migration. We showcased our activities in the field of Labour Market Participation, Family Reunification and Voluntary Return.



IOM In the Dutch Media

In 2018, the Dutch media extensively covered the Dutch government's decision to expand the return regulation. IOM was quoted on the effect this measure would have on voluntary returns. We contributed to a documentary about the resettlement of refugees for Dutch TV programme Zembla. The magazine *VreemdelingenVisie*, a joint publication by IND, COA and DT&V, published an article about our publication "Back and Beyond" which showcases migrant stories about return and reintegration. Our exhibition "Behind the Scenes of Migration Management" was announced in various local and regional newspapers. Regional newspaper BN DeStem published a [background article](#) about the asylum seekers' centre in Gilze, quoting an IOM counsellor about our services to migrants.

Resources

In 2018, IOM continued to experience challenges, especially under our Resettlement project involving multiple negotiations with the donor to ensure appropriate funding while maintaining seamless operations.

As in all other IOM missions, the role of the Resources Management Department (RMD) is to ensure adequate human and material resources for the implementation of our operations.

Project managers were provided with the necessary financial information and other technical and institutional support.

In September, the mission underwent an internal audit by IOM's Office of the Inspector General (OIG). Following the outcome of this audit our aim is to further align our current practices to those widely accepted by the organization.

Ensuring Business Continuity

The withdrawal of the banking service that provided anonymous prepaid debit cards to migrants led to securing a replacement service provider. SIMPLED was chosen as service provider to replace ABN AMRO. A major part of 2018 we concentrated on the contractual arrangements to allow the transition.

Strong Internal Controls

The Resources Management Department continued to improve IOM's internal controls systems and to help managers to address situations that may be inconsistent with IOM policies, rules and procedures.

In today's complex and increasingly technical workplace, a renewed focus on Work Simplification is essential.

We have been working with managers to analyze procedures leading to implementing work simplification without compromising approaches and adequacy of compliance. The goal is to perform activities and tasks in a different way with process mapping, analysis and improvement techniques. We aim for clearer and more effective and efficient organization processes which are essential to help meet challenging objectives.

Managing Funding Gaps

One of our priorities remains funding gaps. IOM operates project-based with all the advantages and disadvantages deriving from this model. Our approach to the management of the modest resources included cost containment measures and tight monitoring of budget consumption, as well as fund allocation and the reorganization of methodologies and practices.

ICT

Our office is part of a global network of 10,000+ users worldwide, utilizing numerous operational and management applications and handling large amounts of data. The ICT unit worked on improving the existing infrastructure and routine operations to ensure a stable baseline for continued operations.

Priority activities focused on hardware upgrades, increased storage capacity, continued implementation of cloud technologies, and improved security layers.

These activities resulted in enhanced technical resources to manage our increasing information needs; to accommodate the growing file storage requirements; to ensure operational capabilities for highly mobile staff through continued familiarization of cloud applications and to fulfil a secured infrastructure and computing environment that also supports our compliance with organizational standards and be up-to-date with current and new technologies.

Investing in People

On 31 December 2018, IOM the Netherlands had a team of 73 people, including interns and consultants. Fifty-eight per cent of the workforce were women. Training opportunities in 2018 included internal and external training to build professional competencies, increase knowledge, and improve skills, to enable staff to contribute to the Organization and at the same time to enhance individual opportunities for future growth. We are also geared towards implementing the Unified Staff rules, which allows to effectively manage staff and address staff concerns in a unified way.

We continued to focus on developing and nurturing talent through Short Term Assignments (STA) at the request of missions in West Africa, specifically Nigeria and Dakar, and in Greece. These assignments were aimed at transferring skills relating to elements from IOM's Displacement Tracking Matrix as well as Human Resources.

The aim was to provide staff working in Non-Emergency offices with relevant experience that allows them to take up complex assignments and preparing them to be placed in roles demanding more responsibility and possibly to take up international positions. More can be done to expose staff from one mission to the work in other missions. It is the task of all managers, in particular Chiefs of Mission, to enable these opportunities.



Voluntary Return from the Netherlands

FAMILY MATTERS



BACK AND BEYOND



EXPLANIMATIONS



Migrant Integration

VOORWERK EZINE



RECOGNIZING TALENT



GOOD PRACTICE GUIDELINES



BOOKLET OF SUCCESS STORIES



SKILLS2WORK PLATFORM



