

IOM GLOBAL REPORT 2020

OPERATIONS AND EMERGENCIES

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

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Photo credits: An IOM community volunteer delivers information on tuberculosis to migrants in Beirut, Lebanon, ensuring their access to essential medical care during the COVID-19 pandemic © IOM 2020

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INTRODUCTION TO IOM GLOBAL REPORT 2020

The International Organization for Migration (IOM) continues to be one of the largest agencies responding to crises, including conflict, violence, slow and sudden-onset disasters and epidemics worldwide. In 2020, the Organization's work on the mobility dimensions of crisis had an operational reach of over 37 million people including internally displaced persons (IDPs), refugees and migrants either directly or as part of community-based programmes.

With more than 450 field offices worldwide, and robust humanitarian capacity from the onset of a crisis, the Organization has a unique comparative advantage. IOM's mandate and experience mean that it is present with the expertise and capacity to directly implement and to support the work of Member States and partners across the humanitarian, peacebuilding, migration management and development fields.

IOM is a leading actor in life-saving emergency responses, engaging actively in the humanitarian coordination system. It serves as a primary source of objective and impartial data on displacement. Its work in preparedness, disaster risk reduction and resilience help to prepare States and communities for and minimize the impacts of a crisis. As soon as a crisis occurs, IOM starts to prepare the ground for the progressive resolution of displacement, as well as for longer-term transition and recovery. Its presence throughout a crisis cycle fosters trust and long-lasting relationships with populations, authorities and communities, resulting in holistic and localized approaches in support of national and local authorities.

This report provides a snapshot of IOM's crisis related activities in the areas of emergency preparedness and response, through transition and recovery as well as resettlement and movement management. The report is based on the inputs collected through the Organization's yearly reporting exercises, in which more than one hundred IOM country missions report on direct or community-based assistance, technical support and capacity-building.

While IOM's response to COVID-19 was a substantial part of its work throughout 2020, this report focuses on providing a comprehensive overview of IOM's crisis related work within the context of COVID-19. For more information on IOM's COVID-19 - specific preparedness and response, please see [IOM's COVID-19 Preparedness and Response Achievements Report](#).



An IOM engineer maintains the solar panels powering a borehole in Garowe, Somalia © IOM 2020

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ACRONYM LIST

AAP	Accountability to affected populations
CPHA	Alliance for Child Protection in Humanitarian Action
ATCR	Annual Tripartite Consultations on Resettlement
AoR	Area of Responsibility
ABC	Area-based coordination
BPAT	Barangay Peacekeeping Action Team (Philippines)
CCCM	Camp coordination and camp management
CADRI	Capacity for Disaster Reduction Initiative
CBIs	Cash-based interventions
CERF	Central Emergency Response Fund
CP	Child protection
CSO	Civil society organization
CMS	Collaboration and Monitoring System
CwC	Communicating with communities
CS	Community stabilization
CWGs	Community working groups
CBO	Community-based organization
SIVJNRN	Comprehensive System of Truth, Justice, Reparation and Non-Repetition (Colombia)
COVID-19	Coronavirus disease 2019
CT	Counter-trafficking
CTiE	Counter-trafficking in emergencies
CO	Country office
COVAX	COVID-19 Vaccines Global Access
DRC	Democratic Republic of the Congo
DRWG	Data Responsibility Working Group
DSEG	Data Science and Ethics Group
DDPM	Department of Disaster Prevention and Mitigation (Thailand)
DOE	Department of Operations and Emergencies
DAC	Development Assistance Committee
DRG	Disability Reference Groups
DDR	Disarmament, disengagement, and reintegration
DRR	Disaster risk reduction
DTM	Displacement Tracking Matrix
DSTF	Durable Solutions Task Force
DSTWG	Durable Solutions Technical Working Group
EWEAR	Early Warning, Early Actions, and Readiness Analysis
EOM	Election observation missions
ESU	Election Support Unit (IOM)
EPMR	Emergency Preparedness Monitoring Report
ETT	Emergency Tracking Tool

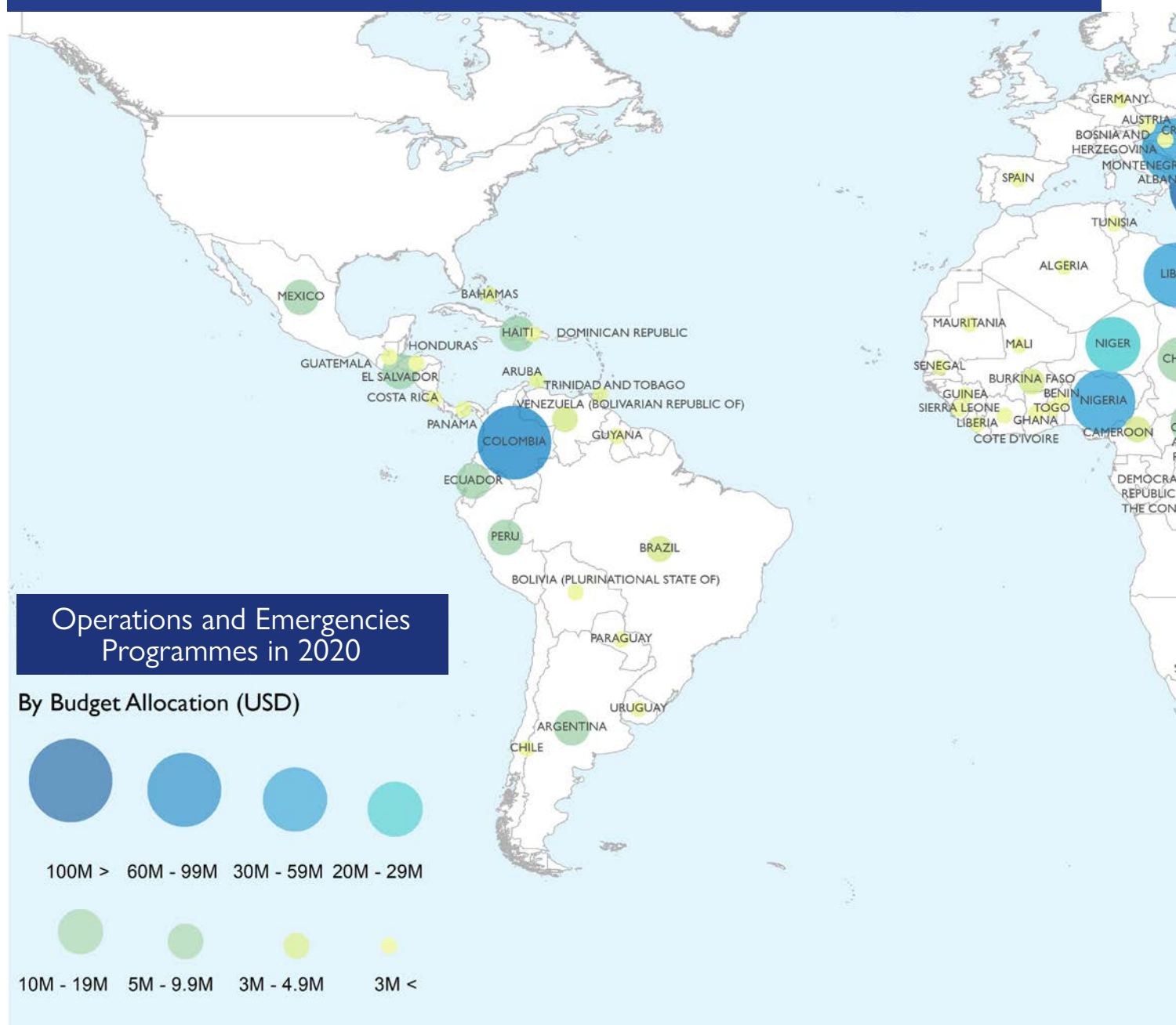
ERCM	Emerging Country Joint Support Mechanism
EEMs	EU Election Experts Missions
EASO	European Asylum Support Office
EC	European Commission
EU	European Union
EGRIS	Expert Group on Refugee and Internally Displaced Person Statistics
FIC	Feedback and Information Centre
FAO	Food and Agriculture Organization
FCDO	Foreign, Commonwealth, and Development Office (UK)
FAQs	Frequently asked questions
GBV	Gender-based violence
GBViC	Gender-based violence in crises
GCRP	Global Crisis Response Platform
GHRP	Global Humanitarian Response Plan
GIMAC	Global Information Management, Assessment, and Analysis Cell on COVID-19
GMDAC	Global Migration Data Analysis Centre
GPC	Global Protection Cluster
GNA	Government of National Accord (Libya)
HQ	Headquarters
HEAT	Hostile Environment Awareness Training
HLP	Housing, land, and property
HIV	Human immunodeficiency virus
HRDDP	Human Rights Due Diligence Policy
HAS	Humanitarian Affairs Segment (ECOSOC)
HASM	Humanitarian Assistance to Stranded Migrants
HCT	Humanitarian Country Team
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
HDPN	Humanitarian-development-peace nexus
IPC	Infection prevention and control
IM	Information Management
ITC	Information technology communication
IEC	Information, education, and communication
IDDRS	Integrated Disarmament, Demobilization, and Reintegration Standards
IASC	Inter-Agency Standing Committee
UASC-IATF	Inter-Agency Task Force on Unaccompanied and Separated Children
IDMC	Internal Displacement Monitoring Centre
IDPs	Internally displaced persons
IATA	International Air Transport Association
ICVA	International Council of Voluntary Agencies
IHRL	International human rights law

ACRONYM LIST

IHL	International humanitarian law
ILO	International Labour Organization
INGO	International non-governmental organization
IOM	International Organization for Migration
IOWG	International Organization Working Group
IRIS	International Recommendations on IDP Statistics
IRC	International Rescue Committee
JIPS	Joint IDP Profiling Service
JIAF/JIAG	Joint Inter-Sectoral Analysis Framework Group
LPR	Land, property, and reparations
LAC	Latin America and the Caribbean
LNA	Libyan National Army
MAAP	Mainstreaming of AAP and Protection Project
MASC	Mass Shelter Capability
MOU	Memorandum of understanding
MHM	Menstrual Hygiene Management
MHPSS	Mental health and psychosocial support
MENA	Middle East and North Africa
MICIC	Migrants in Countries in Crisis
MCOF	Migration Crisis Operational Framework
MMU	Migration Management Unit (IOM)
MOFA	Ministry of Foreign Affairs
MRM	Mobility restrictions mapping
M&E	Monitoring and evaluation
MAFAPO	Mothers of False Positives (Colombia)
NSO	National statistical office
NFIs	Non-food items
NGO	Non-governmental organization
NSAGs	Non-state armed groups
NWS	Northwest Syria
NRC	Norwegian Refugee Council
OHCHR	Office of the High Commissioner for Human Rights
OECD	Organisation for Economic Co-Operation and Development
OCV	Out of country voting
OPE	Overseas processing entity
PNG	Papua New Guinea
PoEs	Points of entry
PDM	Post distribution monitoring
PRD	Preparedness and Response Division
PVE	Preventing violent extremism
PRDS	Progressive Resolution of Displacement Situations Framework

PSEA	Protection from sexual exploitation and abuse
PIM	Protection Information Management Initiative
R4V	Regional Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela
RO	Regional office
RMRP	Regional Refugee and Migrant Response Plan
RMM	Resettlement and Movement Management Division
RG	Results Group
RWG	Returns Working Group
FARC	Revolutionary Armed Forces of Colombia
RCCE	Risk communication and community engagement
SftS	Safe from the Start
STA	Short-term assignment
SBPs	Standby Partners
SAG	Strategic Advisory Group
SDGs	Sustainable Development Goals
CRISP	Sustainable Resettlement and Complementary Pathways Initiative
L3	System-wide scale up
ToT	Training of trainers
TTT	Transhumance Tracking Tool
TRD	Transition and Recovery Division
TB	Tuberculosis
UNICEF	UN Children's Fund
UN DCO	UN Development Coordination Office
UNDP	UN Development Programme
UNDIS	UN Disability Inclusion Strategy
ECOSOC	UN Economic and Social Council
UN Habitat	UN Human Settlements Programme
UNDRR	UN Office for Disaster Risk Reduction
OCHA	UN Office for the Coordination of Humanitarian Affairs
UNFPA	UN Population Fund
UNHCR	UN Refugee Agency
UN SLG	UN Senior Leadership Group on DRR for Resilience
UASC	Unaccompanied and separated children
UN	United Nations
VHR	Voluntary Humanitarian Return
WASH	Water, sanitation, and health
WCA	West and Central Africa
WPP	Women's Participation Project
WG	Working group(s)
WFP	World Food Programme
WHO	World Health Organization

SITUATIONAL ANALYSIS

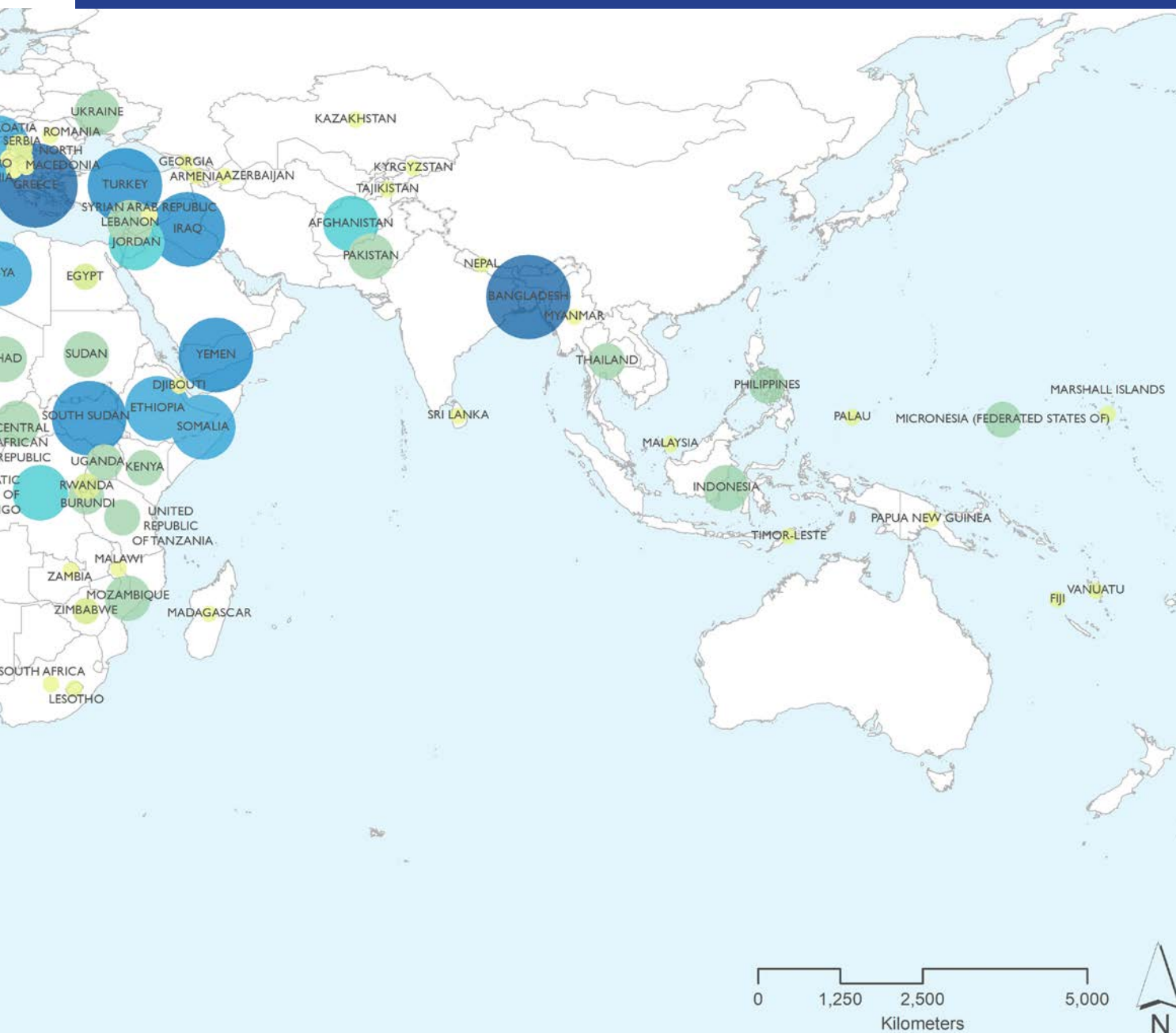


2020 has been an unparalleled year, marked by overlapping crises and a shift in IOM response operations. The coronavirus disease (COVID-19) pandemic triggered a global crisis, leading to the enactment of a system-wide emergency in April 2020. With 167.7 million people already in need of protection and live-saving assistance globally, COVID-19 affected every country in the world, increasing the number of people in need to 235 million, or 1 in 33 people. Many of the most affected were living in countries entrenched in crises, including people on the move and their host communities, whose vulnerabilities were already exacerbated by conflict, violence, socioeconomic deterioration, and disasters, and for whom already complex barriers to durable solutions only increased as a result of the pandemic.

Displacement figures have continued increasing over the past decade. Conflict and disasters triggered the displacement of 40.5 million people across 149 countries and territories throughout the year, including 9.8 million as a result of conflict and violence and 30.7 million due to disasters.¹ At the end of 2020, a staggering 55 million people were living in displacement in 59 countries, calling for increased crisis mitigation and stabilization measures together with the provision of humanitarian assistance in an effort to bridge humanitarian and development assistance and foster durable solutions.

IOM largely increased its response capacities to address the complex challenges faced in 2020. The Organization reached over 37 million people with crisis response programming

1-Internal Displacement Monitoring Centre (IDMC), Global Report on Internal Displacement 2021.



during the year, through a wide array of programmes including COVID-19 prevention, mitigation and response measures, humanitarian, transition and recovery programming, and resettlement and humanitarian return, and had an operational footprint in 110 countries. Throughout 2020, IOM rapidly adapted its programming in line with needs that were changing at an unprecedented rate, adjusted to new modalities of working, including as a result of movement restrictions, access challenges, and rising insecurity levels, and continued delivering responses at scale.² The Organization demonstrated its adaptability and agility, working hand in hand with the United Nations (UN) system, partners, and governments to build strong partnerships and facilitate effective coordination at all levels. Recognizing that collaborative and simultaneous humanitarian, peace, and

2-For more information on IOM's preparedness and response to COVID-19 in 2020, consult the [Achievements Report](#).

recovery programming across the humanitarian-development-peace nexus (HDPN or Triple Nexus) is a cornerstone of reducing unmet needs, ensuring resilience and sustainability, and fostering durable solutions to displacement, IOM continued to implement concurrent preparedness and short- to longer-term programming across contexts. IOM is committed to upholding the humanitarian principles in its crisis response and increasing its efforts towards ensuring conflict sensitivity and analysis, including by developing actions that can also contribute to building and restoring more peaceful relations during and following crises. The following section highlights key crises and events of focus for IOM operations and emergency activities and approaches in 2020, which are also further detailed through this Global Report.

SITUATIONAL ANALYSIS

SUB-SAHARAN AFRICA

In 2020, the **Eastern and Horn of Africa region** continued to face one of the most complex human mobility environments in the world, with a range of social, economic, political, and climatic factors driving population movements and displacement within and outside its borders. Disaster events, including a desert locust plague triggered by a number of rare climatic events, the impact of COVID-19, and new and protracted conflicts driving instability in **Somalia, Ethiopia, Burundi, Sudan, and South Sudan**, continued to affect millions of people in the sub-region. By the end of 2020, over 8.3 million internally displaced people and more than 4.6 million refugees were recorded across East Africa. Despite COVID-19 containment measures, the migratory routes from the Horn of Africa to Yemen remained highly used. At the same time, containment measures adopted by governments in response to COVID-19 left tens of thousands stranded, facing heightened protection risks and requiring assistance. The upsurge in swarms of locusts in 2020 also had a dramatic impact, hitting dozens of countries including **Kenya, Ethiopia, Uganda, and Somalia**, and destroying agriculture and livelihood means for millions of people. Flood events further impacted over 3.6 million people in East Africa, including in **Sudan**, where close to 875,000 people were affected by the worst flooding in decades, as well as over 1.1 million in **Ethiopia**. Clashes in the Ethiopian Tigray Region since the military offensive started in November 2020 led to sudden displacement and a major humanitarian crisis. By the end of 2020, over 2 million

people had been displaced in the country, largely by conflict but also due to climatic shocks such as drought and floods.³ To respond to the multifaceted challenges in the Eastern and Horn of Africa region, IOM continued to deploy its rapid response capacities while fostering approaches linking humanitarian response to community stabilization, peacebuilding, and reconciliation efforts, where possible, to contribute to preventing and resolving displacement. IOM also focused on disaster prevention and reduction measures to strengthen resilience.

In **Southern Africa**, the cumulative impacts of the climate crisis, such as prolonged drought, an upsurge in conflict and violence, and COVID-19's socioeconomic impact intensified pre-existing vulnerabilities. Many migrants in the region became stranded in transit and destination countries, lacking the means or ability to return as a result of mobility restrictions related to COVID-19. Some migrants were left destitute after losing their means of support and were unable to meet their basic needs. In addition, many vulnerable migrants were evicted or lost access to safe shelter, thus pushing them into vulnerable or exploitative situations. Some countries, such as **Zimbabwe**, experienced an inability to cope with the high number of returnees due to insufficient capacities to ensure quarantine/reception spaces and struggled to support migrant returnees in their communities of origin and to ensure that migrants returnees had access to post-arrival humanitarian assistance to prevent, reduce, and mitigate protection risks. In this context, IOM supported migrants' access to basic services in host countries and provided safe and dignified emergency return



Beneficiaries of IOM's livelihood programme in the crisis-affected area of Paoua, Central African Republic © IOM 2020

3-DTM, Ethiopia - [National Displacement Report 7](#), and DTM, Ethiopia - [Emergency Site Assessment 2](#).

assistance along with post-arrival humanitarian assistance in several countries in the region, including **South Africa, Zimbabwe, Lesotho, Zambia, and Malawi**. Environmental disasters, such as the oil spill off the coast of **Mauritius**, were also recorded in August. In **Mozambique**, the rapidly escalating conflict in the Northern Provinces led to a staggering sevenfold increase in displacement in 2020, reaching over 669,000 displaced in the Northern Provinces by the end of the year. At the same time, an additional nearly 100,000 people remained in search of durable solutions while still recovering from the impact of the 2019 cyclones. In response, IOM continued to provide critical life-saving assistance and protection to those in need, while increasing its recovery programming to enhance affected communities' resilience. The **Democratic Republic of the Congo (DRC)** remained one of the world's most complex and long-standing humanitarian crises. With 5.2 million displaced persons, the DRC continued to host the second largest number of internally displaced persons in the world. An interlinked set of challenges at both the national and local levels, including armed and intercommunal conflicts, disasters, and health epidemics continued to affect the lives of millions of Congolese during the year. The system-wide scale up (L3) remained active in response to the 10th Ebola virus outbreak until the end of March 2020. Another Ebola virus outbreak, the 11th, was declared in Equateur Province in June 2020, further contributing to the already acute and persistent humanitarian crisis facing the country. In response, IOM continued to adopt a human-mobility centred perspective and deployed important cross-border preparedness and response capacities.

In **Western and Central Africa (WCA)**, insecurity, COVID-19, and climate variability forced shifts in the seasonal migratory routes of transhumant movements throughout West and Central Africa and [mass displacement](#). Violence generated by non-state armed groups (NSAGs) in the Lake Chad region continued to generate displacement, with over 2.9 million people displaced by the end of the year, impacting the social, political, security, and humanitarian conditions in **Cameron, Chad, Niger, and Nigeria**. At the same time, an additional nearly 2 million people reportedly returned to their areas of origin, often in insecure locations. Existing humanitarian- and durable solutions-related needs necessitated simultaneous interventions to provide life-saving support, conflict mitigation measures, and solutions-oriented assistance, while fostering recovery, peacebuilding, reintegration, and stabilization programmes. However, those efforts were rendered difficult by waves of attacks against humanitarian workers, infrastructure, and security and defence forces recorded in the region, in particular in North East Nigeria. In the **Central Sahel** and **Liptako Gourma region** of **Mali, Burkina Faso, and Niger**, a longstanding lack of development paired with increasing violence over access to natural resources exacerbated inter-communal conflict, including between herders and farmers, and created an environment exploited by NSAGs. The situation continued to deteriorate in the northern and eastern regions of **Burkina Faso**, where over

1 million people were displaced by the end of the year. With over 680,000 IDPs recorded in December 2020 due to protracted armed violence, inter-communal tensions, and natural disasters (including strong floods in 2020), the situation in the **Central African Republic (CAR)** remained critical, with a peak of violence and related waves of displacement at the end of the year due to the country's elections. The situation continued to heighten the vulnerability of a population already struggling to recover, with limited or no immediate life-saving support feasible due to a lack of humanitarian access and an environment of looting and attacks against humanitarian actors. In **Cameroon**, a total of 1,135,660 individuals, including 711,056 IDPs, were reportedly affected by the crisis in Cameroon's Anglophone regions (north west and south west regions) by the end of 2020. The waves of violence that started in 2017 spread across these areas, evolving into a full-fledged armed conflict between separatists and Cameroonian forces. The crisis affecting **Nigeria's** north west and north central regions, as well as the Maradi region in **Niger**, is a complex and multifaceted situation linked to interlocking historic ethno-social disparities, religious and communal antagonism, tensions between nomadic pastoralists and sedentary farmers, territorial disputes, banditry, and criminal activity. In 2020, this crisis affected a total of 824,526 individuals, including the internal displacement of over 750,000 people in Nigeria and Niger.

MIDDLE EAST AND NORTH AFRICA

The **Middle East and North Africa (MENA) region** remained entrenched in regional-level protracted crises requiring continuous interventions to meet the growing operational challenges presented by conflict, displacement, and irregular migration. Millions of people continued to rely on humanitarian aid in 2020, which was often provided through cross-border operations. **Syria** and **Yemen** remained corporate Level 3 emergencies for IOM throughout 2020. New crises, including the **Lebanon** port explosion in August 2020 and intense floods in **Sudan**, also deeply affected the MENA region. Access challenges to reach conflicted-affected communities peaked in 2020 and were further constrained by COVID-19 measures. In this context, IOM's interventions contributed to life-saving humanitarian assistance, and aimed to reduce the impact of the political, social, security, and economic destabilizing factors that could derail longer-term transition and recovery processes. In **Iraq**, the post conflict period after December 2017 saw the gradual return of over 4.8 million people to their areas of origin; however, returns stalled in 2020. Over 1.2 million people remained displaced in camps, informal sites, and host communities. In this complex environment, IOM was instrumental in creating and co-leading the inter-agency Durable Solutions Task Force (DSTF) to support multi-stakeholder engagement on solutions. In 2020, the country's fragility and destabilizing factors were amplified by overlapping crises, including the COVID-19 pandemic, an economic downturn,

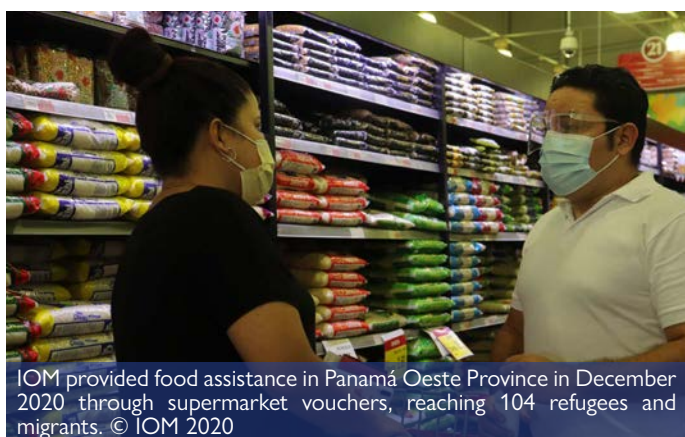
SITUATIONAL ANALYSIS

and challenges in service provision, governance, and rule of law, which led to mass protests across the country, compounded by regional tensions. In **Libya**, the political instability and volatile security situation continued to have devastating impacts on the population, constraining access to services and life-saving support. Although a permanent ceasefire was negotiated and agreed upon in October 2020 by the Government of National Accord (GNA) in the west and the Libyan National Army (LNA) in the east, the country remains largely fragmented and divided by rival administrations. Over 392,000 people remained displaced in 2020 and migrants living in Libya (both in detention centres and in urban settings) faced significant protection concerns, including violence, exploitation, hazardous living conditions, and abuse at the hands of smugglers and traffickers. After 10 years, the conflict and humanitarian crisis in **Syria** continued to affect the lives of millions of Syrians and host communities. The first months of 2020 saw the most significant escalation in military operations since the start of the conflict, which resulted in hundreds of thousands of new displacements in the north-west of the country. This period was also marked by the systematic targeting of critical humanitarian infrastructure, including health facilities. A ceasefire reached in March 2020 remained generally intact throughout the rest of the year. However, COVID-19 and the rapid deterioration of the economic situation meant that the scale and severity of humanitarian needs remained extreme, particularly in north-west Syria. In response, IOM scaled up its cross-border operations, reaching over 1 million people in 2020. The United Nations Security Council cross-border resolution was renewed in July with a reduction in the number of border crossing points, further adding to the challenge of accessing the people most in need. While more than 6.5 million people remained internally displaced, another 5.6 million Syrians continued to live as refugees outside their country's borders, mainly in **Turkey, Jordan, Lebanon, Iraq, and Egypt**. Spontaneous voluntary returns to Syria remained very low, and the resettlement of Syrian refugees to third countries was much decreased as compared to previous years. **Yemen**, which is in its seventh year of conflict, continued to face the world's worst humanitarian crisis. Humanitarian needs grew in 2020, driven by escalating conflict, disease, a declining economy, and the breakdown of public institutions and services. As a peaceful resolution to the conflict remained elusive, the severity of needs and suffering worsened across the country. At the same time, Yemen continued to be a major transit point on the irregular migration route from the Horn of Africa to the Gulf States. Although migrant arrivals from Yemen dropped by over 80 per cent as compared to the previous year, mostly as a result of COVID-19 measures, IOM estimates that some 37,535 migrants arrived in Yemen in 2020. While migrants already faced severe protection risks as they transited through the conflict-affected country, increased barriers to movement brought on by the pandemic and the reinforcement of anti-migrant policies left thousands of migrants stranded across Yemen with limited options for safe movement or access to basic services. Since late 2019, **Lebanon** has faced a sudden and sharp

economic decline, triggering widespread civil unrest. In 2020, economic hardship threatened social stability across the country, with growing tensions between refugees and host communities. The devastating 4 August port explosion, which killed approximately 200 people and displaced another 300,000 people, exacerbated Lebanon's already fragile situation.

ASIA AND THE PACIFIC

The region remained the world's most disaster prone in addition to facing conflicts, inter-communal tensions, food insecurity and large scale displacement - such as in **Afghanistan, Pakistan, the Philippines** and **Bangladesh**. In this context, IOM intensified its work to sustainably address the drivers of crisis and barriers to recovery at the local and national levels to build resilience, strengthen preparedness, and reduce risks across the region. In 2020, several large-scale disasters impacted the region. Category 5 Tropical Cyclone Harold struck **Vanuatu** and **Fiji** in early April 2020. The January 2020 Taal Volcano eruption in the **Philippines** led to the evacuation of over 235,000 people. Between October and November, nine consecutive tropical cyclones hit the Philippines and caused floods and landslides, with typhoon Molave (Quinta), Super Typhoon Goni (Rolly), and Typhoon Vamco (Ulysess) being the most destructive. As these storms continued on their paths, they caused further flooding in **Viet Nam, Cambodia, and the Lao People's Democratic Republic**, affecting millions of people. Cyclone Amphan landed in **Bangladesh** in May 2020, followed by heavy monsoon rains in July, affecting nearly 3 million people. The country continued to host nearly 900,000 refugees from Myanmar, with the majority of Rohingya living in congested camps in Cox's Bazar and requiring sustained efforts to ensure dignified living conditions and the provision of life-saving assistance. Throughout 2020, Rohingya refugees from Myanmar crossed by sea towards **Malaysia** and **Indonesia** in search of protection and assistance, with many of those arriving on the coast of Aceh in Indonesia and requiring immediate support. Forty years of conflict have shaped **Afghanistan** as a country of displacement, migration, and return. The intensifying armed conflict in 2020 and the continuing deterioration of the protection environment for civilians, exacerbated by the effects of climate change, the COVID-19 pandemic, and subsequent economic downturn, continued to drive a large volume of displacement and cross-border outflows into **Iran, Pakistan**, and beyond. Significant annual returns of undocumented Afghans also continued, with over 838,000 undocumented returnees as of the end of 2020. These returns were both voluntary and forced, as at least 37 per cent of returns from Iran in 2020 were deportations. The region is facing a situation of protracted displacement due to these recurring disasters, affecting an estimated 1.2 million individuals as well as conflict, affecting nearly 3 million.



IOM provided food assistance in Panamá Oeste Province in December 2020 through supermarket vouchers, reaching 104 refugees and migrants. © IOM 2020

LATIN AMERICA AND THE CARIBBEAN

In 2020, the region continued to be affected by large-scale natural disasters, violence, and instability, leading to increased displacement. The socioeconomic and political crisis in the **Bolivarian Republic of Venezuela** continued to generate an exodus of migrants and refugees out of the country. As a result, over 5.4 million migrants and refugees were recorded as leaving the country in search of humanitarian assistance, access to basic services, job opportunities, and protection. Of this population, nearly 4.6 million individuals moved to 17 middle-income Latin America and Caribbean (LAC) countries, the biggest population movement in Latin America's recent history.⁴ **Colombia** alone hosted over 1.7 million refugees and migrants from Venezuela during the year. Faced with the cumulative impact of more than 50 years of internal armed conflict, which displaced over 8 million people, as well as ongoing clashes and insecurity at the northern border with Venezuela, and COVID-19, the living conditions of people on the move further deteriorated in the country. With the COVID-19 pandemic, an increasing number of Venezuelans also returned to their home country, with more than 145,000 returning throughout 2020. This massive return movement increased the pressure on an already difficult situation faced by many communities in Venezuela. The high inflow of spontaneous returns due to COVID-19 outbreaks converged with other crises in the country, namely the socioeconomic crisis, political conflict, criminality, violence, insecurity, and human rights violations, as well as critical shortages and a collapse of basic public services. In **Central America**, in addition to the serious migration crisis, consecutive disasters, Tropical Storm Amanda-Cristobal and Hurricanes Eta and Iota, affected the lives of millions and caused catastrophic flooding and devastation in **El Salvador**, **Guatemala**, and **Honduras**. By November 2020, it was estimated that over 6.4 million people were in need of urgent assistance as a result of these disasters in Guatemala and Honduras alone.

EUROPE AND CENTRAL ASIA

Although in lesser number than in the past five years, wars, economic downturn, and political and economic instability in different regions of the world have continued to drive irregular migrants and asylum seekers towards the European continent, often with the **European Economic Area** as their final destination. Due to COVID-19 restrictions and containment measures, the typical migration patterns across the Mediterranean Sea have, however, changed considerably since the beginning of 2020. Specific routes have re-emerged while others have been less used. For instance, arrivals to Italy through the Central Mediterranean route from North Africa increased when compared to the previous year, while arrivals to Greece through the Eastern Mediterranean route have fallen markedly from April 2020 onwards. In the European Union (EU), countries like **Greece**, **Spain**, **Italy**, and **Malta** continued to receive migrants and asylum seekers, requiring dedicated emergency support to cater for the needs of arrivals when they exceeded existing reception capacities, as witnessed at the end of 2020 on the Spanish Canary Islands. Along routes to Europe, migrants continued to face a number of vulnerabilities, in some instances due to a lack of safe accommodation centers. This situation took on crisis proportions due to COVID-19, as basic preventive measures were nearly impossible to implement in migrant accommodation along the route, including in **South-Eastern Europe and Central Asia**. In **Bosnia and Herzegovina**, this crisis was further exacerbated by the closure of two centres in December 2020, leaving thousands without shelter. In **Ukraine**, the conflict in the eastern regions has entered its seventh year. Characterized by frequent military escalations and ceasefire violations, the crisis disrupted the lives of millions of civilians exposed to active hostilities and displaced over 1.46 million people. Given the protracted nature of the crisis, the need for humanitarian assistance and support from IOM remained important, with IDPs, returnees, and host communities requiring particular support in the development of long-term sustainable solutions for integration, recovery, and peacebuilding. The **Nagorno-Karabakh** conflict escalation in September 2020 resulted in significant displacement in the region. At the peak of the displacement, over 90,000 persons had been displaced from Nagorno-Karabakh to **Armenia** and were living in informal settlements and communities, mostly in urban areas. At the peak of the displacement in **Azerbaijan**, over 40,000 persons had been temporarily displaced, requiring assistance.

4-Countries in Latin America and the Caribbean receiving the biggest number of refugees and migrants from the Bolivarian Republic of Venezuela include Argentina, Aruba, the Plurinational State of Bolivia, Brazil, Chile, Colombia, Costa Rica, Curaçao, Ecuador, the Dominican Republic, Guyana, the United Mexican States, Panama, Paraguay, Peru, Trinidad and Tobago, and Uruguay.

HUMANITARIAN COORDINATION



In 2020, IOM held a
**coordination
role**

131
coordination
platforms*

taking the form of
clusters/sectors/
working groups/
taskforces, covering

56
countries**



1,923
partnerships



76 million
people in need



44 million
people in need targeted

Guided by the spirit of the 2005 Humanitarian Reform and the 2010 Transformative Agenda protocols, IOM actively participates at the global, regional, and country levels in coordination fora and contributes to collective humanitarian response. Although not all formally activated in the form of clusters and with varying scope and roles, these various coordination fora are underpinned by

the same principles: to ensure efficient and effective delivery of protection and assistance to people in need, in a coordinated and principled fashion, and to foster a coordinated and fit for purpose response.

In 2020, IOM held a coordination role in 131 coordination platforms, taking the form of clusters/sectors/working groups/taskforces, across 56 countries, sometimes leading or co-leading on multiple platforms at the regional, national, and sub-national levels in the same country, such as in South Sudan, Yemen, Iraq, Bangladesh, Mozambique, and across the Venezuela response, among others. In 38 per cent of the countries, IOM held a coordination role in more than one platform; some of the platforms were co-chaired with government or supported government-led mechanisms. IOM's coordination role varied from lead to co-lead or chair in a variety of sectors, inter-sector coordination groups and in support of host governments, including in preparedness efforts.

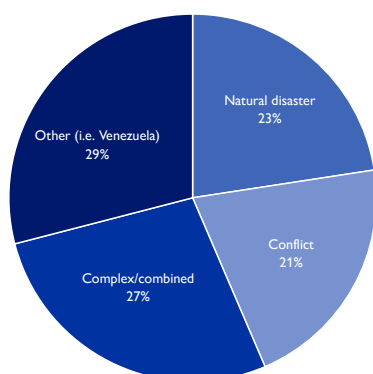
The events that generated the establishment of coordination mechanisms at the country level varied in nature and impacted different categories of populations.

* Including 55 coordination platforms for the Venezuela Response

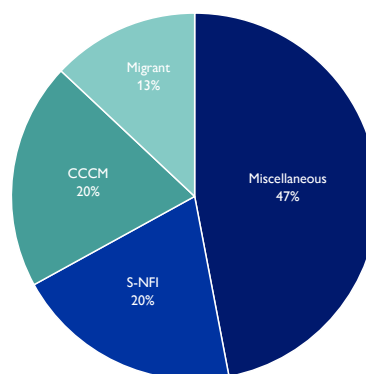
** Including the 17 countries coordinated under the R4V platform for Venezuela

HUMANITARIAN COORDINATION

Type of events



IOM coordination role in 2020



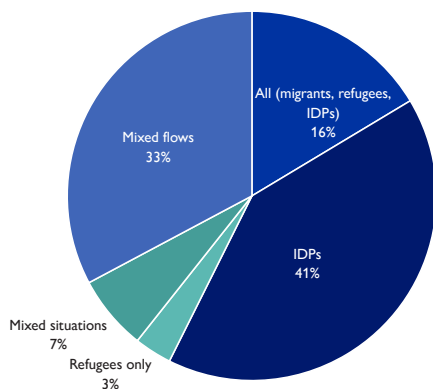
For each crisis, these coordination platforms responded to population groups that spanned from traditional internally displaced population and refugee situations to mixed situations where both IDPs and refugees were present in country as well as mixed migration flows involving migrant and refugee flows. A country may have experienced more than one scenario during 2020.

In 2020, IOM was involved in the coordination of 26 shelter/non-food items (NFI) related platforms and 26 camp coordination and camp management (CCCM) related platforms, of which 5 were merged CCCM and shelter. Another 17 migrant and refugee coordination platforms, often inter-sectoral by nature, as well as 62 other specific coordination fora covering thematic areas such as inter-sector, water, sanitation and hygiene (WASH), mental health and psychosocial support (MHPSS), cash-based interventions (CBI), communicating with communities (CWC), protection from sexual exploitation and abuse (PSEA), information management (IM), health and other sectors. The information compiled here reflects a “snapshot” based on compiled information which is time-bound, not exhaustive, and subject to local interpretation of coordination arrangements.

The year 2020 saw an increase in the formalization of coordination mechanisms, in particular within the framework of the Regional Interagency Coordination Platform for Refugees and Migrants from Venezuela (R4V). In total, IOM played a (co)-leadership role in 55 coordination fora – at the regional, sub-regional, and national levels – within the R4V Regional Coordination Mechanism. IOM occupied a unique coordination role in the geographically largest response plan in the world. The Regional Migrant and Refugee Response Plan covers 17 countries in the region and addresses the needs of the Venezuelan population outside of their country. In this context, IOM co-led the Regional Platform with UNHCR, following a special mandate provided by the UN Secretary General in 2018 to address Venezuelan mixed flows. Complementing this regional coordination role, IOM co-led the IM Working Group (WG) and the Regional Communications WG. These three regional roles were reflected in all sub-regional and national platforms, where IOM was also the (Co-)Coordinator and co-led the IM WG and Communications WG. In addition to the inter-sector coordination functions, at the regional level, IOM also co-led the regional sectors of Integration, Humanitarian Transportation and Shelter, and the Sub-Sector of Human Trafficking and Smuggling.

Given the COVID-19 pandemic, a Global Humanitarian Response Plan (GHRP) was launched to complement existing Humanitarian Response Plans. IOM contributed to the GHRP in 60 out of the 63 targeted GHRP countries.

Population groups in need



HUMANITARIAN COORDINATION

COORDINATION OVERVIEW

IOM's coordination role has grown rapidly since 2016, with a 252 per cent increase over the past five years. The unparalleled context of 2020 led to an increase in coordination mechanisms to respond to the rising number of multifaceted crises. The increase was also attributable to the formalization and diversification of coordination platforms across 17 countries in the LAC region as part of the Venezuela Response. Out of the overall 131 coordination groups for which IOM played a (co)leadership role, the number of CCCM and shelter related coordination mechanisms increased. Similarly, the number of platforms specifically related to mixed migration continued to augment steadily (from 10 in 2018 to 17 reported in 2020), primarily because of the regional, inter-agency Venezuela response coordination group accounting for over 50 per cent of those platforms (the others are Libya, Bosnia and Herzegovina, Turkey, Sudan, Mauritania, Afghanistan, Haiti and Yemen). The Venezuela migrant and refugee coordination platforms are inter-sectoral in nature and span beyond humanitarian assistance to include socioeconomic integration as well as building the capacity of local authorities to manage large flows.

PERFORMANCE REVIEW

Although not all the assessed coordination groups were formally activated clusters/sectors, most were underpinned by the cluster approach and revolved around the same functions: supporting service delivery; informing strategic decision-making; strategy development; monitoring and evaluation; capacity-building in preparedness and contingency planning; advocacy; and ensuring accountability to affected populations (AAP). The majority of the coordination groups aimed to foster operational coordination on the ground, but some, which were co-chaired with governments, also aimed to foster preparedness efforts. The analyzed coordination groups cumulatively worked with more than 1,923 partners with an average of 15 partners per group. In total, the relevant platforms cumulatively covered 76 million persons in need and targeted 44 million people.



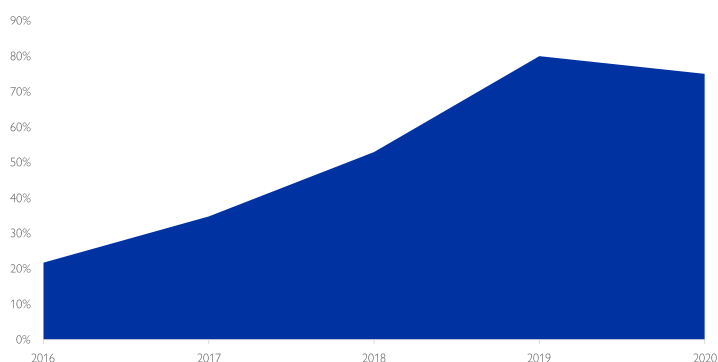
An resident of Tabaco, Albay repairs his home with a shelter repair kit and multi-purpose cash assistance from IOM after Super Typhoon Goni struck the P

HUMANITARIAN COORDINATION

DEDICATED LEADERSHIP

In 2020, 56 per cent of the coordination fora had dedicated coordinators and 55 per cent dedicated information management capacities, at the national level. Several IOM-supported coordination groups in the field had a coordinator at the national level and did not require this function to be mirrored at decentralized levels. Out of the national level structures, 44 per cent reported having both

Proportion of CCCM clusters/sectors with dedicated coordination and information management capacity



a coordinator and an IM, which is comparable to previous years and consistent with global averages of 60 per cent for dedicated coordinators and 44 per cent for information management capacities.

Similar to previous years, underfunded response plans and strained financial resources to support coordination functions in the long-run remained the driving factors behind the global average percentage of fully dedicated coordination capacities at the national level. Resource allocation to support CCCM Cluster, for which IOM holds a formal role under the Inter-Agency Standing Committee (IASC)'s framework, remained comparable to previous years. The Organization had dedicated staff for coordination in 75 per cent of cases and 100 per cent for information management. IOM's ability to build capacity and dedicate resources for coordination greatly benefited from the continuous allocation of core funding.

SUPPORTING SERVICE DELIVERY AND INFORMING COLLECTIVE STRATEGIC DECISION-MAKING

Out of the 131 mapped out platforms, coordination groups supported service delivery through agreed strategic priorities by maintaining terms of reference in 62 per cent of coordination fora and geographically mapping partners and activities (56%) on a regular basis. Maintaining specific needs assessment tools, participating in inter agency or sector assessments and supporting regular joint analysis were recorded in the majority of coordination groups to ensure that needs and gap analysis were available for collective strategic planning and operational decision-making.

STRATEGY PLANNING, PREPAREDNESS, AND ACCOUNTABILITY

Half of all the coordination groups in which IOM was involved reported having developed their own strategies - beyond the development of the Humanitarian Response Plan (HRP)/ Regional Refugee and Migrant Response Plan (RMRP) - while maintaining workplans to support the realization of collective strategic priorities. Half of the analyzed coordination mechanisms stated that sectoral mechanisms were in place to receive and act on complaints from affected populations as well as to raise awareness, prevent, monitor, and respond to SEA. This percentage can be explained by the rapidly increasing proportion of collective AAP and PSEA mechanisms set up at the Humanitarian Country Team (HCT) or inter-cluster level, as opposed to sector specific mechanisms.



Philippines © IOM 2020

POLICY



A Venezuelan carries his infant son across the border in Norte de Santander, Colombia, where IOM is providing humanitarian assistance to Venezuelan migrants and refugees © IOM 2020

IOM's crisis-related activities are grounded in key frameworks, policies, strategies, and tools, which, together with strong partnerships, provide the basis for the Organization's comprehensive response. The following is a selection of notable updates and developments in 2020.

POLICIES, FRAMEWORKS, AND STRATEGIC GUIDANCE

Migration Crisis Operational Framework and its Revitalization

The Migration Crisis Operational Framework (MCOF), endorsed by the IOM Council in 2012, is the central framework that guides the crisis-related aspects of the Organization's humanitarian, peace, development and migration management work. Given the rapidly changing international environment and the increased responsibilities taken on by IOM over the last years, IOM initiated a process in September 2020 to revitalize the Framework. This initiative has involved a needs analysis, user survey, mapping of the operational landscape and existing tools, and extensive whole-of-Organization consultations. Once the revised Framework is finalized, a second phase will focus on updating and developing guidance to support its use for analysis, planning and implementation. The MCOF is and will continue to be the main anchor for all of IOM's crisis-related policies, frameworks and strategic guidance documents, as well as guide IOM's comprehensive operational response to humanitarian crises.

OECD-DAC Recommendations on the Humanitarian, Development and Peace Nexus (HDPN)

IOM adheres to the recommendations of the Development Assistance Committee of the Organisation for Economic Co-operation and Development (OECD-DAC) on the Humanitarian, Development and Peace Nexus (Triple Nexus). As a result, the Organization's programming applies development-principled, conflict- and gender-sensitive approaches in fragile and crisis contexts to achieve durable solutions and enhance resilience in communities. As a member of the OECD DAC–UN Nexus Working Group, IOM and the Government of Belgium co-lead the workstream on UN Common Country Analyses. The Working Group's overarching objective is to strengthen donor and UN engagement on the Triple Nexus.

IOM Human Rights Due Diligence Policy Framework

IOM made headway in institutionalizing its internal Human Rights Due Diligence Policy (HRDDP), which will be issued as an Instruction Notice in 2021. The HRDDP will help IOM missions meet their human rights due diligence obligations when conducting activities that support security forces that are not part of the UN system. Additional reference tools for IOM missions to better understand the HRDDP and participate in country-led processes have been developed to strengthen the Organization's compliance with UN human rights due diligence commitments.

Accountability to Affected Populations Framework

The revised AAP Framework was launched with a diverse set of tools, technical assistance, and blended training to support its implementation. The Framework contributes to ensuring quality and responsive IOM programming in line with the evolving needs of affected populations and communities in crisis settings. Notably, it enforces the Organization's zero-tolerance to sexual exploitation, abuse, and other misconduct. All of IOM's strategies and programmes should adhere to the Framework's principles and commitments, which are adapted from the IASC's commitments to AAP.

Guidance Note on Addressing Mixed Flows in Humanitarian Crisis Contexts

An internal guidance note on incorporating migrants' needs into humanitarian response plans and advocating for migrants to be considered as a population of humanitarian concern was drafted, based on extensive consultations with IOM country offices (COs) and regional offices (ROs). As the UN Migration Agency, IOM has a distinct role to advocate for migrants' needs to be featured in the broader humanitarian coordination structure, which does not systematically account for this population group. IOM's approach to coordination and leadership in instances where migrants are impacted by humanitarian crises is an effort to systematize the international response to this particular population.

Defining an Institutional Approach to Protection

The humanitarian system has a well-defined and structured understanding of protection. Therein, IOM has responsibilities and commitments to the Centrality of Protection within the IASC. However, given IOM's broad mandate, IOM has initiated an inter-departmental process that will define a coherent and comprehensive institution-wide approach to protection. The project, which runs through 2021, will provide staff with a platform to elaborate a coherent and comprehensive internal approach to IOM's role as a protection actor and to comment on how key protection standards, tools, strategies, and frameworks impact their work and ultimately the protection of the people the Organization serves. The project will strengthen the Organization's protection programming and enhance protection mainstreaming across interventions, while ensuring IOM remains a key protection actor within the IASC.

IOM Internal Displacement Data Strategy

IOM completed the conceptualization phase of its Internal Displacement Data Strategy (2021–2025), which outlines a strategic path for addressing the changing demands of internal displacement data to better support IDP communities globally. This strategy builds upon IOM's Migration Data Strategy (2020–2025), the Organization's broad operational experience, and insights from other UN bodies.



Turkish and Syrian women work together on an IOM agriculture livelihoods project in southeastern Turkey © IOM 2020

POLICY

Displacement Tracking Matrix Standards

IOM made headway in the development of the Displacement Tracking Matrix (DTM) Standards, which will document best practices and minimum requirements for DTM implementation in a wide variety of operational areas. Once finalized, the standards will guide DTM implementation at the country, regional, and global levels. The first iteration of the Standards will be available in 2021.

Strengthening Data Protection

IOM launched an online training on data protection principles that builds staff capacity to protect beneficiaries and other individuals' personal data. Grounded in the IOM Data Protection Principles and Manual, the training underscores IOM's position as a data protection leader in the UN system.

Operational Note on Preventing Violent Extremism Programming

IOM published an internal Operational Note on Preventing Violent Extremism (PVE) Programming to provide guidance on strategic issues that arise in the conceptualization, development, endorsement, implementation, and monitoring and evaluation of PVE programmes. This guidance is intended to assist IOM staff working on PVE-specific and PVE-relevant programming, and includes including establishing institutional parameters for PVE interventions.



In Rosario, Argentina, IOM supported vulnerable and pandemic-affected migrants with food assistance and NFIs © IOM 2020

Integrated Disarmament, Demobilization and Reintegration Standards (IDDRS)

As a member of the Inter-Agency Working Group (IAWG) on Disarmament, Demobilization and Reintegration (DDR), IOM continued to support efforts to redraft the Integrated DDR Standards for the third year. The process has focused on the complexity of providing guidance on applying DDR processes and tools in contexts where armed groups designated as terrorist organizations are present and in contexts of ongoing conflict.

Conflict Sensitivity Tools

In collaboration with the PeaceNexus Foundation, IOM developed tools on conflict sensitivity, including an internal Operational Guide on Integrating Conflict Sensitivity and an animated training video. The Operational Guide aims to facilitate the integration of conflict sensitivity practices in field missions and to provide recommendations for structuring IOM's engagements with a strategic commitment to conflict sensitivity at the mission and programmatic levels.



A couple boards a charter flight from Boa Vista to Curitiba, Brazil as part of the Brazilian government's relocation strategy to promote Venezuelans' integration, supported by IOM and other partners. © IOM 2020

INTER-AGENCY COORDINATION

Inter-Agency Standing Committee

IOM remained active in the normative and policy work of the IASC. Faced with the global COVID-19 pandemic, the Organization supported collective humanitarian advocacy efforts and participated in joint and systematic humanitarian readiness and response. IOM supported the development of critical interim guidance, such as “Scaling-up COVID-19 Outbreak in Readiness and Response Operations in Camps and Camp-like Settings” and “Public Health and Social Measures for COVID-19 Preparedness and Response Operations in Low Capacity and Humanitarian Settings”. The Organization, together with the UN Office for the Coordination of Humanitarian Affairs (OCHA) and UNHCR, also co-led the development of the Operational Guidance on Data Responsibility in Humanitarian Action. This system-wide operational guidance, which is a first, will ensure concrete steps for data responsibility in all phases of humanitarian action. Additionally, IOM contributed to developing resources for the HDPN, PSEA, localization, quality funding, and the IASC Minimum Standards for Duty of Care, among others. Notably, in coordination with UNHCR and OCHA, IOM successfully advocated for including a chapter on migrant humanitarian response coordination in the revised Resident and Humanitarian Coordinator Handbook, thereby ensuring that mixed flows are addressed in a more effective and predictable manner by the wider humanitarian system.

Additionally, and in line with the IASC’s efforts to address inconsistency in unlocking and disbursing funds to non-governmental organizations (NGOs), IOM contributed to the mobilization of resources to frontline responders by managing a Central Emergency Response Fund (CERF) allocation for NGOs implementing COVID-19 response programming. In keeping with

its flexible way of working, IOM adapted its internal administrative procedures to facilitate the work of its frontline NGO partners. The Organization also participated in Inter-Agency Humanitarian Evaluations, which provide humanitarian actors with evaluative evidence and analysis to inform policies and operations. Finally, to help strengthen the delivery of collective humanitarian assistance and protection in field operations, IOM continued to engage in inter-agency peer support to Humanitarian Coordinators and HCTs.

Protection from Sexual Exploitation and Abuse (PSEA)

On behalf of the IASC, IOM continued to lead global efforts to advance PSEA by providing on-request support to PSEA Networks, PSEA Coordinators, and Humanitarian/UN Country Teams. In addition to receiving more than 60 requests for in-country PSEA support, IOM strengthened the humanitarian system’s ability to establish and coordinate joint PSEA work by expanding the talent pool of persons capacitated to fulfil the role of inter-agency PSEA Coordinator. The inter-agency PSEA team trained 23 practitioners, bringing the total trained to 48. A deployment package for PSEA Coordinators was created to complement the training efforts. Notably, IOM remained the IASC’s official liaison to the UN Working Group on SEA and continued its advocacy for the harmonization of UN and IASC protocols and guidance on PSEA responsibilities. Together with other IASC members, IOM rolled out the UN Victim Assistance Protocol and UN Protocol on SEA Allegations involving Implementing Partners.

Inter-Agency Data Mechanisms

IOM joined the Steering Committee of the Expert Group on Refugee and IDP Statistics (EGRIS), which is composed of members from 45 national statistics authorities and 20 other organizations. Currently in its third mandate, EGRIS has divided its activities into three subgroups, of which IOM co-leads Subgroup 2 on capacity development with the Government of Côte d'Ivoire, Joint IDP Profiling Service (JIPS), and UNHCR. IOM also contributed to several other inter-agency data mechanisms, including the Joint Inter-sectoral Analysis Framework Group (JIAF/JIAG), the Global Information Management, Assessment and Analysis Cell on COVID-19 (GIMAC), the Humanitarian Data Exchange (where DTM data from 24 countries are available), and the Data Science and Ethics Group (DSEG), which IOM is co-chairing with the Data Science Initiative of the City of the Hague.



IOM provides foot-powered handwashing stations in Suleimanti Camp, in Maiduguri, Borno State, Nigeria © IOM 2020

POLICY

PARTNERSHIPS

Memorandum of Understanding: IOM and GAVI

Gavi, the Vaccine Alliance and IOM signed a memorandum of understanding (MOU) to strengthen their collaboration on vaccination efforts and related health services for migrants and forcibly displaced persons across the world. The MOU, which covers routine immunizations and response to outbreaks, is critical in ensuring that migrants and others on the move are included in vaccination efforts. This is particularly important as the world continues its efforts to roll out the COVID-19 vaccines rapidly and facilitates enhanced global coordination through various mechanisms to support fair vaccine distribution, including the COVAX Facility.

Strengthened Engagement with the European Asylum Support Office

Following the signature of a working arrangement in 2019, IOM deepened its engagement on resettlement with the European Asylum Support Office (EASO) in 2020. Tripartite meetings between IOM, EASO, and UNHCR have proved to be an essential forum to align the agendas, priorities, and messaging of the three organizations vis-à-vis European Union Member States, particularly in the COVID-19 context. Additionally, IOM regularly contributed to discussions in the EASO Network on Resettlement and Humanitarian Admission, which was set up in early 2020. The cooperation between IOM and EASO is expected to expand to additional fields related to IOM's work on resettlement at the policy and programme levels.

High-Level Panel on Internal Displacement

The UN Secretary-General launched the High-Level Panel on Internal Displacement in February 2020. The Panel offers a unique global opportunity for the international community to pursue lasting, bold solutions to internal displacement. IOM strongly supports the work of the Panel and looks forward to a successful outcome. The Organization loaned a senior advisor to the Secretariat. Given the unprecedented travel restrictions that characterized the year and inability of Panel members to directly consult with IDPs, IOM missions in 20 countries undertook consultations with IDP and host communities on behalf of the Secretariat/Panel. IOM also provided thematic papers (i.e., data, stabilization, HDPN) and helped to organize webinars and other activities on key themes of interest, largely through the former GP20 platform. Almost all aspects of the Panel are relevant to IOM's work; however, IOM is particularly supporting the issues of coordination, data, and HDPN while also bringing the value of mobility perspectives to the fore as a way to build the resilience and self-reliance of IDPs while also incrementally pursuing solutions.

Call to Action on Protection from Gender-Based Violence in Emergencies (Call to Action)

Together with UN Population Fund (UNFPA), IOM was appointed as the co-chair of the Call to Action International Organisations Working Group (IOWG). The Call to Action is a global initiative composed of governments, donors, international organizations, and non-governmental actors that are working to fundamentally transform the way that gender-based violence (GBV) is addressed in humanitarian action. As the co-chair of the IOWG, IOM has a strategic opportunity to support members to advance global and agency-wide commitments on GBV in emergencies, including creating tangible and lasting change at the field level.

Peace Responsiveness Working Group

IOM participated in the Peace Responsiveness Working Group hosted by Interpeace. The Working Group brings together peacebuilding experts from key UN agencies, including the UN Development Programme (UNDP), the UN Children's Fund (UNICEF), the International Labour Organization (ILO), WHO, WFP, FAO, and IOM. The objective is to develop a set of collaborative activities to be implemented to explore ways to operationalize peace responsiveness and support the integration of peacebuilding into core aspects of respective institutional efforts in line with the HDPN.

GP2.0 Initiative on Internal Displacement

Building on and continuing the momentum of the GP20 Action Plan launched at the 20-year anniversary of the Guiding Principles on Internal Displacement, IOM, OCHA, UNDP and UNHCR joined forces to co-chair the GP2.0 Initiative. Promoting partnership, collaboration and the importance of multi-stakeholder action to effectively address the challenges of internal displacement, GP2.0 brings together an informal community of experts, and provides a space for joint initiatives, events, research, exchanges of information and good practices among stakeholders working on internal displacement. Key partners of the Initiative include the Office of the High Commissioner for Human Rights (OHCHR), the UN Development Coordination Office (UN DCO), WFP, UNICEF, the UN Human Settlements Programme (UN-Habitat), UNFPA, IDMC, JIPS, the Danish Refugee Council, the Norwegian Refugee Council (NRC), the International Rescue Committee (IRC), International Council of Voluntary Agencies (ICVA), and the Platform on Disaster Displacement. The Special Rapporteur on the Human Rights of IDPs holds the role of special advisor.

Crisis-related activities amounted to
USD 1.329 billion

IOM's expenditures on crisis-related
activities grew by **7 % from 2019**



An IDP collects a hygiene kit distributed by IOM in Kabasa IDP site, Dollow, for emergency flood response © IOM 2020

From a regional standpoint, the largest expenditure was allocated to IOM's **Middle East and North Africa operations (19%)**, followed by operations covering the **East and Horn of Africa (16%)**, **Asia and the Pacific**, and the **European Economic Area (both at 15% of the total)**. These four regions constituted two thirds of crisis-related expenditures for 2020.

Preparedness and response activities made up the largest share of IOM's crisis-related expenditures with **USD 870 million** spent in 2020 **(65 % of the total)**. They also constituted the largest increase in expenditures during the year, up **26% compared to the 2019 level of expenditure**

The expenditures related to resettlement and movement management activities **decreased by 31% (USD 73 million)** in 2020 due to the various COVID-19-related movement restrictions.

The expenditures related to land, property and reparations **decreased by 27% (USD 5.1 million)** while transition and recovery activities **decreased by 7% (USD 20.1 million)**.

EMERGENCY PREPAREDNESS

IOM's preparedness work focuses on enhancing IOM's capacity to respond to natural hazards, conflict-derived and complex emergencies. The preparedness team develops and maintains information analysis, and supports disaster preparedness and contingency planning at the regional and country levels.

GUIDANCE AND STANDARDS

IOM EMERGENCY PREPAREDNESS GUIDANCE

In 2020, IOM's Preparedness and Response Division (PRD) developed, finalized, and uploaded the Guidance on Emergency Preparedness on a new dedicated Emergency Preparedness Section of the [IOM Emergency Manual](#). This light guidance notably presents the concepts and linkages between disaster risk reduction (DRR) and emergency preparedness. This resource contributes to awareness-raising and strengthening IOM's shared understanding of the Global Crisis Response Platform (GCRP)'s Objective 3: Strengthening Preparedness and Reduce Disaster Risk. In addition to presenting these concepts, the light guide presents the three-step process for IOM Emergency Preparedness, which is aligned with the IASC Emergency Preparedness Approach. The IOM process includes: 1) risk analysis and monitoring, 2) minimum preparedness actions with simple checklists, and 3) contingency planning with a simple, yet thorough template to be used both internally and to contribute to inter-agency contingency planning efforts. While emergency preparedness is not new to IOM, the new guidance and associated tools help constitute a common language around the topic and allow for more structured and replicable support to be provided to field colleagues.

EMERGENCY PREPAREDNESS WEBINARS

IOM conducted eight webinars on emergency preparedness targeting IOM staff from all regional offices, which aimed to inform IOM staff and discuss the current initiatives to enhance preparedness efforts. One of the key areas of work discussed was the presentation of the new tools and guidelines, including the IOM Preparedness Dashboard, the Emergency Preparedness Guidelines, and the IASC approach and IOM's linkages with inter-agency preparedness processes. The webinars also sought input and insight from IOM field staff on how to best adapt and tailor the guidelines and dashboard based on staff experiences and current situations on the ground, thus enhancing IOM staff's participation and inclusion in the process.

Due to the challenges experienced in organizing in-person preparedness trainings in 2020, a virtual approach was taken through online webinars, with a total of more than 150 staff from all IOM regional offices participating.

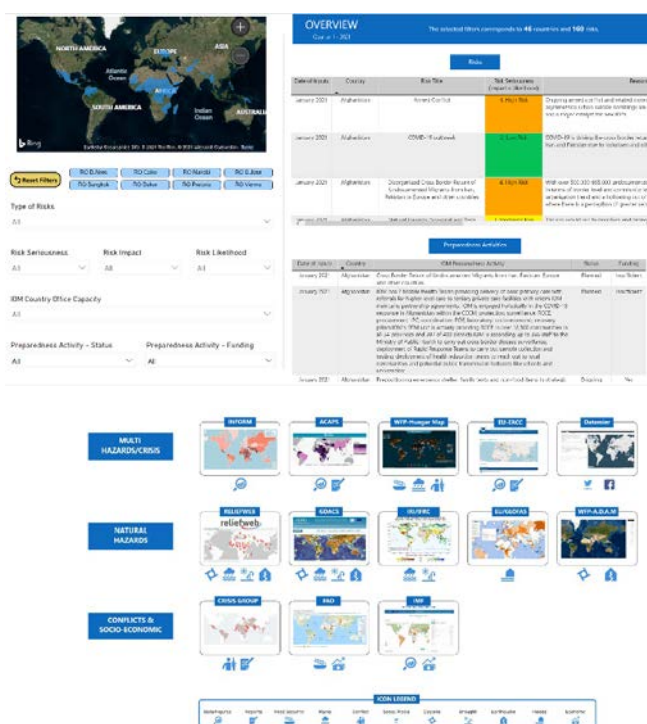
EMERGENCY PREPAREDNESS DASHBOARD

The Emergency Preparedness Dashboard is an internal IOM product, and is the online version of IOM's former Emergency Preparedness Monitoring Report (EPMR). The dashboard was designed, developed, and launched by PRD in mid-2020, covering 42 countries and around 150 risks in its first edition.

The tool, available on IOM's internal SharePoint, aligns with the reports' original purposes, namely risk monitoring to identify countries most in need of emergency preparedness support, and to foster knowledge management. This resource also allows PRD to contribute more efficiently to inter-agency emergency preparedness processes, such as the work conducted under the IASC, which produces the IASC Early Warning Early Actions and Readiness report.

Out of the approximately 150 risks identified by country offices, IOM users can filter risks by regional office, by type of risk (e.g., natural hazards), by impact, or by likelihood. Direct links are also

IOM's emergency preparedness dashboard and risk monitoring resources



EMERGENCY PREPAREDNESS



available to key documents as available, namely IOM preparedness documents (e.g., contingency plans), inter-agency preparedness documents, and national plans when available to UN or NGOs. Finally, key resources for risk analysis and monitoring are directly available on the dashboard as well, including both IOM resources (e.g., GCRP, DTM website) or external sources (e.g., ReliefWeb Alerts, Crisis Group, the Famine Early Warning Systems Network).

OPERATIONS

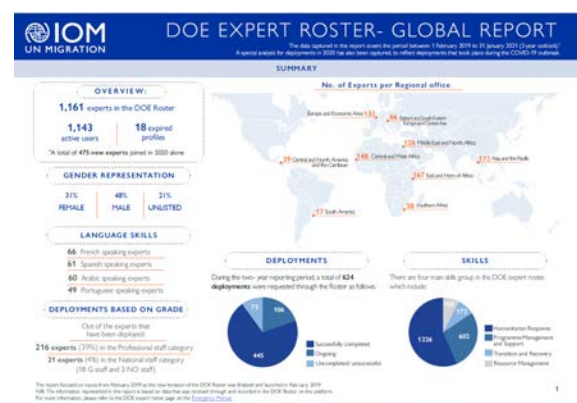
DOE EXPERT ROSTER

To continue ensuring and sustaining the delivery of high-quality humanitarian assistance, IOM worked to improve and enhance its Department of Operations and Emergencies (DOE) Experts Roster in 2020, with a focus on expanding the pool of available experts.

By the end of 2020, the Roster contained a total of 583 active experts who had vetted skills. There was an extensive growth in the number of experts, largely due to the increase in applicants that evaluators were able to vet during the last quarter of 2020. The full [DOE Expert Roster Global Report](#) can be found in the DOE Expert Roster page of the [Emergency Manual](#).

Additional enhancements to the Roster were also completed in 2020, including evaluators' ability to filter a list of all experts who have been vetted in the past for the skillset(s) they are respectively vetting, which in turn allows evaluators to more rapidly make recommendations on experts to deploy. The Roster now has the capability to alert additional experts for a deployment request while the system is waiting for current experts to respond. The system will also distinguish between those experts who responded to a deployment request versus those who never responded. This latter enhancement permits Roster administrators to follow up

The most recent DOE Roster Global Report illustrating deployee characteristics and statistics between February 2019 and January 2021



with Roster experts who may be available to deploy but either missed the deployment request email or did not respond within the 48-hour deadline for a deployment request. Moreover, this latest round of enhancements authorizes regional administrators to see all experts in the Roster, whereas previously, they were only able to view experts in their region, which limited their ability to meet requests. The Roster team also consulted with IOM's Transition and Recovery (TRD) and the Resettlement and Movement Management (RMM) divisions to allow for a broader range of experts to apply, as well as better meet operational needs from the field.

FIELD SUPPORT

Alongside the global routine support for project revisions and technical support to ROs and COs, the PRD Emergency Preparedness Unit provided further support to specific country offices. For instance, some financial support (from the United Kingdom's Foreign, Commonwealth, and Development Office (FCDO)) was allocated for some small-scale early actions.

EMERGENCY PREPAREDNESS

PARTNERSHIPS AND COORDINATION

INTER-AGENCY ENGAGEMENT

IOM continued its engagement in global inter-agency activities, notably via the IASC, such as the monthly meeting of the early warning, early actions, and readiness analysis (EWEAR) group. Alongside other UN agencies, IOM also engaged in the discussion around the INFORM Index, an open-source risk assessment for humanitarian crises and disasters.

FLOODS AND SITE IMPROVEMENTS IN CHAD

In September 2020, floods affected up to 38,000 people in Chad. NFIs were prepositioned by the IOM office, although hampered by insufficient funding. As new floods in the following weeks were considered likely, PRD supported the scale-up of preparedness actions in the IDP camp in Ndjamenia to improve affected people's living conditions.



IOM distributes non-food items to vulnerable migrants in Kenya © IOM 2020

CAPACITY-BUILDING

EMERGENCY PREPAREDNESS TRAINING

As part of IOM's efforts to expand its preparedness portfolio to provide a platform for IOM staff to improve their capacity to anticipate, act early, and effectively respond to the impact of likely, imminent hazards, and in complement to the preparedness webinars, IOM developed a comprehensive three-day preparedness training. The training methodology follows a blended learning approach combining self-study guides and module outlines to support remote distance learning, and is based on existing internal and external preparedness and response resources, targeting both national and international staff.

The development of the remote distance learning modules facilitated "business continuity" despite mobility restrictions from the COVID-19 pandemic. The self-study distance learning, which is a prerequisite for the three-day in-person training, provides an avenue for participants to become well-acquainted with preparedness resources and links the theoretical module guides with practical application during the in-person training which will take place as soon as travel permits. Among the key topics included in the three-day training are: a) introduction to emergency preparedness and IOM preparedness measures; b) distinction and complementarities between preparedness, prevention, and DRR; and c) inter-agency processes, coordination with stakeholders, and resource mobilization.

FLOODS AND WASH SUPPORT IN SUDAN

In October 2020, unprecedented rains and floods left 875,000 people affected across Sudan. Multi-risk preparedness actions were put into place (e.g. pre-positioning of NFIs) by the IOM office. Yet, with concerns about more than 4.5 million people at risk of vector-borne disease, IOM supported the provision of water supply treatment as a timely action to prevent and prepare for water-borne risks.

In addition, based on the light guidance developed in 2020 and in coordination with IOM regional offices, PRD supported the drafting and/or review of several contingency plans. Based on shared risk analysis, and in coordination with relevant offices, PRD will strengthen this type of direct support to country offices in 2021.



IOM's DTM team records the arrivals of internally displaced people on the Paquitequete beach in Pemba, Mozambique © IOM 2020

SURGE DEPLOYMENTS AND SUPPORT

31

IOM staff members

54

deployments

30

country operations

1,058

staff days

34 days

of deployment on average per
staff member

IOM country offices must often scale up human resources rapidly in order to effectively respond to a crisis. Short-term human resources solutions include the deployment of surge capacity through rapid-response teams, short-term assignments (STAs), secondments from standby partners, and/or consultancies.

OPERATIONS

OVERALL DEPLOYMENTS

In light of the unfolding COVID-19 pandemic during the early months of 2020 and the resulting international travel restrictions put in place by many countries, as well as to ensure safety and mitigate risks for IOM staff worldwide, the number of headquarters (HQ) deployments in 2020 greatly decreased relative to 2019.

Despite the challenges posed by the global pandemic, 31 IOM staff members were nonetheless involved in 54 deployments to 30 country operations for a total of 1,058 staff days. This rate averages 20 days per deployment and 34 days of deployment on average per staff member.

These numbers are a drastic decrease when compared to 2019, equating a 42 per cent decrease in experts deployed to support

IOM country operations and a 29 per cent decrease in the average number of deployment days per staff member.

From a thematic standpoint, 36 deployments (66%) were for surge support; 9 deployments (17%) were for capacity-building; and the remaining nine deployments (17%) were for other purposes, such as internal and inter-agency coordination processes.

On average, a surge support deployment lasted 27 days, while capacity-building and coordination deployments lasted 6 days and 4 days, respectively.

L3

In 2020, active system-wide Level 3 emergencies continued to include Syria, Yemen, and the Democratic Republic of the Congo (for Ebola). Upon the WHO declaring the pandemic outbreak in early March, a system-wide Level 3 was issued for the global COVID-19 response.

There were five deployments to countries involved in L3 responses, representing 314 days or 30 per cent of the total deployment days, an 8 per cent decrease from 2019.

SURGE

The IOM country offices receiving the most surge support included Yemen (280 days), receiving 26 per cent of total deployment days; Ethiopia (206 days), receiving 19 per cent of total deployment days; and South Sudan (106 days), receiving 10 per cent of total deployment days.

The Taal Volcano eruption in the Philippines in early January 2020, Cyclone Eloise that struck Mozambique in late January 2020, and



IOM Colombia staff organize humanitarian transport to bring Venezuelans from the border to accommodation. © IOM 2020

SURGE DEPLOYMENTS AND SUPPORT

the 4 August 2020 port explosion in Beirut, Lebanon represented the three sudden onset crises requiring surge support. These three situations combined received a total of 66 days or 6 per cent of surge support deployment days.

Reasons for deployment, including support to coordination processes and sector-specific emergency response, remained the same as in previous years.

THEMATIC ASSISTANCE

CCCM was the most common area of thematic assistance type deployed, with 11 staff deployments totalling 500 deployment days (47%).

Support for the DTM was the second most common area of thematic assistance, with 18 staff deployments totalling 192 deployment days (18%).

Shelter/NFI support had six deployments totalling 135 deployment days (13%), WASH had four deployments totalling 107 deployment days (10%), and humanitarian coordination had 10 deployments totalling 75 deployment days (7%).

OTHER TYPES OF DEPLOYMENT

As in 2019, deployments in support of the Organization's response to the Venezuelan Crisis continued in 2020, with a total of seven deployments (15%) of either surge or coordination to support the region's response to the crisis.

Other deployments included technical meetings such as on GBV risk mitigation in non-GBV sectors in humanitarian settings, as well as a meeting on the International Forum on Migration Statistics.

STANDBY PARTNERSHIPS (SBP) SUPPORT

In 2020, despite the challenges of COVID-19, IOM's Standby Partners (SBPs) were still able to provide 115 deployments, for a total of 12,092 standby personnel days, which is an increase of 27 per cent compared to 2019. These deployments are the equivalent of 398 months and approximately USD 6 million in SBP personnel support.

The increase in the number of days may be attributed to SBPs allowing for remote deployments of their experts, as 16 per cent of the total deployment days were done remotely or home-based. Additionally, SBP personnel days were increased because a number of deployments were further extended by partners due to employees' inability to travel back to their home countries.

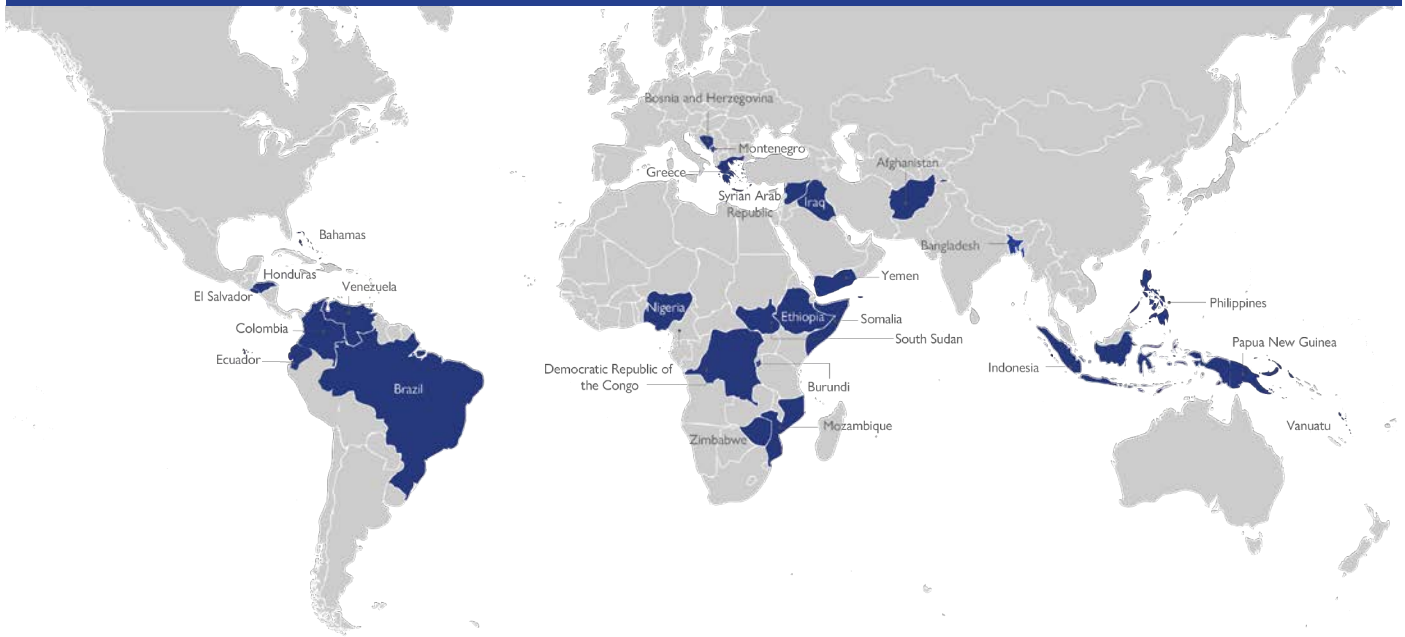
The following 32 IOM country offices received SBP support in 2020: Afghanistan, Argentina, the Bahamas, Bangladesh, Burkina Faso, Burundi, Cameroon, the Central African Republic, Chad, Colombia, the Democratic Republic of Congo, Ethiopia, Fiji, Iraq, Libya, Mali, Mauritania, Mozambique, Niger, Nigeria, Panama, Paraguay, Philippines, Somalia, South Sudan, Switzerland (HQ), Timor Leste, Trinidad and Tobago, Turkey (cross-border operations), Vanuatu, United States (Washington DC), and Yemen.

The most commonly deployed thematic areas remain similar to previous years and included shelter (12%), data analysis/IM (10%), and site planning (9%). In 2020, there were a higher number of humanitarian hub management profiles (10%) deployed due to the ongoing hub operations in South Sudan.



Female returnees received training in bag making through Technical and Vocational Education and Training (TVET) programme in Herat province. © IOM 2020

CAMP COORDINATION AND CAMP MANAGEMENT



In 2020, IOM had
CCCM operations in

28
countries

assisting an
estimated

2.6m
individuals



1,789

sites reached by CCCM activities



73

site set-ups



96

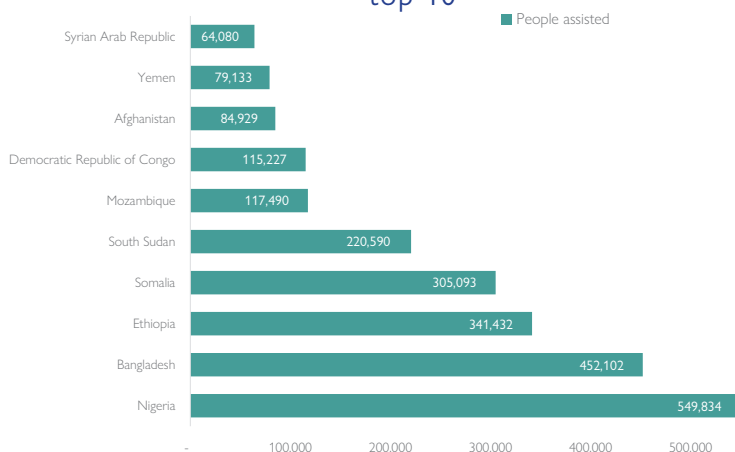
site-closures



23

countries with CCCM coordination roles

People assisted with CCCM in 2020 per country – top 10

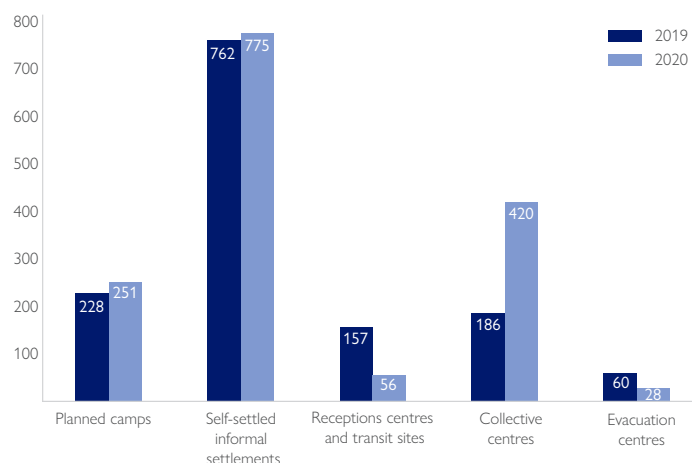


OPERATIONS

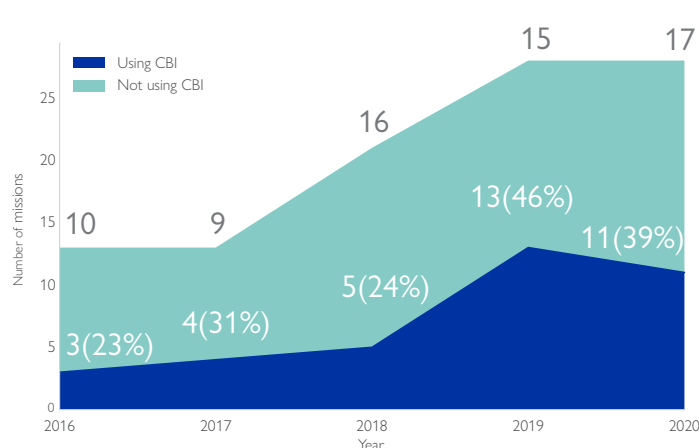
IOM's CCCM programming aims to ensure equitable access to assistance, protection, and services for IDPs living in displacement sites worldwide. As the Global CCCM Cluster co-lead, IOM also provides leadership and coordination in emergencies and develops guidance, trainings, and tools to strengthen CCCM programming.

In 2020, IOM's CCCM operations reached over 2.6 million people living in 1,530 displacement sites across 28 countries, a slight increase compared to the people reached in 2019. While the total number of countries where IOM is active has remained the same for 2020, several operations have phased out in Central African Republic, Dominica, Haiti, Nepal, and Pakistan, while new operations have started in Honduras, El Salvador (Tropical Storm Iota), Vanuatu (Tropical Cyclone Yasa), and Venezuela. Displaced populations living in sites in Nigeria, Bangladesh, Ethiopia, Somalia, and South Sudan accounted for approximately 70 per cent of the total number of people IOM reached with CCCM. Self-settled and informal settlements accounted for 50 per cent (775) of all sites where IOM was active. 2020 saw a noticeably sharp increase in activities in collective centres - from 186 in 2019 to 420 in 2020 - mainly as a result of formalization of operations in Latin America.

CCCM sites by type



Missions using CBI in CCCM



SITE SET-UPS AND CLOSURES

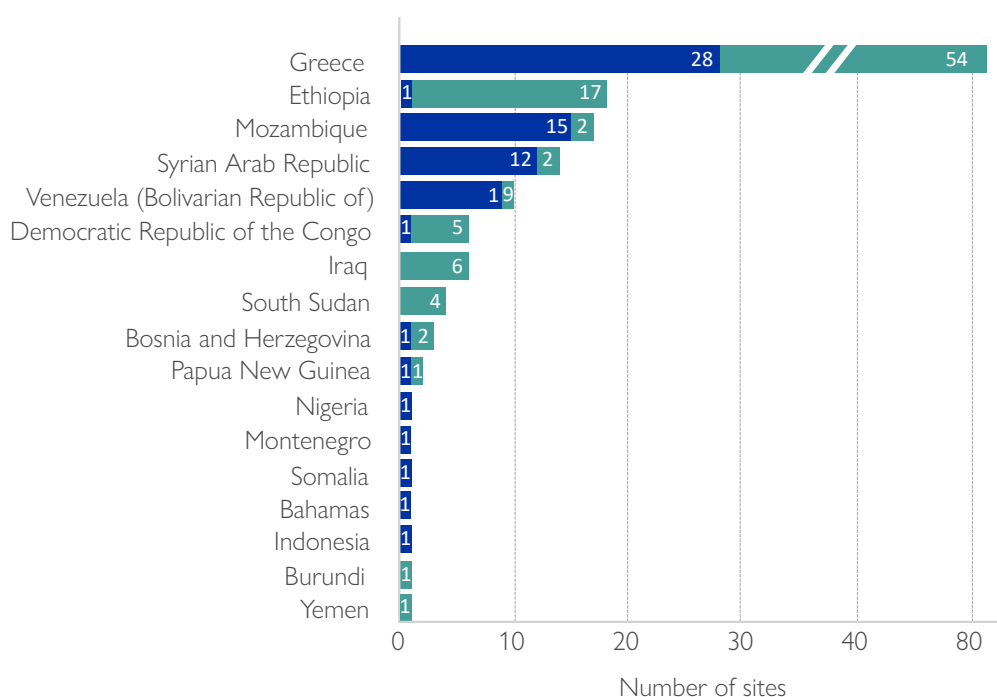
IOM supported camp set-ups and/or closures in 17 countries in 2020. Greece once again saw the largest number of both camp set-ups and closures, while a high number of closures also took place in Ethiopia and Iraq.

Following the displacement from Cyclone Idai in 2019, Mozambique set-up a large number of sites in 2020 as a result of conflict in the north-east of the country.

CASH-BASED INTERVENTIONS

The proportion of countries using cash as a modality in CCCM operations decreased slightly in 2020 following the large increase in 2019. In October 2020, IOM released the [Camp Manager's Guide to Cash-Based Initiatives](#). The guide highlighted how CBI can be utilized to achieve CCCM objectives, the roles of camp managers when CBI is used by other sectors, and the risks and considerations for implementing CBIs in camps.

Site set-ups and closure by country



Through coordination with humanitarian partners, persons with disabilities were engaged and provided with essential information on COVID-19 in Cox's Bazar © IOM Bangladesh 2020

CAMP COORDINATION AND CAMP MANAGEMENT

PARTICIPATION

In 2020, the Women's Participation Project (WPP)'s activities had to be quickly adapted to respond to the needs and priorities emerging due to the quick spread of the COVID-19 pandemic. The success in adapting these activities and the active involvement of women's committees and women's groups in doing so was possible mainly because of the continuous engagement and support that IOM provided to women's groups in IDP sites in previous years.

IOM, through the WPP, facilitated internally displaced women's leadership in COVID-19 prevention and risk communication and community engagement (RCCE) and supported them to conduct livelihood activities during the pandemic in South Sudan, Nigeria, Somalia, Ethiopia, and Bangladesh.

In Nigeria, Somalia, Ethiopia, and Bangladesh, a total of 2,301 IDP women were trained on RCCE, including on key messaging on COVID-19 awareness, monsoon/cyclone preparedness, and women's participation and leadership.

In Cox's Bazar (Bangladesh), the women's committee actively reached out to IOM CCCM teams at the onset of the pandemic requesting to contribute to containing the spread of the virus in their communities. As a result of this interest, 468 IDP women were trained on RCCE and conducting basic community awareness-raising on COVID-19 prevention. These women reached a total of 85,000 IDPs from six camps in Teknaf and Kutupalong Balukhali area, disseminating crucial messaging to community groups that otherwise might have had limited access to this information.

In South Sudan, Nigeria and Somalia, a total of 389 IDP participants in the WPP (including 12 women with disabilities) were involved in non-medical mask production, with 35,343 masks produced throughout the project in these three countries. In addition to positioning these women as leaders in COVID-19 prevention activities, the mask production allowed the participants to maintain their incomes during the pandemic, and they were therefore able to provide for their families.

GENDER RATIO OF FIELD STAFF

In 2020, eight countries increased the percentage of women in their CCCM field teams. Of these, Indonesia (29%), Ethiopia (25%), and Nigeria (20%) saw the largest increases. Overall, CCCM teams in South America continue to have the most balanced gender ratio. Of the larger CCCM operations, Afghanistan, Bangladesh, and South Sudan continue to have a lower percentage of female field staff.

GUIDANCE AND STANDARDS

The field-tested edition of the **Minimum Standards for Camp Management** was released after three years of work. The development of the standards was carried out by the global working group co-chaired by IOM and Danish Refugee Council and underwent wide consultations in the field, online surveys, focus group discussions, desk reviews, and expert advice. These Minimum Standards describe the minimum actions needed to support meaningful engagement within a site, as well as planning and coordination between sectors and agencies.

In March 2020, the global CCCM team developed **COVID-19 Operational Guidance and Frequently Asked Questions (FAQs)** supporting CCCM field teams in adapting their responses to COVID-19.

IOM hosted the online CCCM Annual Meeting from 2-12 November 2020 on behalf of the global cluster. Taking advantage of the online format, the global meeting had over 400 participants from 75 NGOs, 11 governmental agencies and missions, and 10 UN organizations. The agenda for the eight sessions started by reviewing the past 15 years of the Cluster Approach, the evolution of CCCM coordination, and achievements in 2020. Each day focused on key thematic areas, ranging from Localization and Preparedness, Participation, Inclusion and Accountability, Urban and out of 'camp', Transition and the Nexus, Physical Environment, and Camp Management Standards in Practice.

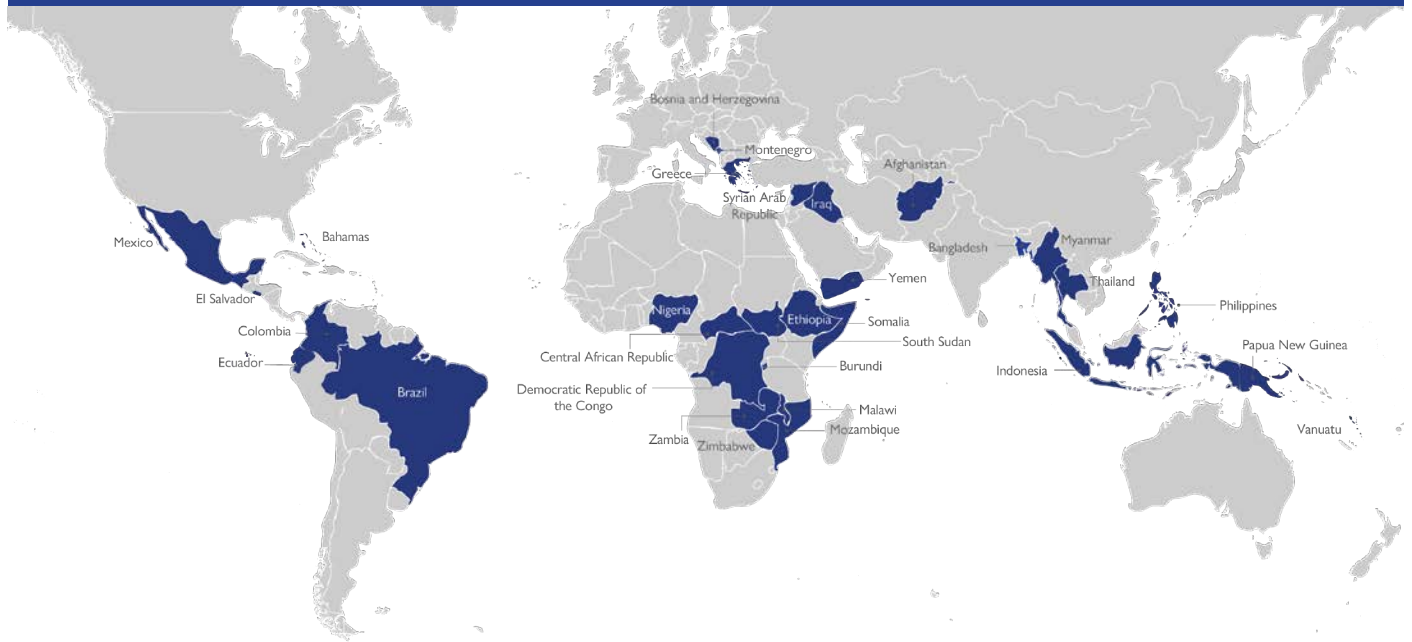
Number of capacity-building events





As part of its CCCM work, IOM briefs IDP committee representatives on their responsibilities in a site in Northern Ethiopia © IOM 2020

CAMP COORDINATION AND CAMP MANAGEMENT



In 2020, IOM hosted CCCM capacity-building events in

32 countries



450

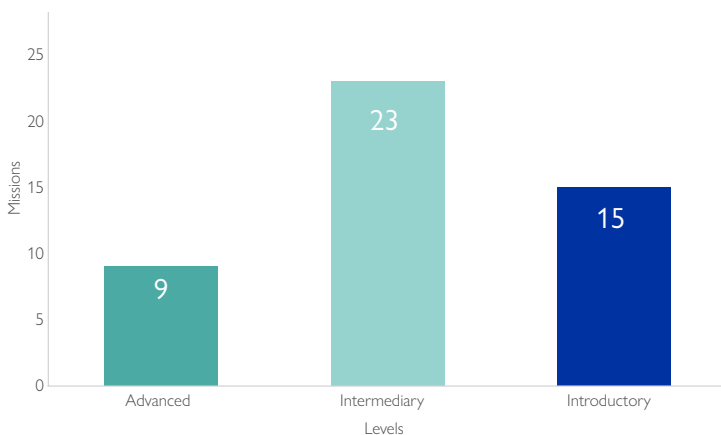
capacity-building events



11,200

people trained

Levels of trainings



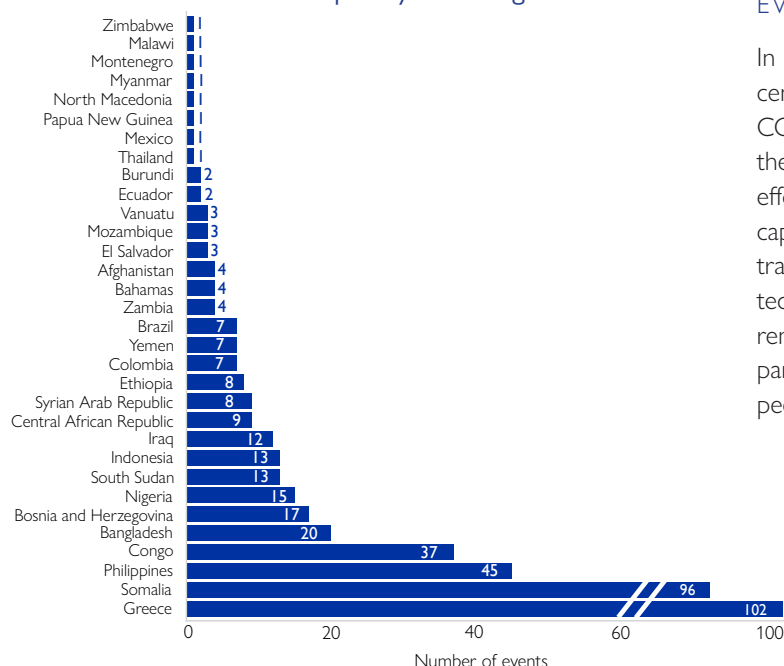
CAPACITY-BUILDING

Intermediate-level CCCM trainings continued to be the most common among IOM missions, while the number of countries with advanced CCCM trainings also increased relative to 2019 levels.



An awareness-raising session on COVID-19 facilitated by members of the Women's Group

Number of capacity-building events



EVENTS AND LEVELS OF KNOWLEDGE

In 2020, IOM organized 450 capacity-building events, a 60 per cent increase from 2019. The number of countries carrying out CCCM trainings also increased from 24 to 32. The increase in both the number of events and countries reached with capacity-building efforts in 2020, parallels other aspects of programming where capacity-building was made possible in part due to limitations of travel and the enhanced use of online platforms. New training techniques were employed during the pandemic, such as using remote learning and smaller groups, organizing group work for participants from different locations, and creating more peer-to-peer learning exchanges.

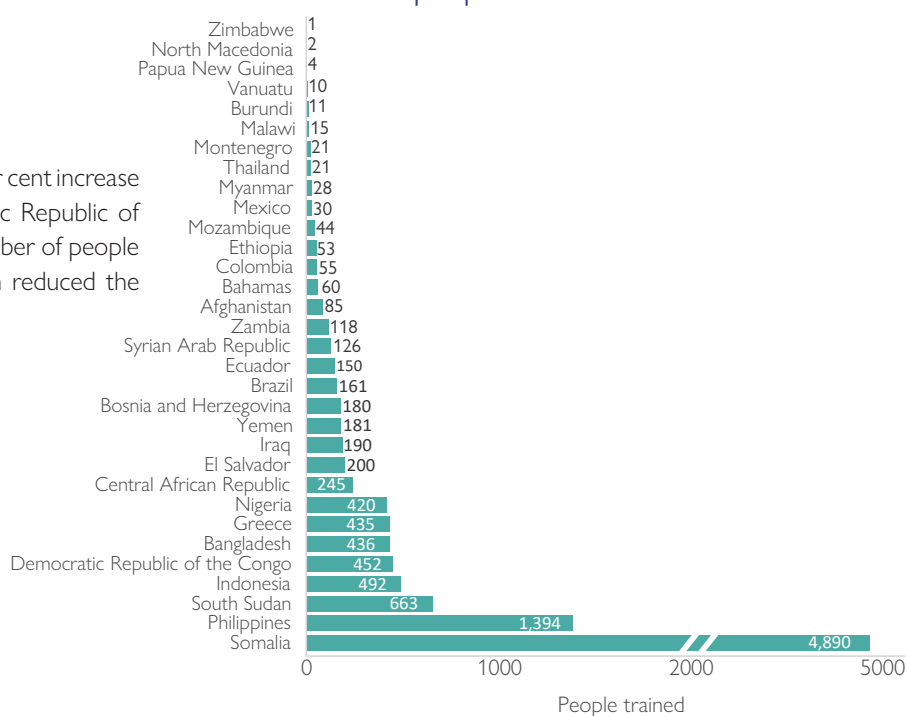
PEOPLE TRAINED

IOM trained 11,173 people in CCCM in 2020, a 54 per cent increase from 2019. Somalia, the Philippines, the Democratic Republic of the Congo, and Indonesia greatly increased their number of people trained in 2020, while South Sudan and Bangladesh reduced the number of people trained compared to 2019.

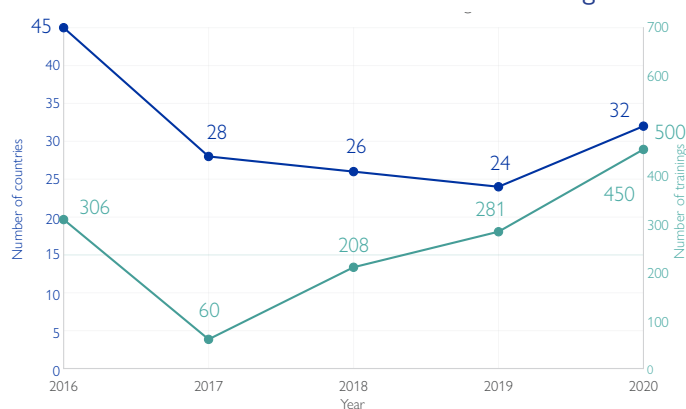


en's Committee in Cox's Bazar, Bangladesh © IOM 2020

Number people trained in CCCM



Number of countries and trainings



DISPLACEMENT TRACKING



In 2020, DTM tracked and monitored the movements and needs of over

29.4m
IDPs

20.8m
IDP returnees

5.4m
Returnees from abroad



DTM teams include
6,977 data collectors
631 technical specialists
worldwide.

DTM published **2,266** reports
and **mapping products**, which were
downloaded **816,000** times
over the same period.⁵



DTM collected and produced
information on migration
flows in **76** countries.

DTM collected, analysed, and
disseminated data on population
mobility in **86** countries.



5- Reports and mapping products include all types of DTM information products, including Points of Entry (PoEs) reports in relation to COVID-19; downloads include reports, excluding datasets.

IOM's DTM gathers and analyzes data to disseminate critical multi-layered information on the mobility, vulnerabilities, and needs of displaced and mobile populations. DTM's data collection and analysis enables decision-makers and responders to provide these populations with better context-specific and evidence-based assistance.

IOM data continued to be shared with and utilized by humanitarian actors to inform their responses. Out of 25 Humanitarian Needs Overview (HNO)/HRPs developed for 2020, 20 (80%) used DTM as a full or partial data source for analyzing internal displacement. In addition, IOM DTM data supports recovery and development programming.

OPERATIONS

COVID-19

At the global and regional levels, DTM supported the humanitarian response to the COVID-19 pandemic, including through the implementation and coordination of global data collection and analysis in IOM missions worldwide. In 2020, DTM monitored, analysed, and reported on international travel restrictions around the world using International Air Transport Association (IATA) Timatic services, which contain information on cross-border passenger regulations and recommendations.

In addition, DTM worked on [mobility restrictions mapping \(MRM\)](#), which includes regular assessments on the status of [points of entry \(PoEs\)](#) and locations impacted by local mobility restrictions, resulting in a global database of over 4,200 PoEs in 182 countries, territories, and areas. DTM also developed the [COVID-19 Mobility Impacts Portal](#), which acts as a central repository and dissemination channel for COVID-19-related flow monitoring, mobility tracking, border management, and other reports, maps, and outputs produced at the country, regional, and global levels.

Across all its COVID-19 workstreams, DTM collaborated internally across IOM⁷ and increased its coordination with key external actors, including WHO, WFP, UNHCR, OCHA, Global Humanitarian Clusters, and others such as partners from private sectors and academia.

CAPACITY-BUILDING

DATA ETHICS AND RESPONSIBILITY

In 2020, IOM co-led the development of the [DSEG Decision Tree](#), which is an interactive tool designed to support actors in determining whether and how data science could support humanitarian projects.

7 - The DTM worked with the following divisions within IOM: PRD, TRD, RMM, Migration Health, Migrant Protection and Assistance, Immigration and Border Management, Labour Mobility and Human Development, Migration Research, MICIC Initiative, and the Global Migration Data Analysis Centre (GMDAC). DTM has also actively participated in and supported the work of the Return Task Force and the PoE Working Group.

The Decision Tree was launched in November 2020 and a related series of partnerships and ancillary papers will be published throughout 2021.

Throughout 2020, IOM co-led the [IASC](#) Sub-Group on Data Responsibility, alongside OCHA's Centre for Humanitarian Data and UNHCR. As humanitarians collect more data to inform their operations, it is increasingly within their moral, ethical, and legal obligations to ensure they put the necessary data handling safeguards in place. Data responsibility has therefore become a critical issue for the humanitarian sector to address. Over the course of 2020, the sub-group took a series of steps to identify gaps and subsequent priority areas of focus to produce operational guidance. This approach led to the development of the [Operational Guidance on Data Responsibility for Humanitarian Action](#) and its publication in February 2021. This guidance is a set of principles designed to inform safe, ethical, and effective operational data management for any given context. The principles are also designed to reinforce humanitarians' overarching commitment to Do No Harm while maximizing the benefits of data in humanitarian action and to ensure the centrality of affected people, their rights, and well-being in humanitarian action.

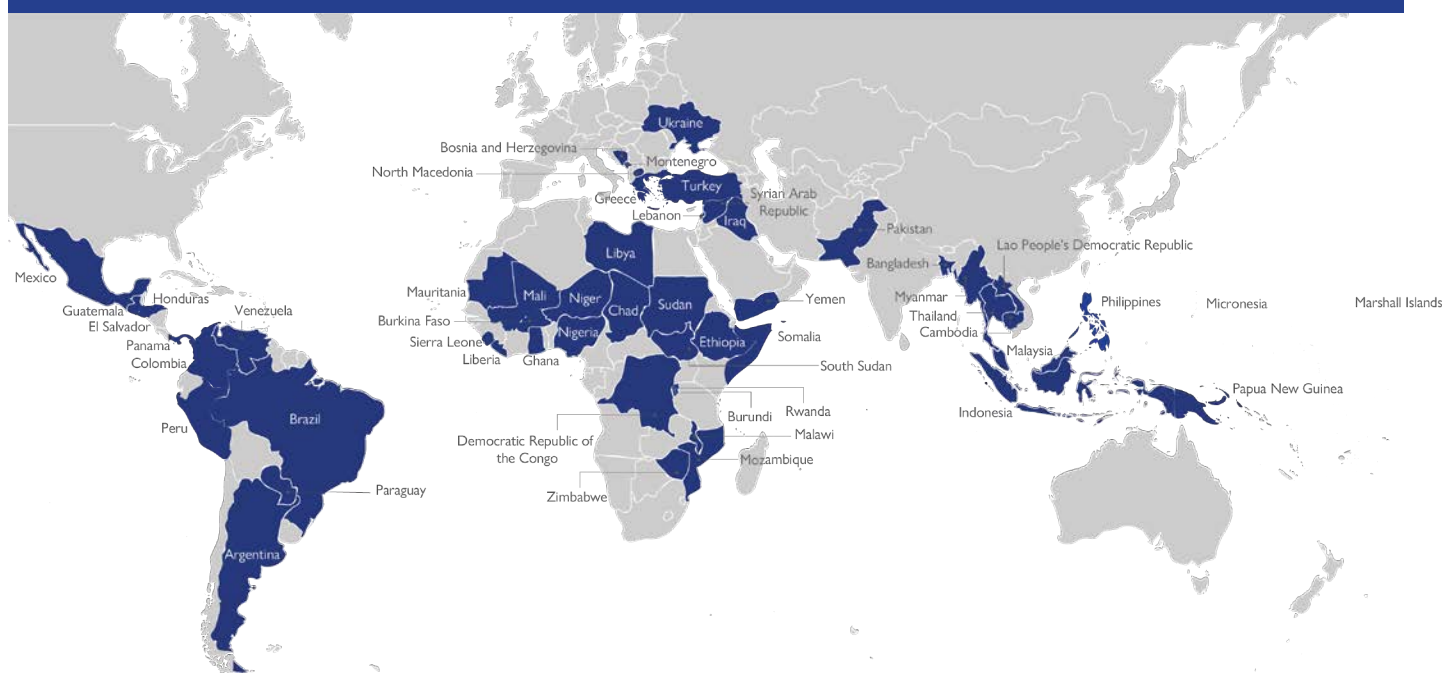
The operational guidance's publication was the outcome of 13 months of work led by IOM, OCHA, and UNHCR in the IASC Sub-Group on Data Responsibility. In 2021, IOM will continue this workstream in data ethics and responsibility by co-leading the new Data Responsibility Working Group (DRWG), which was formed out of the Sub-Group on Data Responsibility.

INTERNAL DISPLACEMENT DATA

In recognition of the critical mandate of the High-Level Panel on Internal Displacement to the United Nations' Secretary General, IOM's DTM Global Team provided technical recommendations on IDP data and evidence for the Panel's consideration in July 2020. These recommendations drew from lessons learned and experiences from across all DTM operations, which collectively tracked and monitored the movements and needs of over 29.4 million IDPs and 20.8 million IDP returnees through the year. In addition, the DTM Global Team, in collaboration with 20 IOM missions, used DTM enumerators to undertake key consultations with IDP and host communities on behalf of the High-Level Panel to help inform the Panel's recommendations.

Throughout 2020, IOM remained an integral participant in the EGRIS, joining the EGRIS steering committee and serving as an appointed co-lead for the sub-group for capacity-building, one of the Expert Group's three subgroups. IOM also helped finalise the [International Recommendations on IDP Statistics \(IRIS\)](#) and is fully committed to supporting these recommendations' implementation going forward.

WATER, SANITATION AND HYGIENE



In 2020, IOM had
WASH operations in

53
countries

providing
relief to

21.5m
individuals



4.1m

Individuals assisted with safe water



1.3m

Individuals assisted with access to latrines



16m

Individuals served with hygiene promotion



4m

Individuals served with sanitation services

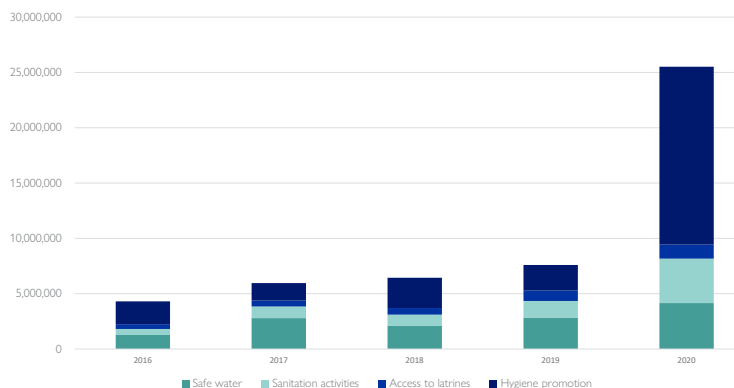
IOM provides lifesaving WASH services directly, as well as through partners, to uphold the health, dignity, and well-being of crisis-affected populations and ensure both immediate assistance and longer-term recovery. The Organization aligns its WASH activities with humanitarian principles, the Sustainable Development Goals (SDGs), and global guidance such as the Sphere Handbook, and actively contributes to global coordination fora and mechanisms.

OPERATIONS

In 2020, IOM WASH programmes worldwide provided WASH services in camps, camp-like settings, and host communities, while also boosting regular operations to contribute to mitigating the spread of COVID-19 at these locations and at PoEs. Throughout the course of the year, IOM had WASH operations in 53 countries, providing relief to 21.5 million people.

Safe water, sanitation, and hygiene services proved to be essential in the COVID-19 response, paired with adherence to COVID-19 infection prevention and control (IPC) measures such as hand hygiene, respiratory hygiene, cleaning and disinfection, and physical distancing. IOM teams faced unprecedented challenges, however, in mobilizing human resources, materials, and equipment due to travel restrictions and national and regional lockdowns. Other challenges included increased demand for water for handwashing

Growth of IOM WASH Operations



and cleaning and disinfection, increased need for WASH NFIs such as soap and chlorine, and increased hygiene promotion required for effective RCCE activities that were aligned with local RCCE strategies and not only focused on COVID-19, but also addressed other recurrent diseases that many countries faced simultaneously.

COVID-19 emphasized the importance of [IOM's WASH Strategic Plan 2019-2022](#)'s strategic principles, requiring **immediate** life-saving responses to control the spread of disease and using appropriate interventions compatible with the needs of beneficiaries and targeting the most vulnerable. The pandemic also required **sustainable** solutions, encouraging local ownership and embedding knowledge within communities, given the likelihood of continuing threats from COVID-19, as well as other potential future disease outbreaks.

GUIDANCE AND STANDARDS

IOM GENDER INCLUSION AND GBV RISK MITIGATION TOOLKIT FOR WASH PROGRAMMING

This Toolkit was developed by the IOM Global WASH Support Team in collaboration with the IOM GBV team under the Safe from the Start (SftS) project. This resource aims to provide comprehensive guidance, ranging from preparedness to project design and planning to implementation and monitoring and evaluation (M&E). The Toolkit also upholds IOM PSEA standards and the Code of Conduct, as well as IOM's existing guidance on GBV, such as the IOM Institutional Framework for Addressing Gender-Based Violence in Crises (GBViC). The Toolkit and associated resources are intended to be contextualized by each mission for greater effectiveness, and supplemented with focused trainings and specialized support when needed.

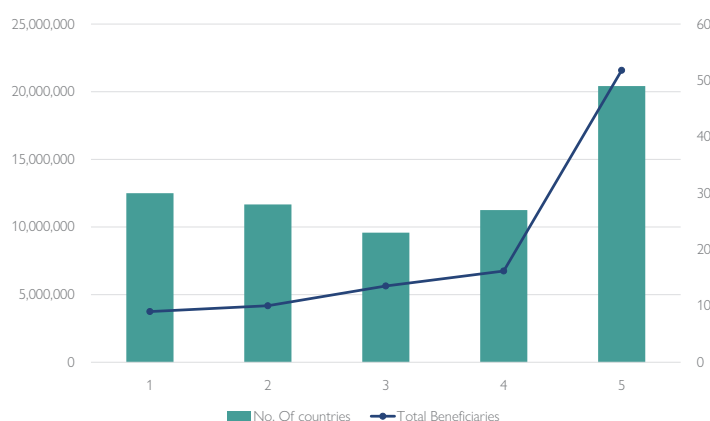
HUMANITARIAN-DEVELOPMENT-PEACE NEXUS

The Global WASH Cluster's *WASH Sector Roadmap 2020-2025* highlights the importance of the HDPN ("the nexus"), indicating an urgent need to provide WASH responses rooted in preparedness and resilience to align humanitarian efforts with the SDGs and the commitments of the Grand Bargain and the United Nations New Ways of Working. WASH interventions are uniquely positioned to move from delivering aid to reducing risk, vulnerability, and overall needs. By providing tangible services as an entry point for delivering basic needs, additional aspects such as governance, institutional capacity-building, job creation, and conflict resolution can be reached simultaneously.

In 2020, the Global WASH Support Team, in consultation with the HDPN Coordinator, developed a position paper on WASH and the HDPN. This document presents IOM's position on how complementary commonalities among humanitarian, development, and peace interventions can be practically aligned across eight programmatic areas: principles and goals, timing and outcomes, stakeholders, needs assessments and planning, WASH services, governance and institutions, financing, and monitoring and evaluation. The position paper intends to help IOM WASH practitioners and decision-makers to reflect on their programmes'



Growth of IOM WASH Operations



WATER, SANITATION AND HYGIENE



IOM staff carries out water quality checks at a recently rehabilitated borehole in Garowe, Somalia. © IOM 2020

contribution to the HDPN, enabling a discussion and stocktaking of lessons learned to work together to develop tools to operationalize the nexus.

COVID-19

To support IOM's COVID-19 activities, the Global WASH Support Team developed internal technical guidance notes to address specific IPC measures (*Handwashing, Cleaning and Disinfection and Waste Management*) and RCCE during COVID-19, Ebola, and cholera outbreak situations. These resources' comparison of different requirements for these three diseases was a new way of presenting guidelines, with the intent to clearly distinguish among responses to these common diseases.

Due to IOM's leading role at PoEs and a gap in available guidance to comprehensively address WASH requirements during disease outbreaks, specifically COVID-19, the Global WASH Support Team developed guidance for *WASH services at POE during COVID-19*.

To provide programmatic guidance for project development and adherence to the frameworks such as IOM's Strategic Preparedness and Response Plan, the Global WASH Support Team also developed a light guidance on *IOM WASH response in the context of COVID-19*.

COVID-19 increased community awareness to improve hygiene practices worldwide. At IOM, awareness sessions for adults and children, and the production of contextualized information, education, and communication (IEC) materials on COVID-19

preventive measures and other hygiene-related topics have been enhanced in bigger WASH programmes and incorporated in countries with no previous WASH projects.

PARTNERSHIP AND COORDINATION

GREENING HUMANITARIAN RESPONSES THROUGH RECOVERY, REPAIR, AND RECYCLING OF SOLAR PRODUCTS IN CAMPS

IOM's E-waste Project looks at creating a circular economy for solar products, while prolonging energy access, creating employment opportunities, supporting alternative livelihoods, increasing knowledge transfer, and promoting environmental sustainability. The project also has high-level aims of providing evidence to replicate solutions in other displacement settings, eventually creating a global reach, to scale up beyond solar products to other types of electronic waste, and to inform sustainable humanitarian procurement policies.

Phase 1 research was undertaken from March to November 2020, which included a market dialogue to assess best practices and challenges faced by the private sector in creating a circular economy for solar e-waste, as well as field data collection across five camps in Uganda and Kenya that mapped solar waste from procurement to disposal. Key research findings included a location recommendation for the pilot implementation and a list of barriers and potential innovation opportunities that could be explored through the pilot.

CASE STUDY: DOOR TO DOOR SOAP KIT DISTRIBUTION TO AVOID MASS GATHERINGS DURING COVID-19 IN BANGLADESH

Soap is one of the essential materials for maintaining personal hygiene. In the early phase of COVID-19, the usual soap distributions at a central location were stopped to avoid public gatherings and disease transmission, and a government regulation limited staff's camp access. Despite these limitations, the pandemic context made it more important than ever that refugees were receiving enough soap to practice handwashing.

In response to this situation, IOM switched from a centralized distribution approach in designated sites where people were gathering to a door-to-door distribution system. Starting from March 2020, IOM's implementation partners have been reaching approximately 58,479 households with soap kits every month through this new modality, with 98 per cent of households reporting having received soap at their doorsteps. Each soap kit contains a standardized quantity of bathing and laundry soap, meant to cover an average family's monthly needs, in accordance with the local WASH sector guidance. Handwashing with soap or chlorinated water is undertaken before handing over the soap kits. This approach is a unique innovation in camp settings in Cox's Bazar, where the distribution is led by beneficiaries, with this community participation essential and effective for the distribution activities. The distribution modality is also well accepted by the government authorities and has been included in the WASH sector strategy.

As a positive outcome, people with disabilities and the elderly received assistance without leaving their home and be exposed to potential risks. In addition, women felt safe, as they could receive needed items without going to crowded distribution points.



An e-waste Ideation Jam graphic recording produced as part of IOM's e-waste project © IOM 2020/SmartUp Visuals for IOM WASH



Construction work on a multi-chamber septic tank in an IDP site in Idlib, northwest Syria © IOM 2020, through WATAN Foundation

CASE STUDY: WASTEWATER MANAGEMENT IN NORTHWEST SYRIA

Approximately 1.4 million of the 2.7 million IDPs in north-west Syria (NWS) are living in tents in self-settled camps, which are prone to large-scale annual flooding and lack adequate water and sanitation infrastructure. Subsequently, significant amounts of sewage water from these camps are running into open streams and creating breeding sites for mosquitos, phlebotomine sand flies, and other water-borne vectors. As a response, IDPs were discharging the wastewater into open channels or were excavating open cesspits and covering them with plastic sheeting, posing both safety and health risks. In some cases, wastewater is discharged into the soil within the camps without being treated. In other cases, wastewater is desludged and trucked to agricultural land without being treated and is then fed back into the food consumed by IDPs, leading to health issues such as diarrhea. In response, IOM's cross-border operations carried out two projects in 2020 to tackle the wastewater issue. Firstly, to mitigate flooding in the camps, IOM provided camp infrastructure upgrades to 42 IDP sites. Secondly, to provide a more sustainable and long-lasting solution to wastewater treatment, IOM designed and constructed decentralized sewer systems, including pilot multi-chamber septic tanks, in 15 IDP sites. Focus has been on monitoring the septic tanks' effectiveness, to optimize their performance, and design possible further steps. IOM conducted monitoring by guiding an implementing partner to periodically collect samples of wastewater from each site, which are brought to the one laboratory in NWS with the capacity to test the samples' physical, biological, and chemical parameters. The data being collected is utilized to further develop the septic tanks, improve public health conditions, and protect the environment from the damage of untreated wastewater.

SHELTER, SETTLEMENTS AND NON FOOD ITEMS



In 2020, IOM had Shelter and NFI operations in

54 countries

assisting an estimated

4.6m individuals*



Total households assisted

954,700



Newly constructed shelters

39,500



Shelter repairs and upgrades

266,600



Individuals who received shelter trainings

147,500



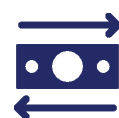
Households assisted with shelter items

309,100



Households assisted with household items

503,800



Households assisted with cash transfers

63,700

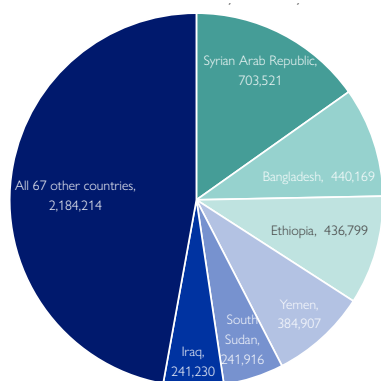
IOM implements shelter and NFI programming worldwide and contributes to both global coordination mechanisms and partnerships at the local, national, and regional levels. The Organization focuses on providing lifesaving, people-centered, and context-specific assistance to crisis-affected populations. In addition to coordination and operations in shelter and settlements, IOM also organizes procurement and logistics for key supplies through its Global Stock Warehouses.

IOM works in both operations and coordination, working with partners in support of national authorities. IOM's overall objectives in shelter and settlements are:

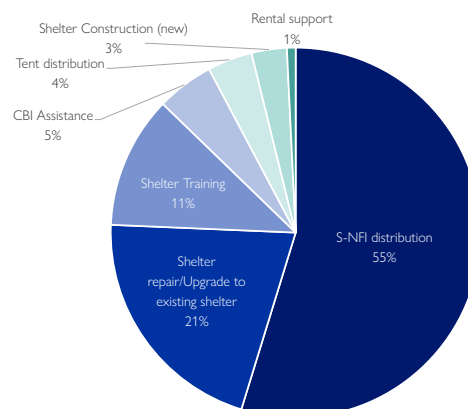
- To focus on quality and scale of operations
- To be people-centred and context driven
- To continue supporting inter-agency coordination
- To maintain a long-term view of shelter response
- To support sectoral learning and identification of best practices

* Haiti and Colombia assisted 550,625 and 198,370 individuals respectively, primarily through COVID-19 kits, menstrual hygiene management (MHM) kits and hygiene kits

Individuals assisted by country



Breakdown of Shelter and NFI activities



OPERATIONS

During 2020, IOM's shelter and NFI operations reached over 4.6 million people across 54 countries, which was a 12 per cent increase compared to the numbers reported in 2019. The top three regions where the most people were assisted were MENA (28 %), Asia Pacific (17 %), and East and the Horn of Africa (16 %). Over 52 per cent of the assisted individuals were in six countries: Syria, Bangladesh, Ethiopia, Yemen, South Sudan, and Iraq.

IOM has played a major role in humanitarian shelter and settlements operations for decades. Its position as an inter-governmental organization has allowed IOM to work across conflict and natural disasters, and internal displacement and refugee contexts. According to OCHA's Financial Tracking System (FTS), in 2020, **IOM was the largest recipient of shelter funding, receiving 26 per cent of the total funding reported to the sector.** Additionally, IOM delivered NFIs to approximately 3.1 million people in 2020, which accounted for 29 per cent of the 10.4 million people reached with NFIs in 2020 by the Global Shelter Cluster.⁸

GLOBAL STOCK PREPOSITIONING

In 2020, IOM successfully delivered 2,161 m³ of NFIs to twelve IOM field missions (Bangladesh, Burundi, Chad, the Democratic Republic of the Congo, Djibouti, Ethiopia, Mozambique, Papua New Guinea, Panama, Philippines, Somalia, and Yemen) from global stock warehouses in Manila, Nairobi, and Panama City. This quantity represented a 57 per cent increase in deliveries, by volume, as compared with 2019. In response to COVID-19, 577 m³ of NFIs were delivered to five missions, constituting 27 per cent of the total volume of global stocks distributed.

With the last six years of continuous effort, the Global Prepositioning Working Group has improved IOM's global supply chain to provide various feasible NFI sourcing options to field operations. The global stock working capital reached USD 2.46 million at the end of 2020, which has enabled a total of USD 6.88 million of assistance since 2015 (the approximate total value of stock moved from 2015-2020). In 2021, further growth is expected as regional strategies are developed for building global stock warehouse capacities.

Year	Number of Releases				Total Released Volume	Shipment to
	Manila WH	Nairobi WH	Panama WH	Total (all WHs)		
2015	N/A	5	N/A	5	520 m ³	Malawi and Yemen
2016	1	4	N/A	5	727 m ³	Fiji, Yemen, Burundi, DRC, Tanzania
2017	2	5	1	8	778 m ³	Bangladesh, Nepal, Tanzania, Ethiopia, Sint Marteen
2018	8	10	0	18	1410 m ³	Ethiopia, Bangladesh, Nigeria, Philippines, Papua New Guinea (PNG), DRC, Burundi, Indonesia, Somalia
2019	4	13	1	18	1379 m ³	Mozambique, Zimbabwe, Burundi, Ethiopia, DRC, Somalia, PNG, Bahamas, Philippines, Burkina Faso
2020	6	19	1	26	2161 m ³	Bangladesh, Burundi, Chad, DRC, Djibouti, Ethiopia, Mozambique, PNG, Panama, Philippines, Somalia, and Yemen

8- Total number of HHs assisted with household items includes hygiene kits which are also reported in WASH.

SHELTER, SETTLEMENTS AND NON FOOD ITEMS

GUIDANCE AND STANDARDS

GOOD SHELTER PROGRAMMING

Globally, 2020 saw a 58 per cent increase in individuals trained by IOM. This growth was part of a larger trend in IOM's focus on promoting good shelter programming at scale, through the development of staff and partner capacity. Trainings focused on shelter, NFI and cash distribution, site planning, PSEA, and GBV risk mitigation mainstreaming.

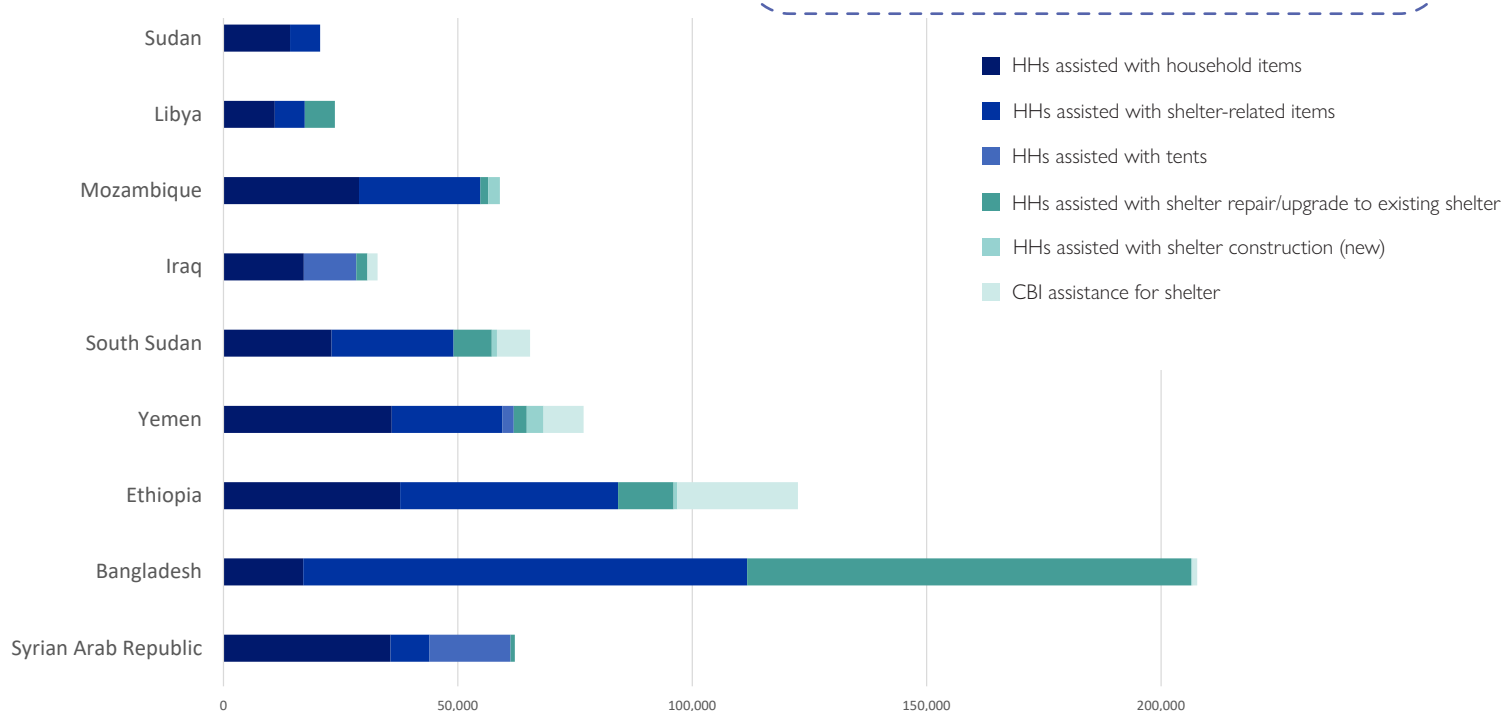
Guidance on post distribution monitoring (PDM) was developed in 2020. This document outlines a set of minimum good programming standards to be observed when conducting PDM of shelter/NFI distributions, and was finalised in coordination with Shelter Cluster partners. The PDM guidance is available on the [IOM Emergency Manual](#).

In continued efforts to make learning easily accessible, two freely available mobile guides were released on DisasterReady's online platform, including one on shelter and NFI distributions and one on support for non-specialists in cases of disclosure of a GBV incident. IOM also led two global-level online workshops on site planning at the foundational and advanced levels for IOM staff and partner agencies. Furthermore, European Union Civil Protection [Mass Shelter Capability](#) (MaSC) online trainings were conducted in collaboration with partners in the Southern Africa region and in Romania.

CASE STUDY: MOZAMBIQUE

IOM is providing a wide range of shelter assistance in Mozambique, in response to disasters that have hit the central and northern regions of Mozambique between 2019 and 2021 (Cyclones Idai and Kenneth in March and April 2019, and Chalane and Eloise tropical storms in December 2020 and January 2021), and also in response to displacement caused by ongoing conflict in the north of the country, which has displaced more than 669,256 IDPs. With a current portfolio of USD 6.9 million, IOM is currently assisting approximately 29,000 families displaced by insecurity or by disasters. Also, IOM is leading the Northern Region Shelter Cluster for Mozambique. The types of shelter assistance being provided by IOM include the distribution of a range of NFI kits including multi-sectoral rapid response "survival" kits, basic NFI kits, construction tool kits and emergency shelter kits. Two emergency and transitional shelter design options have been developed, with construction ongoing. Reconstruction and durable solutions assistance are also being provided, with shelter designs varying according to local building typologies and local material availability. Building typologies include using wattle and daub, compressed stabilized earth bricks, and coral ragstone. Interventions also include the installation of rainwater collection points and solar lamps.

Top 9 assisted countries



HOUSING, LAND AND PROPERTY

In 2020, IOM continued to host the Housing, Land, and Property (HLP) Adviser to the Global Shelter Cluster, providing remote support to local clusters and IOM missions. The adviser focused on developing reference and instructional materials for shelter actors, including a series of six [HLP country profiles](#) presenting the relevant legal frameworks of Ethiopia, Nigeria, South Sudan, Mozambique, Niger, and Burundi.

IOM also produced a short, animated [video](#) on HLP in emergencies, portraying some commonly faced issues and stressing the importance of considering HLP when planning and implementing humanitarian interventions. The video is available in English, Amharic, Arabic, French, Portuguese, Somali, and Spanish on the [Shelter Cluster YouTube channel](#). IOM also developed an [HLP Mobile Guide](#) on the DisasterReady.org platform. In this 10-minute smartphone tool, humanitarian first responders learn how to effectively engage with HLP issues in emergencies through a series of short, interactive diagrams and exercises.

PARTNERSHIPS AND COORDINATION

IOM AND THE GLOBAL SHELTER CLUSTER

With a shelter coordination role in 31 responses, including lead/co-lead and/or technical support in 26 shelter clusters, sectors, and working groups - including in mixed flows settings - and five merged CCCM/shelter sectors, IOM continued to play a strong role in inter-agency responses in 2020. As in previous years, IOM continues to be a member of the Strategic Advisory Group (SAG) of the Global Shelter Cluster and leads or co-leads different WGs focusing on Shelter Projects, disability inclusion, and diaspora.

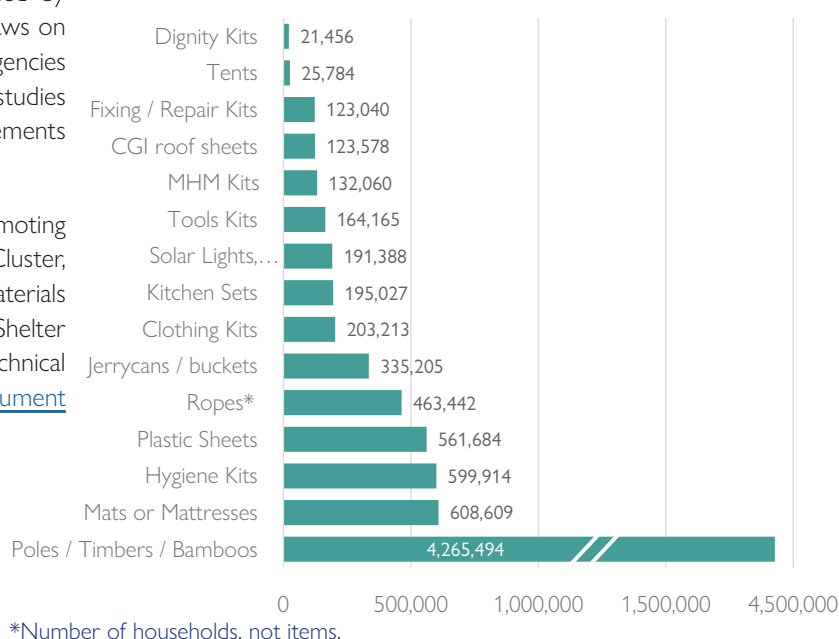
[Shelter Projects Essentials](#) is an interagency publication led by IOM. This flagship report of the Global Shelter Cluster draws on more than 250 case studies from more than 60 partner agencies working in 71 different countries. It uses a selection of case studies to illustrate recurring lessons on good shelter and settlements programming.

The Shelter Compendium project, led by IOM under the Promoting Safe Building (PSB) Working Group of the Global Shelter Cluster, created an open-sourced database of reviewed IEC materials for the shelter sector for the first time in 2020. The Shelter Compendium supports faster development of common technical messaging in crisis responses. The overview publication [document](#) and the [archive](#) are [available online](#).



Women participating in the construction process of their shelters in Mozambique © IOM 2020

SNFI distribution - Number of items distributed



PROTECTION



In 2020, IOM's protection capacity building activities reached over

40,000
individuals

including participants from civil society organizations (CSO), community-based organizations (CBO), I/NGOs, UN agencies, Government, and IOM staff

OPERATIONS

The preventive and restrictive measures adopted worldwide in response to the COVID-19 pandemic have exacerbated existing protection concerns, leading to an upsurge in gender-based violence, child protection concerns, and trafficking in persons, among others. Despite obstacles created by COVID-19-related restrictions, IOM continued ensuring safe and meaningful access to essential services, promoting awareness about risks, maintaining protection services, and contributing to the wider humanitarian response by building staff and external stakeholders' protection capacities. In particular, protection activities included protection of children, risk mitigation, response, and prevention of GBV; counter-trafficking in emergencies (CTiE); MHPSS; HLP; inclusion of persons with disabilities; and protection mainstreaming, but also PSEA and AAP.

CAPACITY-BUILDING

Over 40,000 individuals (including civil society organizations (CSO), community-based organizations (CBO), I/NGOs, UN agencies, Government, and IOM staff) were reached through protection-related capacity-building activities across IOM's country missions

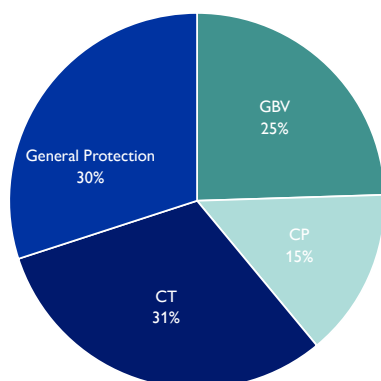
during the reporting period. IOM trained an additional 3,403 IOM staff and partners at the global level on protection, child protection, including the best interests of the child procedure, protection mainstreaming, disability inclusion, GBV, CTiE, AAP, and PSEA.

IOM and UNICEF co-led the organization of capacity-building activities targeting frontline transit centre staff in the Balkans on GBV, PSEA and child safeguarding. In addition, to improve cross-learning and ensure access to relevant materials, IOM expanded its GBV in Crises (GBViC) Community of Practice, which was launched in 2019. IOM also launched a webinar series on DTM and Protection with the aim to enhance further collaboration and promote increased understanding of how to use DTM data for quality protection outcomes. The series of seven webinars was co-facilitated by various thematic experts including, colleagues from the IOM-UNICEF Children on the Move initiative and the Protection Information Management (PIM) initiative.

In the last quarter of 2020, IOM produced an innovative AAP Blended Training, composed of online modules, peer exchange, and virtual training sessions. This training was piloted in the MENA and WCA regions and will be rolled out to IOM staff through 2021.

In 2020, to strengthen institutional awareness, the AAP webinar

Type of protection interventions implemented



The majority of IOM's protection-programming focused on protection, CT, GBV, CP

series was initiated and over 970 staff participated. Relevant topics that have linkages to and reinforce IOM's commitments on AAP were presented by experts and practitioners from 12 country missions, including on disability inclusion, cash-based interventions, PSEA, GBV, women's participation, RCCE, and handling staff misconduct. The AAP webinar series will continue on a quarterly basis in 2021.

GUIDANCE AND STANDARDS

IOM continued providing ad hoc technical guidance on protection to IOM staff and external stakeholders. In South Sudan, IOM worked to strengthen its disability inclusion and child protection programming by piloting a project on identifying barriers faced by children with disabilities and supporting caregivers. In Iraq, IOM worked towards the development of guidance materials on disability data collection and the use of the Washington Group Short Set of Questions, as well as how to ensure accessible and inclusive

consultations, community engagement, and communication. In Burundi, IOM elaborated guidance and documented lessons learned on integrating protection in DRR. Building on its experience on this topic, IOM co-organized and facilitated the session on Protection in Disaster Settings during the Global Protection Cluster (GPC) Annual Conference in September 2020, discussing its good practices with the wider global protection community.

In the context of the COVID-19 pandemic, internal guidance, and practical tools such as tip sheets on protection and GBV in the context of COVID-19 and considerations in quarantine settings were elaborated across departments to support field operations. At the interagency level, IOM contributed to the elaboration of IASC and cluster guidance and key messages on protection in the context of the COVID-19, such as on measures related to deprivation of liberty, child protection and briefings on COVID-19's impact on the protection situation. In particular, IOM contributed to the monitoring and financing of disability-inclusive COVID-19 programming, and on the application of the IASC's guidelines on inclusion of persons with disabilities in humanitarian action in COVID-19 responses. As part of its role in the Disability Advisory Group (FCDO-UN SBC), IOM also participated in the elaboration of the Disability Inclusion in the 2020 HNOs/HRPs Lessons Learned report.

Furthermore, in 2020, IOM continued its efforts to support the implementation and uptake of IOM's Institutional Framework for addressing Gender Based Violence in Crisis (GBViC Framework). In particular, IOM improved regional capacities on GBV by supporting the implementation of country-specific Action Plans, translating and disseminating the Framework into French and Spanish and providing technical support. In addition, three regional GBV Specialists were recruited in the WCA, Asia Pacific, and LAC regions. GBV mainstreaming across IOM programming was also further enhanced with the inclusion of specific guidance on what MHPSS staff must know and do about GBV in the IOM Manual on Community-Based Mental Health and Psychosocial Support in Emergencies and Displacement.

In its capacity as Chair of the Inter-Agency Task Force on Unaccompanied and Separated Children (UASC IATF) under the Alliance for Child Protection in Humanitarian Action (CPHA), in 2020, IOM led the translation and dissemination of the UASC Handbook, Toolkit and related training package in Spanish, French and Arabic. The resources were officially launched during the Alliance Annual Conference in 2020 and are now available on the Alliance official webpage and on the UASC resources sub-site. To facilitate their use by child protection practitioners in the field, IOM also led the printing and distribution of the publications across regional offices and country missions.



IOM conducts a hygiene promotion session with refugee hygiene promoters and community mobilizers in Doro refugee camp in South Sudan © IOM 2020

PROTECTION



As the co-chair of the Anti-Trafficking Task Team of the GPC, IOM also led the publication of *An Introductory Guide to Anti-Trafficking Action in Internal Displacement Contexts: 2020*, the first guidelines to mainstream counter-trafficking programming in displacement contexts. In addition, IOM published the *IOM Counter-trafficking in Emergencies: Information Management Guide (CTiE IM guide)*, a manual explaining how to integrate counter-trafficking-specific information management activities in emergencies. The guide also includes a list of standardized indicators. Both the guide and indicators have been shared, revised, and agreed upon by all members of the GPC Anti-Trafficking Task Team and received endorsement from the GPC, Child-Protection Area of Responsibility (AoR) and GBV AoR, PIM Initiative, and several other UN agencies or INGOs. Over 1,873 stakeholders attended the launch webinar on LinkedIn held in December.

Finally, in 2020, IOM revised and published the IOM AAP Framework currently available in English and Spanish. It details the Organization's common approach for implementing and mainstreaming AAP throughout its crisis related work, as contained in its MCOF. The Framework supports the Organization in ensuring quality and responsive programming in line with the evolving needs of beneficiaries, affected populations, and communities and in enforcing the Organization's zero tolerance of sexual exploitation and abuse and other misconduct. The commitments of this framework were developed in line with the IASC's commitments to AAP and adapted to meet IOM's operational realities.



Italian Coast Guard rescues migrants and refugees bound for Italy © IOM 2020

PARTNERSHIPS AND COORDINATION

IOM is an elected member of the GPC Strategic Advisory Group, as well as of its AoRs; GBV, Child Protection, HLP, Mine Action, and related Task Teams and Working Groups, both at the global and field levels. In 2020, IOM participated and contributed to the re-structured GPC Strategic Framework and workplan and extended its membership to its new Task Teams. IOM also increased its engagement and commitment to the initiatives and workstreams of the IASC Results Groups (RG), joining RG1 Centrality of Protection sub-groups. IOM also confirmed its leadership commitment on disability inclusion, including by continuing to actively participate in global efforts to advance disability inclusive programming throughout 2020, especially in the FCDO-funded Single Business Workstream on Disability Inclusion, the Disability Reference Groups (DRG) on Inclusion of Persons with Disabilities in Humanitarian Action and related workstreams, and the UNDIS

led Inter-Agency Working Group on Disability-Inclusive COVID-19 Response and Recovery.

Globally, IOM continues to play a crucial role in the Call to Action forum. The Call to Action is a global initiative that brings together governments, donors, international organizations, and non-governmental actors to lead global and multi-stakeholder efforts to prevent, mitigate, and respond to gender-based violence from the onset of a crisis.

IOM HQ also plays a significant role in other GBV coordination mechanisms. Aside from being a core member of the GBV AoR and participating in its different task teams, IOM is also an active member of the GBV Guidelines, UN Action, GBV Accountability Framework Global Steering Committee, and the MHM Working Group.

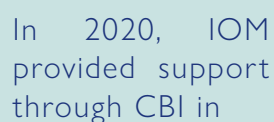
OUTREACH AND COMMUNICATION

In July 2020, IOM co-hosted the high-level launch of the Special Rapporteur on the Human Rights of Internally Displaced Persons' report on persons with disabilities in the context of internal displacement. In December, IOM launched a campaign on the International Day for Persons with Disabilities for the second year in a row, releasing a collection of stories featuring the perspectives of people with disabilities that IOM works with in Iraq, Guinea, Bangladesh, North Macedonia, and Yemen. These stories were sent out to 35,000 newsletter subscribers and were also disseminated through social media.

Finally, for the 16 Days of Activism Against Gender-based Violence Campaign, IOM headquarters disseminated key messages and stories on GBV through its social media platforms.



In Dolo Ado, Ethiopia, IOM provides dignity kits, including solar lamps, to displaced populations © IOM 2020



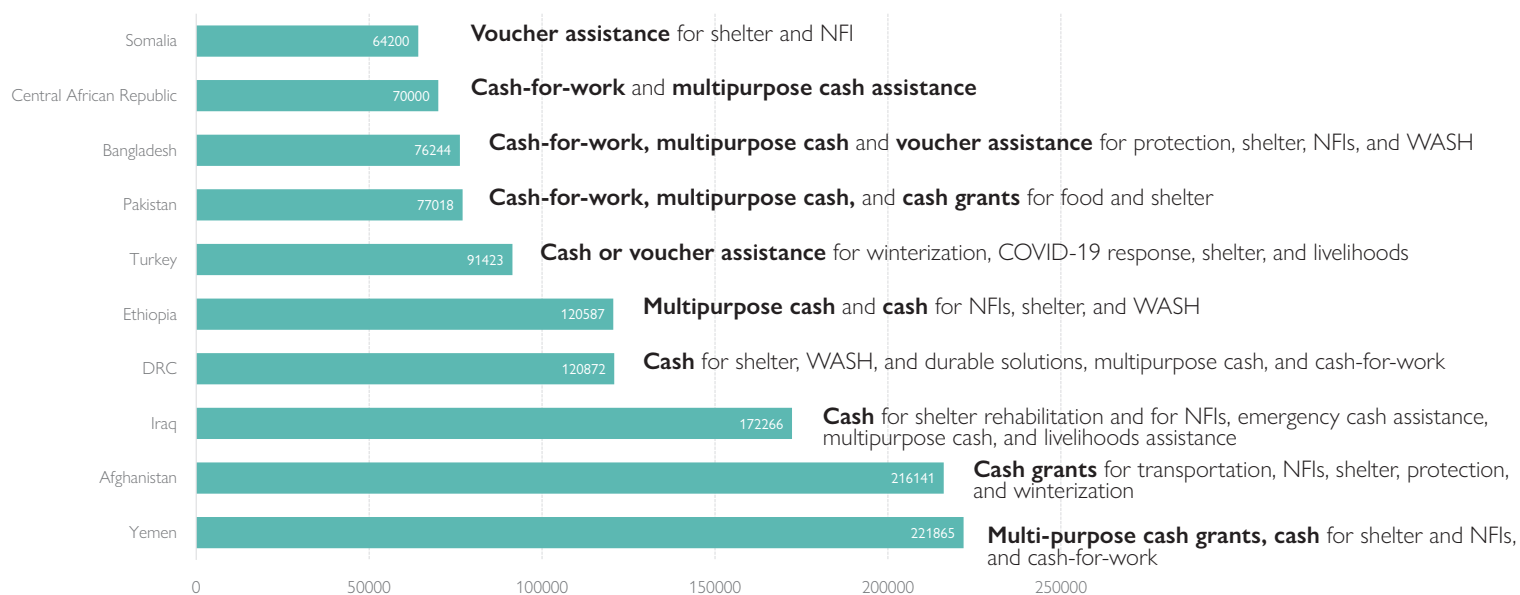
56 countries

assisting
more than

1.6m individuals

OPERATIONS

IOM's ten largest CBI programmes in terms of total beneficiaries took place in Yemen, Afghanistan, Iraq, the Democratic Republic of the Congo, Ethiopia, Turkey, Pakistan, Bangladesh, the Central African Republic, and Somalia. The table below shows the diversity of the CBIs implemented in the 10 countries.



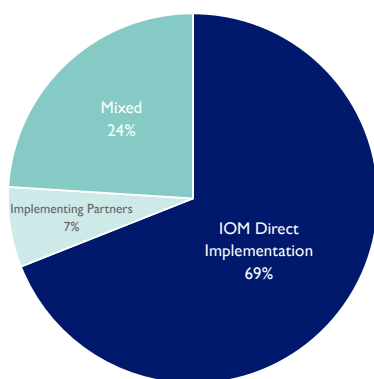
CAPACITY-BUILDING

To help country offices enhance the quality of their interventions and recognize the multi-faceted nature of CBIs across IOM's operational portfolio, several literature reviews were produced and shared widely within the Organization, addressing a variety of cross-cutting themes such as COVID-19, Accountability to Affected Populations, Efficiency and Effectiveness, and Livelihoods. In 2020, the CBI Support Team organized a virtual global workshop on CBI with sessions on 13 CBI-related topics, including risk mitigation, accounting, disability inclusion, and gender-based violence. Over 300 staff members attended the workshop. The CBI Support Team also organized 13 other CBI webinars and two in-person workshops in 2020. The sessions enhanced the administrative and operational capacity of participating staff members and their respective offices and improved their awareness and readiness to implement CBIs. In addition, these events provided a platform for missions to share practical experience and best practices.

GUIDANCE AND STANDARDS

In accordance with the Grand Bargain commitments and the [IOM Strategy for Humanitarian Cash-Based Interventions](#) (2019-2021), the CBI Support Team in Geneva focused on building IOM's institutional capacity, as well as reviewing internal processes and tools to increase and improve the use of CBI as a modality to deliver humanitarian assistance. To this end, IOM has developed several new internal tools, including a CBI and COVID-19 Guidance Note and the Thematic Guidance for CBI staff on Children as Direct Beneficiaries of CBI. In addition, IOM has revised its budgeting and accounting structure to better record, monitor, and report on CBI financial data to partners and donors. A standardized method to report on cash and voucher-related expenses came into effect on 1 May 2020.

CBI implementation*



*Based on the total monetary value disbursed to beneficiaries

CASE STUDY: MULTIPURPOSE CASH ASSISTANCE IN RESPONSE TO COVID-19 IN PERU

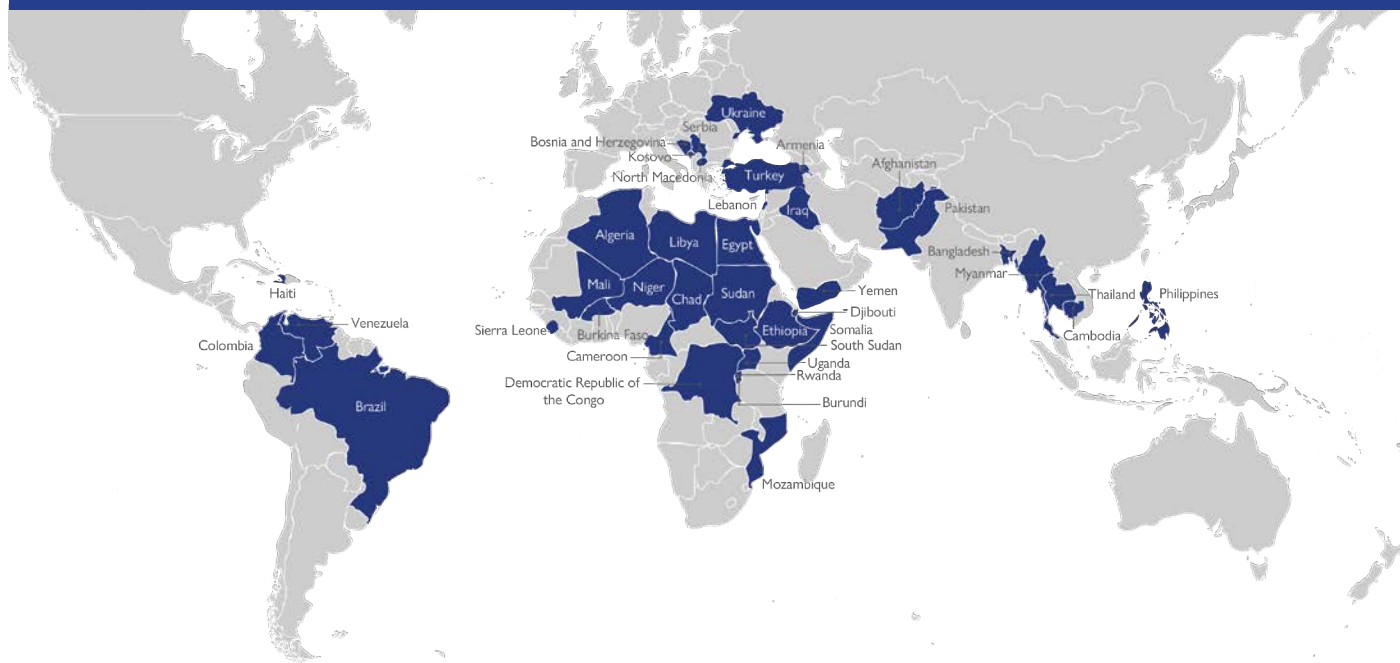
Globally, IOM expanded the use of CBIs in 2020. This growth was partly due to the COVID-19 pandemic and the associated necessity to rethink and reprogramme interventions. Many IOM missions implemented CBIs for the first time in 2020 to address the consequences of the pandemic and related mitigation measures.

In Peru, movement restrictions and quarantine measures implemented in the country in response to COVID-19 had a significant impact on migrants and refugees from Venezuela. Most lost their ability to earn income and were not included in national response plans and social protection mechanisms. CBIs were identified as a key assistance mechanism to support this population, particularly those who had lost their income and were struggling to meet their basic needs. In response, IOM Peru implemented multipurpose cash assistance and cash for health-related purposes.

During COVID-19, the traditional mechanisms to distribute cash and voucher assistance, such as prepaid cards, were difficult to implement in Peru due to lockdowns and social distancing. Providers did not have products and services that were adjusted to this new reality; therefore, IOM and other CBI Subgroup partners were limited in how they could transfer assistance to recipients. To address these barriers, IOM and the CBI Subgroup jointly approached certain banks and service providers to discuss avenues to ensure cash and voucher distributions during the pandemic. Looking towards 2021 and by showing the magnitude of the collective funds that could be deployed via CBI, the Subgroup was able to secure a better negotiating position, which should translate into adapted products and services from these providers in future.

Additionally, IOM Peru developed a national CBI strategy and adapted their processes so that interactions with beneficiaries and partners could be done remotely. This strategy includes the implementation of an email helpdesk and online forms for potential beneficiaries to contact IOM directly, and strengthened coordination with government entities, NGOs, and civil society organizations for the referral of vulnerable cases. Eighty per cent of the CBI assistance in Peru was directly implemented by IOM's CBI team in 2020, while the remaining 20 per cent was implemented by partners.

EMERGENCY HEALTH AND MHPSS



This map does not include all countries where health interventions were implemented in response to COVID-19

In 2020, IOM implemented emergency health operations in

40 countries

providing more than

3.4m
primary health care consultations



3,800

staff worked on health programming



38,700

health information sessions were conducted



804,200

vaccinations were provided



12,800

health workers were trained in communicable diseases and disease outbreaks



246,200

antenatal care consultations were provided



123

primary health care facilities were built or rehabilitated



544

points of entry and points of control were supported with public health programming measures



20,900

beneficiaries received clinical management of moderate or severe acute malnutrition

Throughout 2020, IOM assisted people affected by crises globally through the direct provision of emergency health-care services, by engaging in health promotion, and by responding to communicable disease outbreaks while remaining committed to long-term health system recovery, resilience, and strengthening.



A handwashing demonstration to prevent COVID-19 transmission in Cox's Bazar, Bangladesh © IOM 2020

EMERGENCY HEALTH AND MHPSS

OPERATIONS

In 2020, IOM strengthened its work in communicable disease surveillance and interventions at points of entry, using data to underpin evidence-informed public health response efforts. IOM continued to play a key role in supporting cross-border preparedness and response, in line with the International Health Regulations (2005) and IOM's Health, Border and Mobility Management framework. This capacity is particularly evident in IOM's response to the 10th and 11th outbreaks of Ebola virus disease in the Democratic Republic of the Congo, for example, where the Organization supported over 100 points of entry or control over the course of the year, conducted over 40 million health screenings of travellers, and trained hundreds of frontline workers in communicable disease surveillance. Over 1.8 million individuals were reached in the country with crucial, context-specific RCCE efforts. This response was achieved in the midst of the difficulties posed by the COVID-19 pandemic, which also saw IOM reach over 37 million beneficiaries with COVID-19-related RCCE, provide over 100,000 diagnostic tests, and support Member States and partners to undertake COVID-19 preparedness and response activities at points of entry in over 70 countries (for more information, please see [IOM's COVID-19 Preparedness and Response Achievements Report 2020](#)).



Health staff prepare a bed at an IOM-established COVID-19 isolation unit in Ma'rib, Yemen © IOM 2020

CASE STUDY: RECONNECTING DISPLACED COMMUNITIES TO LIFE-SAVING HIV AND TB TREATMENT IN MOZAMBIQUE THROUGH AN INTEGRATED, MULTI-SECTORAL EMERGENCY RESPONSE

Cabo Delgado, Mozambique, where human immunodeficiency virus (HIV) prevalence is almost 14 per cent, was struck by an escalation of violence in 2020, which had displaced over 670,000 people by March 2021. This displacement interrupted critical HIV and TB prevention and care efforts due to loss of patient documentation and disruptions to health service delivery and access to social services. IOM has been working in close collaboration with local health authorities and partners to ensure the integration of HIV and TB services in the emergency response in the region, re-linking IDPs and host community members with follow-up care. In 2020, **IOM re-linked over 1,200 HIV and tuberculosis (TB) patients back to care in Cabo Delgado, with over 90 per cent of patients retained in treatment after three months.**

This outcome was achieved through data-driven approaches focused on strengthening Mozambique's health system, including supporting provincial health authorities to improve existing patient registration databases to facilitate more efficient referrals for patients lost to follow up. IOM also developed an IDP-specific registry form at receiving health facilities to provide patients without referrals and treatment cards with access to medication. IOM has been responding to these populations' complex needs through mobile teams that deliver a package of essential health, MHPSS, and protection services, supported by a network of trained workers recruited from IDP and host communities. The integration of health-related activities with MHPSS and protection interventions has been crucial to ensure that services were tailored to beneficiaries' needs and that barriers to treatment related to loss of livelihood, social networks, and family supports were considered and, where possible, alleviated.

CAPACITY-BUILDING

Throughout the year, IOM's Migration Health Division continued to build the capacity of country teams in areas such as RCCE and communicable disease prevention, detection, and control (including for COVID-19), as well as that of local counterparts with the ultimate goal of facilitating health systems strengthening.

PARTNERSHIPS AND COORDINATION

IOM's multi-sectoral emergency health response was achieved through strong collaboration with external partners and other IOM sectors, including the WASH, Protection, and DTM teams, among others. As a formal partner of the WHO and a member of the IASC's Global Health Cluster Strategic Advisory Group and the Global Outbreak Alert and Response Network, IOM is a key player in the response to public health emergencies worldwide. The Organization's health programming in humanitarian emergencies aims to save lives, reduce morbidity, and alleviate suffering, while upholding humanitarian principles and protecting human dignity throughout all phases of the mobility continuum.

EMERGENCY HEALTH AND MHPSS

IOM continued
its MHPSS
programming in

35 countries

providing
MHPSS to

553,500
individuals

IOM provides community-based MHPSS to emergency-affected, displaced, and migrant communities worldwide. IOM's MHPSS humanitarian approach consists of supporting the agency and resilience of crisis-affected communities affected through protecting and promoting communities' socio-relational, cultural, creative, and artistic life; facilitating rituals and celebrations, sport and play, and non-formal education and informal learning; providing group and individual counselling and support, and referring people in need to specialized services. IOM puts an emphasis on cross-sectoral MHPSS mainstreaming, with a particular focus on integrating MHPSS into CCCM, livelihood support activities, and protection in emergencies.

GUIDANCE AND STANDARDS

The IASC Reference Group on MHPSS in Emergency Settings, of which IOM is an active member both globally and in several countries, led efforts adapting and developing [MHPSS guidance](#) for the COVID-19 pandemic, while IOM's Mental Health, Psychosocial Response and Intercultural Communication Global Section developed a [COVID-19 Guidance and Toolkit for IOM MHPSS Teams](#), which systematizes resources to adapt MHPSS programmes to the pandemic in spaces of displacement, including camps, urban communities, transit centres, and quarantine centres. IOM Iraq, Turkey, Bangladesh, and South Sudan adapted community engagement methodologies, developing context-specific guidance for remote MHPSS provision. In particular, the [Internal Guidelines for Remote MHPSS Working Modalities](#) developed by the IOM Iraq MHPSS team provides staff with a simple step-by-step guidance to support users with diverse levels of experience and skills.

PARTNERSHIP AND COORDINATION

GLOBAL ADVOCACY

In 2020, the COVID-19 pandemic brought mental health and psychosocial well-being to the forefront of response and recovery efforts. Inclusion and prioritization of equitable mental health care for all, including migrants, was advocated for in the UN Policy Brief [COVID-19 and the Need for Action on Mental Health](#), and in the United Nations Economic and Social Council (ECOSOC) Humanitarian Affairs Segment (HAS), in which IOM



4,300

Community members, practitioners, and professionals trained in MHPSS



26,600

Community members, practitioners, and professionals trained in MHPSS for COVID-19 related skills



49

Developed or adapted MHPSS tools



22

MHPSS governmental or inter-agency coordination mechanisms

and the Kingdom of the Netherlands co-hosted a side event on [Mental Health and Psychosocial Support for Displaced and Migrant Populations during the COVID-19 Pandemic and Beyond](#). The event advocated for increased integration of MHPSS in humanitarian and COVID-19 responses and accessibility of services to migrants, internally displaced people, and refugees. IOM Director General Antonio Vitorino further signed onto the [Joint Inter-agency Call for Action on MHPSS 2020](#), together with WHO, UNHCR, UNICEF, UNFPA, and OCHA, committing to and calling for increased cross-sectoral MHPSS in humanitarian programmes for preparedness, response, and recovery.

EMERGENCY HEALTH AND MHPSS

CASE STUDY: MHPSS AND LIVELIHOODS IN IRAQ

IOM began providing MHPSS in Iraq in 2010 with the aim of improving the psychological and social well-being of conflict-affected individuals. In 2020, IOM initiated a new programmatic area in MHPSS and livelihood support integration incorporating key MHPSS activities, such as MHPSS awareness sessions, individual counselling, peer-support group sessions, and life and other soft skills training, as part of the service package provided to participants of livelihood programming. IOM conducted a two-phased needs assessment in seven governorates to assess the feasibility of this integration, several pilot programmes in Kirkuk, Mosul, Basra, and Hassan Sham camp were subsequently initiated, and further programmes are planned to follow in 2021.

CASE STUDY: REMOTE MHPSS WORKING MODALITIES IN BANGLADESH, SOUTH SUDAN, SOMALIA, AND UKRAINE

Circumstances brought on by the pandemic and emergencies, particularly for those living and working in camp settings, necessitated the adaptation of MHPSS services. Understanding community perceptions of COVID-19 proved integral to providing MHPSS, and IOM teams in Cox's Bazar and multiple locations in South Sudan assessed community members' perceptions of the pandemic and worked with partners and community leaders to develop tailored key messages and awareness campaigns to mitigate the spread of the virus and share positive coping strategies. To respect health protocols, these campaigns took place on local radio stations, videos screened in health centres, and by pre-recorded messages over megaphones carried by health volunteers on bikes and local transportation.

Alongside adapting community engagement strategies, IOM teams in Cox's Bazar and throughout South Sudan and Ukraine began providing services remotely through tele-counselling, hotlines, and facilitating remote group activities when possible. Particularly pertinent was the practice of mourning rituals and the processing of grief, in which MHPSS teams worked with religious leaders and local authorities to safely carry out funerals and ceremonies while respecting hygiene measures in Cox's Bazar and Somalia. Technical supervision and training of IOM staff was also carried out virtually and in smaller in-person groups.



An IOM-supported health screening point in response to the Ebola virus disease outbreak in Mbandaka, Democratic Republic of the Congo © IOM 2020

CASE STUDY: IOM'S HUMANITARIAN HEALTH RESPONSE TO CONFLICT AND DISPLACEMENT IN ETHIOPIA

In 2020, conflict in numerous regions of Ethiopia led to IDPs facing extremely challenging living conditions and difficulties accessing food, safe drinking water, and health care. In response to this crisis, IOM rapidly deployed mobile health and nutrition teams to several conflict-affected and difficult-to-reach locations in the Oromia Region, Southern Nations, Nationalities, and Peoples' Region, and the city of Dire Dawa to address the most urgent health and humanitarian needs of IDPs and host communities. These teams provided critically needed primary health care consultations, sexual and reproductive health services, screening and referral for malnutrition, MHPSS, services to survivors of gender-based violence, and health promotion reaching over 200,000 beneficiaries throughout 2020. IOM also contributed to health system strengthening by training over 1,000 local health workers in communicable disease management.

TRANSITION AND RECOVERY



In 2020, IOM
implemented Transition
and Recovery
programming in

91 countries

reaching

4.3m
direct beneficiaries



343

Number of active projects



\$295.6 m

Total expenditures

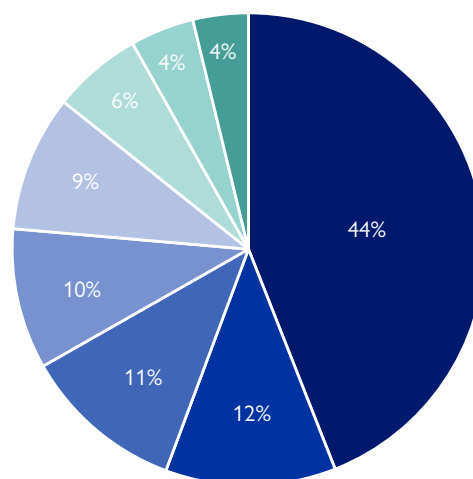


65.5%

Multi-year projects

ACTIVE PROJECTS IN 2020 PER THEMATIC AREA

No of Projects	Thematic Areas
151	■ Community Stabilization
40	■ Peacebuilding
38	■ Reintegration of Former Combatants
33	■ Disaster Risk Reduction
32	■ Durable Solutions
21	■ Election Observation Missions/ Out of Country Voting
15	■ Reparations/Humanitarian Assistance
13	■ Preventing Violent Extremism
343	Total



5,460 | 4,326,500

communities

individuals

Total Direct Beneficiaries

1,232 | 2,880,500

communities

individuals

Community Stabilization

2102 | 480,300

communities

individuals

Disaster Risk Reduction

541 | 605,400

communities

individuals

Durable solutions

589 | 78,000

communities

individuals

Peacebuilding

157 | 105,600

communities

individuals

Land, Property and Reparations

637 | 18,500

communities

individuals

Disarmament, Demobilization and Reintegration
of Former Combatants

- | 19,300

individuals

Out of Country Voting

202 | 138,900

communities

individuals

Preventing Violent Extremism

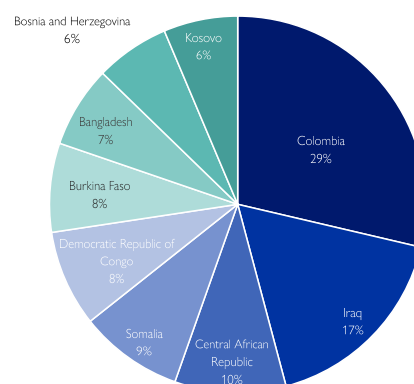


An IOM-facilitated community cohesion and peacebuilding event in Marawi, the Philippines © IOM 2020

TRANSITION AND RECOVERY

The Transition and Recovery Division (TRD) is the institutional focal point for efforts aimed at preventing displacement and other migration crises as well as at progressing towards sustainably resolving displacement and strengthening resilience in crisis settings and fragile contexts. It applies resilience, peacebuilding and stabilization approaches to assist governments and populations to cope with the medium- and longer-term mobility dimensions of crisis. It assesses and addresses drivers of migration and root causes of complex crises; promotes human mobility as a means to reduce vulnerability and to progressively resolve displacement situations; addresses issues related to access to land and property rights; facilitates access to remedies for human rights violations; and invests in conflict analysis, stabilization, risk reduction and development-oriented solutions. TRD provides technical and programmatic support as well as capacity building in ten thematic areas: community stabilization, DDR, DRR, early recovery, elections support, reparations and assistance to survivors of violations of human rights, restoration of HLP rights, PVE, peacebuilding and solutions to displacement.

Top countries with the most transition and recovery projects



References to Kosovo shall be understood to be in the context of United Nations Security Council resolution 1244 (1999)

IOM missions around the world reported that an estimated 4.3 million people were reached by transition and recovery programming across 5,460 communities in 2020.

STRENGTHENING IOM'S INSTITUTIONAL APPROACH TO THE HUMANITARIAN-DEVELOPMENT-PEACE NEXUS (HDPN)

Adhering to the OECD-DAC Recommendation on the HDPN in 2020, IOM enhanced its operations for longer-term recovery and solutions, and IOM programming continued to apply development-principled, conflict and gender sensitive approaches in fragile and crisis contexts, working across the HDPN. Increasingly, IOM's Regional and Country Offices are adopting a HDPN approach in regard to joint assessments, strengthening evidence-based programming as well as fostering collaboration through joint programming design, implementation and monitoring. In 2020, TRD enhanced collaboration with the UN Joint Steering Committee to Advance Humanitarian and Development Collaboration, as well as with the IASC Operational Policy and Advocacy Group, specifically its Results Group 4, in coordination with the UN/OECD-DAC Nexus Group. IOM strengthened its engagement across the HDPN at the policy level as well as promoting the effectiveness of enhanced operationalization of the Nexus. As part of its engagement in IASC, IOM actively participated in developing the thematic Issue paper: [Exploring peace within the \(HDPN\)](#), which has been incorporated into the Resident Coordinator Global Handbook. IOM also participated in publishing a short, animated film framing the peace element in the Nexus, presented during the 2020 Geneva Peace Week.



Participants in an IOM social cohesion and resilience project in Ukraine, which connected youth and key local stakeholders on environmental protection issues © IOM 2020



With support from IOM, a group of youth volunteers from diverse backgrounds rehabilitate a school together to promote social cohesion in Duhok Governorate, Iraq © IOM 2020

COMMUNITY STABILIZATION



151

Number of active projects



73%

Multi-year projects



61

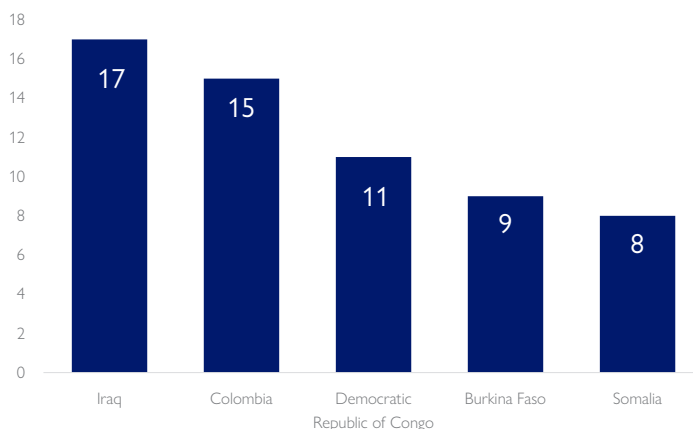
No of countries with active projects

Community stabilization (CS) is a cross-cutting and transversal approach following locally driven, community-based and development-principled programming in crisis, transitional or fragile contexts. Applying a holistic approach that considers the complexity and singularity of each situation, community stabilization programming aims to prevent populations from becoming trapped in a cycle of vulnerability and reliance on humanitarian aid.

Within IOM, community stabilization is understood as a process and not just a physical product that restores livelihoods by addressing the underlying destabilizing factors at the community level. It includes supporting social cohesion by encouraging civic dialogues to address old grievances and tension; strengthening the social contract by collaborating with governments, civil society groups and traditional leaders based on trust and a common vision for recovery; or involving communities in community-based public work as well as in the monitoring and evaluation of the project.

In 2020, TRD continued to provide a wide range of products and resources that were created to strengthen understanding and coherence across the Organization, including an interactive training module, web-based training tailored to the needs of specific country offices; and a publication titled *Community Stabilization – An approach for facilitating progress towards durable solutions and operationalizing the Humanitarian–Development–Peace Nexus: Lessons from Zimbabwe, Ethiopia and Somalia*. The publication was written in support of the Secretary General's High-Level Panel on Internal Displacement, demonstrating through case studies how the community stabilization approach can contribute, as an incremental step, towards resolving displacement sustainably, an elevated theme for the panel.

Top countries with the most community stabilization projects



MAINSTREAMING COMMUNITY STABILIZATION ACROSS THE NEXUS IN UKRAINE

Youth as a catalyst for stability: IOM's "Engage, Connect, Empower" approach is based on evidence that bringing together disparate stakeholders will result in enhanced understanding of each other, particularly when coupled with the enthusiasm of youth to jump start new initiatives, in areas impacted by displacement. IOM's program has already targeted 370 youth in western Ukraine, promoting their public life participation through training for participatory democracy and environmental protection; collaborative events with diverse actors; and joint actions with local authorities.

Socioeconomic integration to foster stability: IOM continued its community stabilization activities in the eastern conflict area through addressing youth employment needs, increased with the COVID-19 pandemic, and supported their active participation in social initiatives benefitting their communities. This project also encompassed activities to enhance networking opportunities and to raise awareness about the risks of trafficking and exploitation.

Durable housing leading to more stable communities: Recognizing that safe and secure housing is key to community stability and reintegration, IOM is working to build apartments for 1,600 IDPs and local populations in the eastern conflict area. While filling the gap of sustainable and affordable housing, this project emphasizes the criticality of local ownership through the development of community-based management structures.

MHPSS laying groundwork for stabilization: In working to return and reintegrate veterans into civilian life through socio-economic support and social cohesion initiatives, IOM recognizes the essential role that MHPSS plays in building longer-term community stability. IOM research in 2020 highlighted respondents voicing that all veterans should consult with psychologists, yet approximately half reported having no actual support. IOM's program initiated an MHPSS helpline, trained psychologists on relevant techniques when working with veterans, and offered free MHPSS support to veterans and their families. This complemented IOM's MHPSS hotline supporting vulnerable communities, to counter the social polarization induced by conflict, protracted displacement and the COVID-19 pandemic.



Youth use drones for environmental monitoring and hazard mitigation as part of a social cohesion and resilience project in Ukraine © IOM 2020

DRIVING MARAWI'S REHABILITATION THROUGH IDP SUPPORT, COMMUNITY DEVELOPMENT AND PEACEFUL TRANSITIONAL ACTION

Targeting 72 conflict-affected communities in Marawi City, IOM Philippines has made efforts to strengthen the resilience of IDPs and communities affected by the 2017 Marawi Siege by addressing the major instability and displacement through improved local governance and accountability mechanism, MHPSS and social cohesion, and integrated livelihood and socioeconomic support. Taking a community-driven, inclusive, participatory and conflict-sensitive approach, the project established one City Technical Working Group and 72 Community Working Groups (CWGs), which serve as a platform for accountability, coordination and inclusive decision-making with the community members and local government unit. Through this mechanisms, IOM Philippines has facilitated community-based trainings for 927 CWG members (470 females, 457 males) on the prevention of sexual exploitation and abuse and accountability and referral mechanism; as well as needs assessments on community infrastructure, safe spaces and livelihood priorities.

The community-driven assessment results will be used in designing tailored socioeconomic support to eight local organizations, 72 community groups and 100 at-risk individuals through livelihood skills development and in-kind support. IOM Philippines has also facilitated seven community cohesion events engaging 717 community members and stakeholders (205 males, 512 females) on social cohesion and peacebuilding initiatives on environmental protection, cultural awareness and women empowerment. As part of efforts to promote peace and social cohesion in the target communities, IOM Philippines capacitated a total of 384 Barangay Peacekeeping Action Team (BPAT) members on community policing, DRR and PVE through the provision of training and BPAT toolkits in partnership with the Philippine National Police. In addition to their voluntary daily peacekeeping and protection activities, the BPAT members serve as community frontline actors during emergencies, including COVID-19.

SOLUTIONS TO DISPLACEMENT



32

Number of active projects



53%

Multi-year projects



17

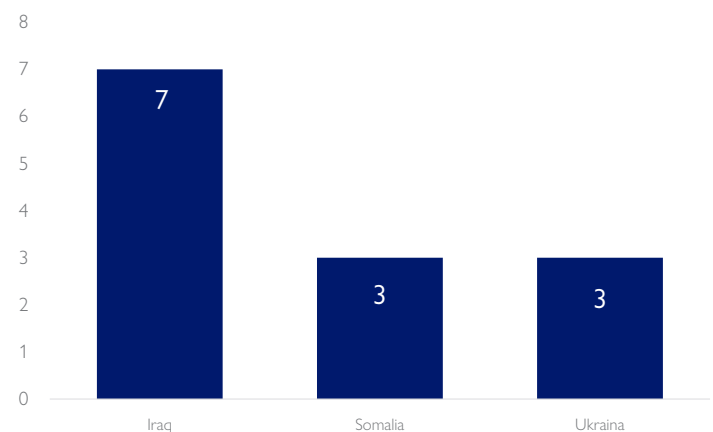
No of countries with active projects

The growing complexity and unpredictability of natural hazards and conflict-induced displacement are resulting in increasingly protracted displacement situations, which challenge the versatility of traditional durable solutions. Furthermore, as the humanitarian needs of IDPs exceed global response capacities, supporting affected populations to sustainably resolve displacement is becoming a critical concern. In line with IOM's Progressive Resolution of Displacement Situations (PRDS) Framework and as defined by the [2011 IASC Framework](#), 'Durable Solutions' is both an outcome that cuts across all of IOM's work on displacement, including those that lay foundations through the community stabilization approach, and a dedicated set of longer-term projects focused on the return, reintegration, relocation and sustainable recovery of displaced persons. Increasingly, in line with commitments made to strengthen the HDPN and Grand Bargain, IOM is focused on enhancing local capacities and local leadership to define, own and drive durable solutions at local levels.

Importantly, the attainment of durable solutions requires multi-stakeholder engagement, government ownership and strong

coordination. Building on the organization's engagement with the Durable Solutions Initiatives in Somalia and Ethiopia, in 2020, in addition to delivering direct assistance, IOM worked proactively to strengthen the coordination of durable solutions, including through training for the inter-agency community and government counterparts.

Top countries with the most solutions to displacement projects



Government officials engaging in planning to resolve displacement in Iraq © IOM 2020

INTER-AGENCY DURABLE SOLUTIONS MECHANISM IN IRAQ

In the post-conflict period in Iraq, IOM was instrumental in creating, and currently co-leads, the inter-agency durable solutions mechanism in the country. This mechanism represents an innovative approach to inter-agency durable solutions programming and coordination, parts of which could serve as a model elsewhere.

At the strategic level, IOM co-leads (with UNDP) the DSTF, which meets at the Head of Agency level, and focuses on overall strategy development, liaison with senior levels of government and engagement with diplomatic missions and donors. In particular, DSTF leads discussions with the government regarding overall durable solutions approaches and mechanisms. DSTF also leads high-level advocacy efforts and serves as the main body to catalyze collective action on durable solutions. DSTF oversees the work of several other working groups sitting at the technical or operational levels.

The first, the Durable Solutions Technical Working Group (DSTWG), co-led by IOM, UNDP and a rotating NGO, is a smaller, more focused mechanism that serves as the main working group supporting durable solutions at a technical level. It develops operational strategies and guidance, tools and methodologies for use by operational partners supporting durable solutions. DSTWG also liaises with the government at the technical level and oversees thematic sub-groups that aim to provide guidance and reference materials in sectors relevant to durable solutions, including HLP, social cohesion, facilitated movements, and monitoring and analysis. Finally, DSTWG oversees and supports local-level area-based durable solutions coordination mechanisms, described below. Designed as a Nexus mechanism, its members come from humanitarian, development, stabilization and peacebuilding sectors, and include UN, NGOs and other entities with specific expertise in durable solutions.

The second, the Returns Working Group (RWG), co-led by IOM and a rotating NGO co-lead, was established in

2015 to coordinate IDP returns at a technical level, but has since expanded its focus to consider durable solutions more generally. RWG serves as a broad-based, open forum that focuses on information sharing and discussion on issues related to durable solutions in Iraq.

Finally, IOM led the creation of area-based coordination (ABC) mechanisms for durable solutions at the local level, which have been re-created at the sub-national levels. ABCs bring together operational partners at the field level and liaise closely with local authorities. ABCs lead the process of formal government engagement through durable solutions roundtables and are responsible—with DSTWG support—for the creation and implementation of durable solutions plans of action, serving as localized operational strategies for the implementation of durable solutions at the local level.

Complementing the coordination mechanism it helped create and now leads, IOM also invests substantially in capacity development for government at both the national and local levels on issues related to durable solutions and leverages its strong field presence and substantial data and research expertise to support durable solutions in Iraq in general. IOM's substantive contributions include durable solutions and transition-focused DTM products, policy and strategy documents such as analyses of return and security clearance processes and communications materials on government grants, compensation available to IDPs and a "Durable Solutions Toolkit", which contains methodologies based on best practice, making it easier for a broader range of actors to support programming. IOM has also created a small grants mechanism to fund partner organizations in the implementation of programmes.

Supporting multi-stakeholder engagement on solutions, whether through voluntary returns, relocation or local integration, remains a growing thematic area within IOM's portfolio.

DISASTER RISK REDUCTION


33

Number of active projects


70%

Multi-year projects


23

No of countries with active projects

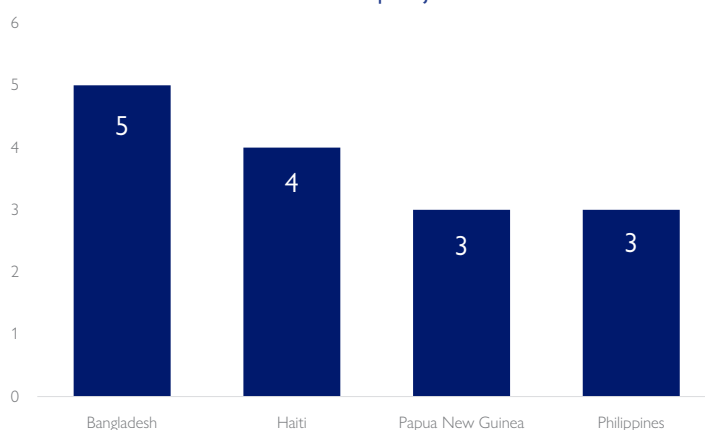
Preventing and managing disaster risk is critical in tackling displacement challenges, and essential for building resilience to achieve the 2030 Development Agenda. IOM's DRR portfolio supports states to build resilience to future and existing disaster risk in alignment with the priorities of the Sendai Framework for Disaster Risk Reduction 2015-2030. IOM's efforts in DRR seek to ensure that human mobility considerations are integrated in national DRR policies and strategies at all levels and that governments possess knowledge, skills and capacities for the prevention and management of disasters with migration and displacement dimensions.

Responding to chronic levels of disaster-related displacement in Burundi, IOM launched a nation-wide DRR initiative in partnership with the Ministry of Home Affairs and the National Platform for Risk Prevention and Disaster Management (see case study below). In Afghanistan, IOM implemented a multi-year disaster reduction initiative focusing on the upgrading of irrigation and water resource management systems at the community level in response to frequent droughts and floods and the provision of technical advice for strengthening of the National Disaster Management Information System. In Nepal, IOM supported the government to strengthen disaster risk management systems from federal down to local levels in line with the country's new disaster management act. Activities included technical support for improving relevant legal frameworks, development of DRR training manuals, capacity-building and media advocacy campaigns.



The government of Burundi's launch of projects strengthening resilience to national disaster risks, as well as rural development
© IOM 2020

Top countries with the most disaster risk reduction projects



MULTI-HAZARD DISASTER RISK ASSESSMENT IN BURUNDI

Seventy-nine per cent of all internal displacement in Burundi is triggered by natural hazards. In response to a request from the Government of Burundi, IOM facilitated a multi-hazard disaster risk assessment targeting all 18 provinces and five especially vulnerable localities in the country. The initiative is mapping risks related to torrential rains, flooding, earthquakes, violent winds, and landslides, and their potential impacts on lives, properties, services, livelihoods and the environment, as well as on population movements, including displacement. The mapping is informing government and other stakeholders' planning, decision-making and prioritization of DRR investments and activities at national and sub-national levels. At the end of the project, national and municipal governments in Burundi will be equipped with updated risk maps and contingency plans to help targeted populations to better avoid, prepare for and respond to the impact of natural hazards and associated displacement.

WORKING IN PARTNERSHIP TO SUPPORT SYSTEM-WIDE EFFORTS

Innovative and strategic partnerships are paramount to effective DRR. At the global level, IOM continued its participation in the UN Senior Leadership Group on DRR for Resilience (UN SLG), which works to ensure that risk reduction is prioritized by the UN system as a whole and that DRR is incorporated across agency-specific frameworks and programming. To operationalize the recommendations of the UN SLG, IOM worked with partners in the UN Office for Disaster Risk Reduction (UNDRR)-hosted inter-agency focal points group to implement its 2020 Annual Work Plan. During the year, IOM strengthened its collaboration with the inter-agency Capacity for Disaster Reduction Initiative (CADRI) and agreed to co-chair the Initiative starting from 2021, jointly with UNDP. In Southern Africa and West and Central Africa, IOM continued to perform the role of co-lead of the regional CADRI secretariats together with FAO and deployed expertise to support

a joint capacity diagnosis in Senegal.

CADRI's country support is guided by the CADRI Tool for Capacity Diagnosis and Planning for Disaster Risk Reduction and Climate Change Adaptation. IOM convened an interagency task team to develop a capacity diagnoses tool for assessing the level of integration of human mobility aspects in national risk reduction and adaptation planning. The human mobility tool provides an analytical framework for examining specific human mobility sub-topics relevant to DRR, including internal displacement, cross-border displacement, evacuations, relocations, inclusion of migrants in DRR, facilitated migration and assistance to nationals abroad. The tool assists agencies and governments to prioritize capacity development investments in DRR and will be piloted in West Africa in 2021.



In Burundi, IOM and the National Platform for Risk Prevention and Disaster Management are collaborating to prevent, mitigate, or reduce disaster risks © IOM 2020

PEACEBUILDING



40

Number of active projects



80%

Multi-year projects



21

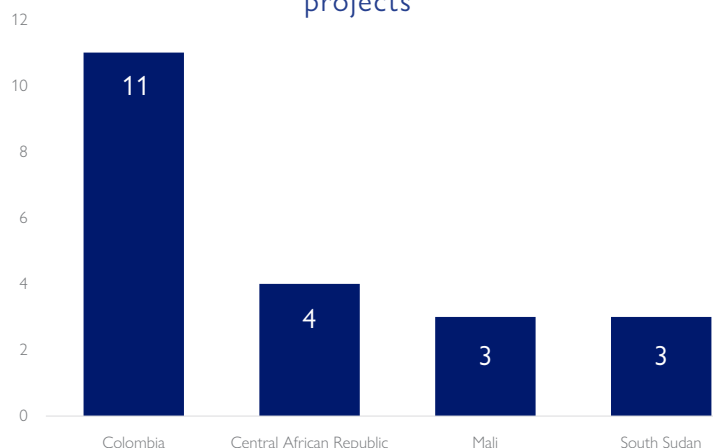
No of countries with active projects

Displacement is an all too predictable consequence of conflict-induced crises, requiring peacebuilding and recovery interventions attuned to the mobility dimensions of conflict. Within IOM, the peacebuilding approach generally supports programmes that help states, communities, and institutions to address the root causes of conflict and manage conflict triggers and dynamics, reducing migration pressure and laying the ground for resolving displacement. Programmatic responses include addressing socioeconomic and political conflict drivers through the facilitation of reconciliation and reintegration of former combatants/fighters, improving access to institutions and services, building community resilience and social cohesion through community violence reduction, participation and engagement processes, and community policing.

Peacebuilding projects work at multiple levels of society including at the individual, communal or societal/institutional level, can be implemented during ongoing conflict or as an integral part of post-conflict reconstruction, and may include addressing physical, sociocultural, and structural impediments to peace and conflict management. Peacebuilding requires specific attention to complex and sensitive social and power dynamics attuned to gender, youth and conflict sensitivities, as well as issues of human rights and protection, restitution, transitional justice, equitable access to social services, participatory governance, and inclusive livelihoods. As such, IOM's commitment to peacebuilding is integral to the objectives of the HDPN, and the 'Sustaining Peace' agenda.

To respond to intercommunal conflicts in Burundi in 2020, IOM alongside the government, implemented capacity building activities to support the prevention and resolution of conflicts, improve communication with communities, and support for the application of administrative processes in crisis situations. Over 2,000 community leaders, police officers, local officials, and border agents were trained by this programme spanning 11 provinces. These sensitized actors have improved knowledge of the conflict resolution techniques to be implemented, such as active listening, mediation, and negotiation. These trainings have led to a reduced number of conflicts in court and communities report that they settle disputes between community members. In the Philippines, IOM and UNFPA are engaged in a project to fortify reintegration efforts for former women combatants from the Bangsamoro Women's Auxiliary Brigade and empower them to engage in peacebuilding efforts through gender-responsive and conflict sensitive policies and programmes. This project also seeks to build the resilience of communities in conflict hotspots through collaborative socio-economic activities and inclusive community-based reconciliation mechanisms.

Top countries with the most peacebuilding projects



PROMOTING PEACEFUL TRANSHUMANCE IN THE LIPTAKO-GOURMA REGION

The Liptako-Gourma region (Burkina Faso, Mali and Niger) faces specific vulnerabilities and risks resulting from weak access to basic social services, repeated climatic shocks, and general insecurity due to the presence of violent extremist groups. In this context, the high mobility of herders and their exploitation of resources exacerbates the situation, contributing to conflict. In 2020, IOM launched the "Promotion of Peaceful Transhumance in the Liptako-Gourma Region" project to support the actors of the three countries to prevent and effectively manage conflicts related to transhumance in their border areas. To mitigate and prevent further violence, IOM utilized its long-standing experience in data collection to establish the Transhumance Tracking Tool (TTT) to map the formal and informal corridors and to monitor the transhumance flows throughout the region. Coupled with an early action system that involved local authorities, relevant line ministries, and herder representatives, the TTT helped inform all stakeholders about the potential of conflict ahead of a herd's arrival in sensitive locations throughout the entire Liptako-Gourma region. In addition, 10,000 people benefitted from awareness-raising sessions on social cohesion, transhumance, and peace in Burkina Faso. COVID-19 restrictions also complicated the situation as herders were stuck behind borders and ill-prepared to cope. As such, IOM supported discussions between governments to address these COVID-19 specific challenges and opened a space for local authorities, herders and farmers to discuss and find solutions to the long-time station of herds along the borders.



In Burkina Faso, IOM is supporting the establishment of livestock farmer groups and providing professional agricultural training to facilitate returnees' sustainable reintegration © IOM 2020

DISARMAMENT, DEMOBILIZATION AND REINTEGRATION


38

Number of active projects


68%

Multi-year projects


22

No of countries with active projects

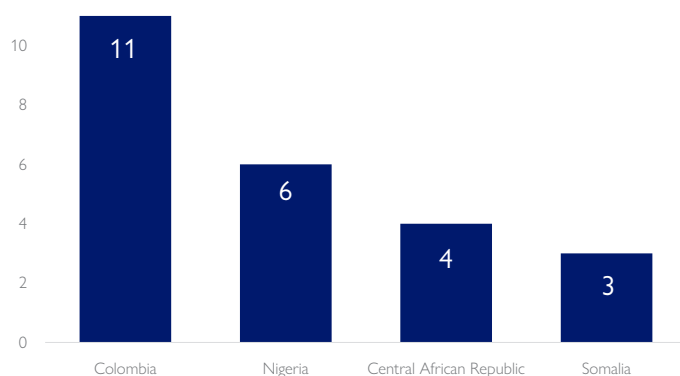
In assisting the transition and recovery of conflict affected societies and communities, IOM supports DDR programmes for former combatants/fighters and their communities of return. The reintegration of former combatants is recognized as an essential factor in successful peacebuilding, addressing immediate security and longer-term recovery needs in the transition from war to peace. IOM supports DDR efforts by focusing principally on successful reinsertion and reintegration, supporting former combatants to transition to civilian life and by supporting communities to recover, absorb and accept returning former fighters and other conflict-affected populations. This may include socio-economic recovery, social cohesion programming and an array of peacebuilding support interventions, including efforts to strengthen reconciliation at the national and community level and contribute to restoring trust through confidence-building measures.



Territorial lecture as part of the activities with female former combatants in Yondo, Antioquia, Colombia © IOM 2020

IOM has adapted traditional DDR programming to work in contexts of on-going conflict and where sanctioned groups are involved. IOM continued its support to the governments of the Lake Chad Basin Region of Cameroon, Chad, Niger, and Nigeria in creating the necessary pre-conditions for a reliable, verifiable, and accountable system for the reintegration of 'low-risk' former Boko Haram associates to reduce recruitment into armed groups and promote broad reconciliation for sustained reintegration. In Somalia, IOM has been supporting the Federal Government of Somalia since 2013 to develop and implement a National Programme to address former associates of Al-Shabaab. As part of the programme, IOM has engaged both men and women former associates with reintegration support including case management, provision of non-food items, vocational training and counselling.

Top countries with the most disarmament and demobilization projects



EMPOWERING COMMUNITIES AND PREVENTING GENDER-BASED VIOLENCE IN COLOMBIA

In close partnership with the Government of Colombia, IOM has supported national DDR programming for former combatants of the Revolutionary Armed Forces of Colombia (FARC in Spanish) guerrilla group broadly through prevention activities, rights restitution, child and youth protection, livelihood promotion and transitional justice during the past 20 years. During 2020, 1,026 beneficiaries participated in collective productive projects, received technical assistance, and financial support. Additionally, as part of the implementation of GBV prevention plans, which aim to contribute to the autonomy of former women combatants in their transition into civilian life, 967 community members and former combatants have benefited from the formulation and implementation of eight GBV prevention plans. IOM's programme seeks to address GBV as an obstacle to women's social, economic, and political participation. GBV is a social problem that affects girls and women but also has negative consequences for boys and men. Hence, within the prevention of GBV, IOM's programme highlights the advancement and supports the creation of non-hegemonic, non-violent masculinities and identities. IOM also hosted five regional virtual forums on reincorporation and gender to strengthen the care, prevention, and elimination of GBV at the territorial level.

PREVENTING VIOLENT EXTREMISM



13

Number of active projects



77%

Multi-year projects



15

No of countries with active projects

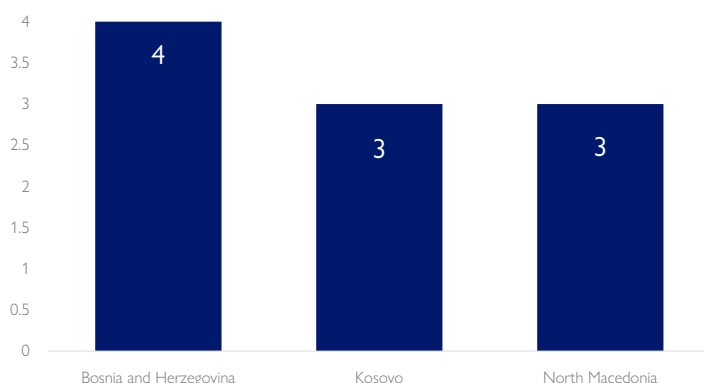
At their roots, displacement and violent extremism are transnational phenomena, often emerging from common sets of social challenges and drivers in fragile and crisis-affected contexts. Violent extremism is itself a growing cause of conflict-induced displacement globally. Within IOM's peacebuilding portfolio, PVE specific and relevant programmes address the underlying drivers, motivations and vulnerabilities to violent extremism that may arise in contexts of marginalization, exclusion, human rights violations, social isolation, a lack of livelihood opportunities and defection from armed groups. Recognizing that vulnerability in itself is insufficient to explain why some people choose to join violent extremist groups, the Organization has tailored its prevention and reintegration programmes to address structural motivators, enabling factors, and individual incentives that generate contextual susceptibility to violent extremism. These programmes are informed by robust context analyses and are tailored to local circumstances, with an emphasis on improved relations between government and citizens, community-based prevention approaches for youth-at-risk, assistance for returnees, and community projects with psychosocial dimensions. PVE takes place across IOM's programmatic areas of assistance, including as part of conflict prevention, post-facto DDR efforts, migration management and assistance, and durable solutions.

The Organization's efforts to prevent conflict and violent extremism are grounded in its commitment to prevent, mitigate and respond to root causes and drivers of displacement, as well as in the MCOF, the Organization's Framework for addressing internal displacement, and the commitments made at the 2016 World Humanitarian Summit.

SUPPORTING COMMUNITIES TO BUILD RESILIENCE IN MOZAMBIQUE

Violent extremism is a growing threat in the Cabo Delgado province of Mozambique, causing displacement and creating a climate of fear and distrust in communities. As a response, IOM launched a project in 2020 to build resilience to violent extremist influences in Cabo Delgado by understanding and addressing socio-economic needs in affected communities. The project includes four core components of intervention: i) research, ii) individual assistance, iii) community and iv) government capacity building. IOM worked in five communities to implement community revitalization projects as a measure to prevent violent extremism and promote community cohesion. IOM implemented community-dialogue sessions and consultations to prioritize the projects to be implemented, which will include rehabilitation of water holes and drainage, the rehabilitation of a school, street lighting, rehabilitation of a bridge, and the rehabilitation of a community space. In 2021, IOM will build upon these community-dialogue sessions to begin supporting income generation activities as prioritized by the community, including poultry rearing, cement block production, among others. Participants will also be provided access to counselling services to develop employment plans and referrals for health, psychosocial, legal or other forms of support.

Top countries with the most preventing violent extremism projects



Local leaders in communities affected by Cyclone Idai in Mozambique prioritized their community needs during dialogues and consultations on local projects, which continued into 2020 © IOM 2019

References to Kosovo shall be understood to be in the context of United Nations Security Council resolution 1244 (1999)

TRANSITIONAL AND RESTITUTIVE JUSTICE



15

Number of active projects



40%

Multi-year projects



6

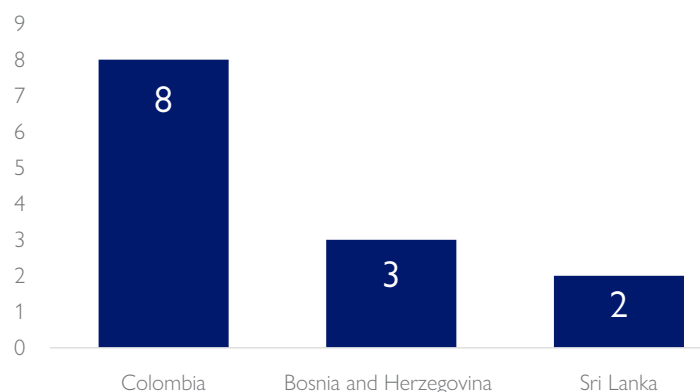
No of countries with active projects

The presence of basic human rights violations, including rights to HLP, are a common characteristic of many historic and current conflicts around the globe. Protracted conflicts, many of which are becoming more irregular in nature, are dramatically increasing and continue contributing to medium- to long-term mass displacement. Although frequently masked by ethnic tensions or political divisions, most of the conflicts are primarily driven by competition for scarce resources, including access to land and productive assets, or, in some cases, perceptions of historical injustice and marginalization. Addressing the causes and consequences of conflict, typically characterized by massive human rights violations, is a precondition for creating an environment suitable for sustainable peace and security, facilitating effective reconstruction, and enabling durable solutions and social cohesion for displacement affected populations. It is because of this that IOM, along with other key partners, continues to be actively engaged in providing expert advice, technical assistance, capacity building measures and direct operational support to countries and partners which have undertaken durable solutions or transitional justice initiatives for the past 20 years.

IOM's work in these areas relies on the provisions contained in International Humanitarian Law (IHL), International Human Rights Law (IHRL), as well as international frameworks and guidance notes, such as the UN Basic Principles and Guidelines on the Right to Remedy and Reparations for Victims of Gross Violations of IHRL and Serious Violations of IHL, the IASC Durable Solutions

Framework and the "Pinheiro" Principles on the right to restitution for land and property for displaced populations. By supporting government-led reparations mechanisms, humanitarian support for survivors, and seeking to address issues related to land access and property rights, IOM's work contributes to equitable and sustainable development. Similarly, by facilitating access to remedies for human rights violations, this area also contributes to rule of law, good governance and social cohesion. The combined focus enables IOM to fulfill its commitment to working across the humanitarian-development-peace nexus.

Top countries with the most transitional and restitutive projects



IOM helped create several audiovisual pieces to support relatives of conflict victims in Colombia in memorializing their family members and demanding the truth © IOM 2020

TRANSITIONAL AND RESTITUTIVE JUSTICE



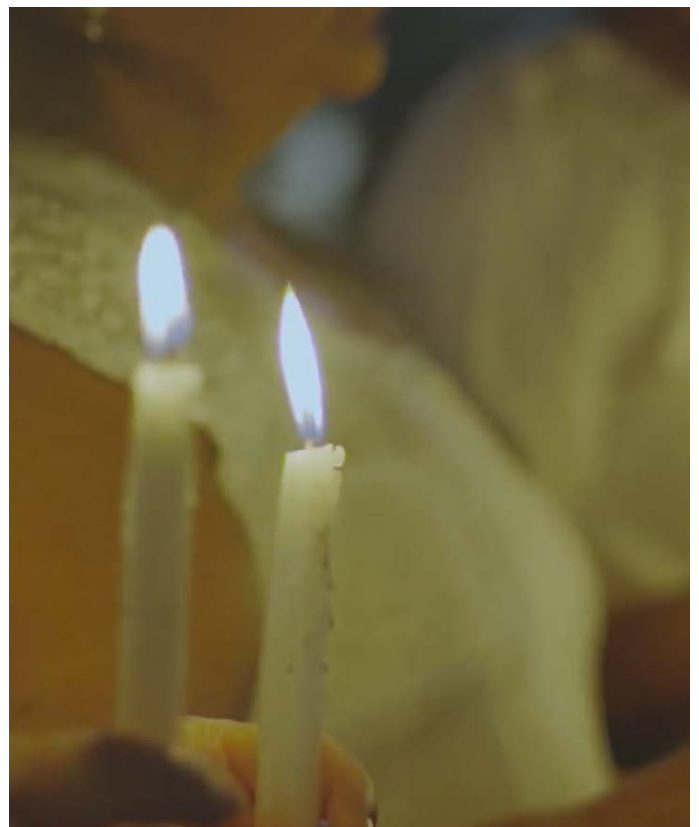
RESTORATION OF HOUSING, LAND AND PROPERTY RIGHTS

HLP issues arise in most crisis situations, in conflict, as well as natural disasters. This is especially the case when a crisis is accompanied by significant displacement or when it occurs in a context with long-standing HLP grievances or challenges. At all times, including at all stages of crisis, affected people should be able to have a home free from the fear of forced eviction, as well as a place that offers shelter, safety and the ability to secure a livelihood. IOM's expertise with HLP issues includes the resolution of land and property disputes; increasing and protecting access to land and land tenure security for vulnerable populations in rural and urban settings; reinforcing land management institutions and mechanisms; supporting community or State-driven land titling and land rights identification; resolving land and property issues in shelter and/or camp programmes; and addressing housing issues in the context of displacement caused by climate change and planned relocations. Furthermore, IOM is committed to sensitizing international and national actors to the centrality of land issues in post-conflict and post-disaster environments. IOM provides policy guidance, expert advice, and technical assistance to resolving issues relevant for restoring HLP rights, including, but not limited to, restitution.

In 2020, IOM in Ukraine has been implementing a 60 month project to improve housing conditions of IDPs affected by the conflict by increasing the opportunities and options to access long-term housing solutions. The rented housing quite often comes at a high cost and lacks proper living conditions, being the two main reasons for IDPs to explore other available options and move on within locations where they are currently settled. With a focus on the east, this project is implemented by consistently involving the populations of concern, including the communities and authorities in order that the initiative be driven by local priorities and sustained through locally held responsibility.

CONTRIBUTING TO REPARATIONS AND THE PEACE AGREEMENT IN COLOMBIA

Throughout 2020, IOM Colombia continued to strengthen the Comprehensive System of Truth, Justice, Reparation and Non-Repetition (SIVJNR in Spanish) by promoting institutional capacities and supporting civil society initiatives for implementation of the Peace Agreement. Activities included direct technical assistance; accompaniment of civil society initiatives for the collection and delivery of information for the search, location, identification and delivery of persons reported missing; facilitating dialogue and reconciliation; and preparing reports for the Special Jurisdiction for Peace, as well as the Commission for the Clarification of the Truth. This programme also prioritized work with former FARC combatants seeking to promote their contribution to the right to truth and reconciliation. As a result of this project, various audiovisual pieces were made with the MAFAPO Foundation (born from the union of Mothers of False Positives, a collective of mothers seeking justice for victims of the conflict who were innocent civilians but falsely made out to be combatants) to share their stories and enhance their participation in peacebuilding processes.



An excerpt from an audiovisual piece that IOM helped create to promote the participation of family members of conflict victims in Colombia in the country's peacebuilding process © IOM 2020

ELECTIONS SUPPORT



22

Number of active projects



16

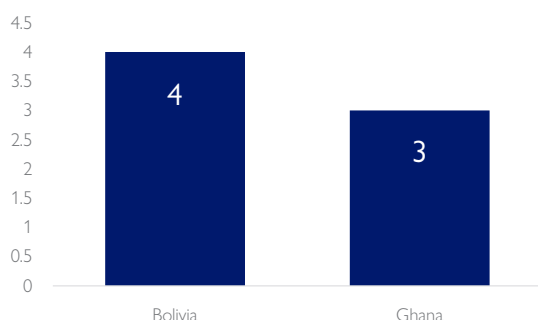
No. of countries with active projects

IOM provides support to governments as part of their efforts to expand the access of migrant communities to democratic electoral processes in their countries or territories of origin. In fragile and post-crisis contexts, such support may contribute to reducing internal displacement and more sustainable management of migration flows, including the structured and humane return of refugees, diaspora members and/or irregular migrants. IOM provides election assistance through various activities including EU Election Observation Missions (EOM), Electoral Assistance and Out of Country Voting (OCV).

In 2020, IOM was awarded with two new Framework Contracts with the European Commission (EC) for the implementation of EU EOMs and other election-related projects for the period 2021 to 2024. In 2020, IOM had 22 active EOM projects. These included projects in 7 Latin American countries, in 8 African Countries, in 2 Asian countries, and 1 in the MENA Region. EU EOM Ghana and the EU Election Experts Missions (EEM) Bolivia implemented by IOM were the first EU election projects taking place in COVID-19 context. Specifically, the EEM Bolivia has been referred by the EU High Representative/Vice President Mr. Josep Borrell, in his European Commission's Service for Foreign Policy Instruments' 10th anniversary speech, as an example of a success story in COVID-19 times requiring "innovation, resilience and determination".

EU EOMs conduct comprehensive analyses of electoral processes and provide impartial and informed assessments of the free and fair nature of elections in order to strengthen the confidence of voters to participate freely.

Top countries with the most elections support projects



While IOM has no direct association with the outcomes and recommendations of EOMs, the Organization has a long-standing and proven track record in supporting the logistics, security, administrative, financial and other operational aspects associated with the implementation of EOMs, and more specifically:

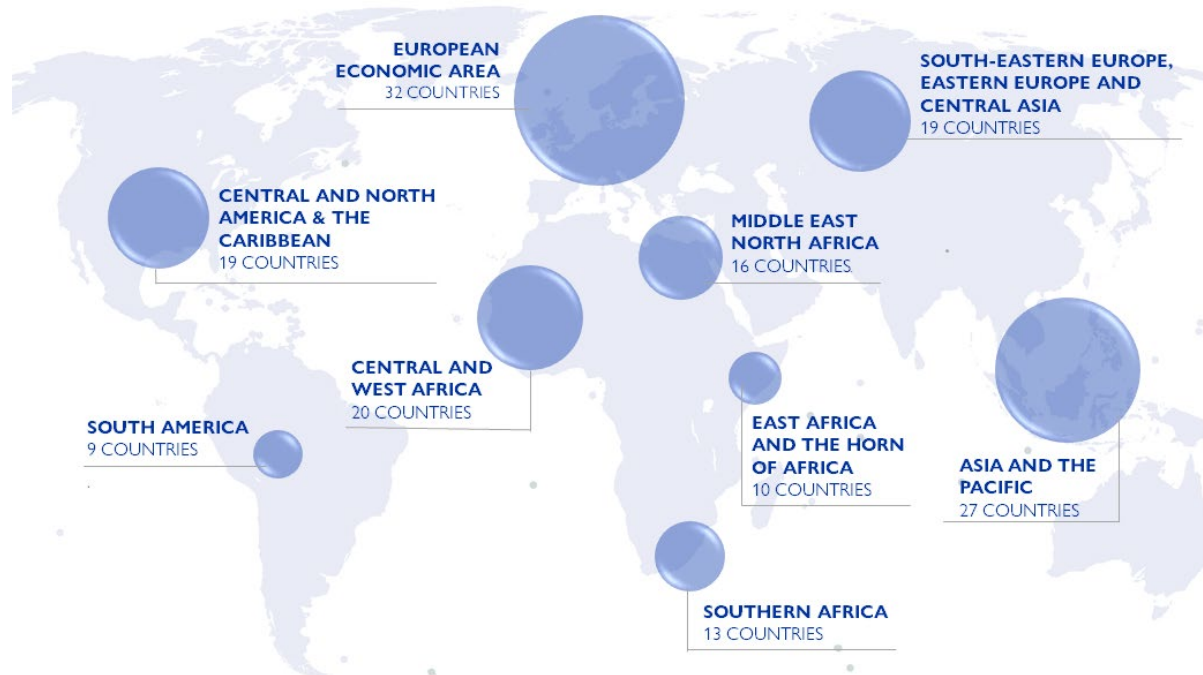
- **Logistic services** such as travel arrangements for Observers' and Experts' deployment and consular support, set-up of local HQ offices and accommodation for Mission members, in-country transportation, procurement and distribution of Information technology communication (ITC) equipment, medical items, and visibility material.
- **Administrative and financial support** including contracting all EOM Experts, Observers, and national staff and payment of fees and salaries to all staff.
- **Security arrangements** such as the implementation of an overall security and information system, developing a security plan including medical evacuation, organizing dedicated security and safety training (including Hostile Environment Awareness Training (HEAT) training), setting up the EU EOM Security Information and Operations Cell mandated to monitor Observers movement, provision of security equipment and devices, and preparation of daily and weekly security reports.

OCV activities focus on the delivery of technical advice for the startup and implementation of out-of-country registration and voting programmes. This type of programming allows those residing abroad to participate in electoral processes in their country of origin and to be represented in the civil and political life at home, even if they are unable or unwilling to return. In 2020, IOM implemented a project for the Kyrgyz Republic to facilitate participation of diaspora and migrant communities in the October parliamentary elections. IOM supported the Central Election Commission of the Kyrgyz Republic and other key national partners, such as the Ministry of Foreign Affairs of the Kyrgyz Republic and the State Migration Service under the Government of the Kyrgyz Republic with realizing free, inclusive, credible and transparent local and parliamentary elections, ensuring migrants' voices are heard and counted.



IOM continued to provide support to governments throughout 2020 as part of their efforts to expand the access of migrant communities to democratic electoral processes in their countries or territories of origin
© IOM 2020

RESETTLEMENT AND MOVEMENT MANAGEMENT



In 2020, IOM supported

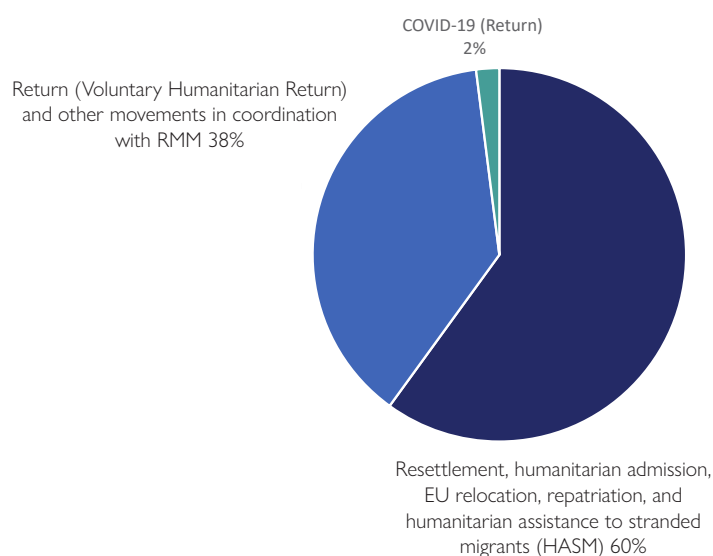
165 countries

in conducting international movement operations by air (66.1%), land (33.6%) and sea (0.3%) for

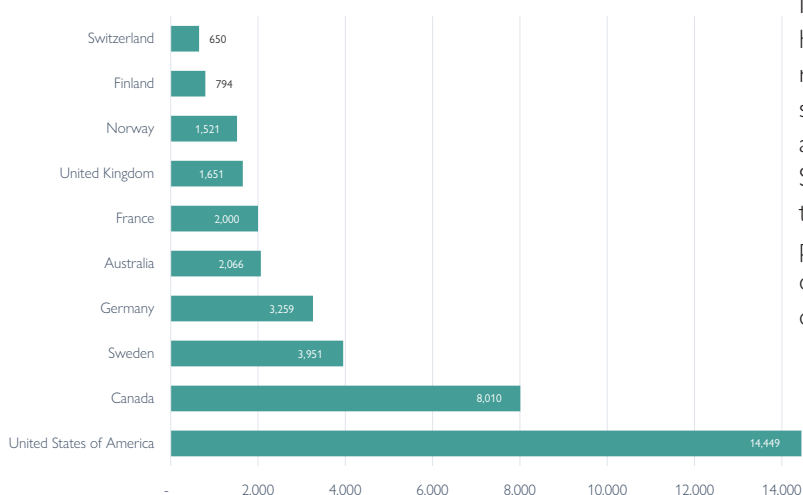
118,630 individuals

Whether to mitigate the consequences of displacement or maximize the benefits of planned migration, IOM's movement operations continue to grow in complexity and scope. At its very core, IOM is grounded in the movement of people. Through 70 years of field experience, the Organization has identified best practices from millions of migrant movements around the globe, informing the development of its many guidelines and protocols. Every day, IOM teams are moving people, whether for humanitarian evacuation, voluntary humanitarian return, resettlement, or another pathway to admission.

Per cent of total movements by project type

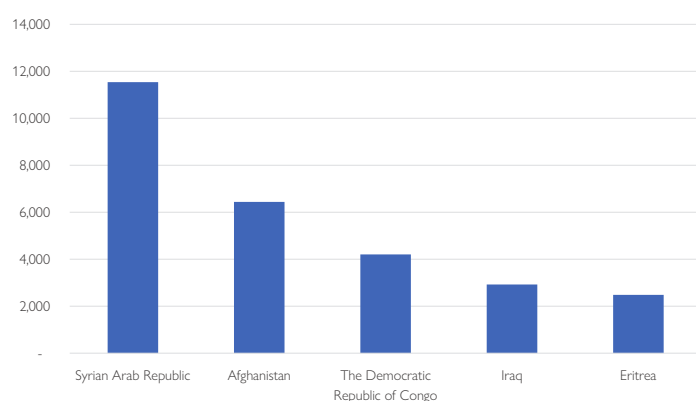


RESETTLEMENT, HUMANITARIAN ADMISSION, EU RELOCATION AND COMPLEMENTARY PATHWAYS

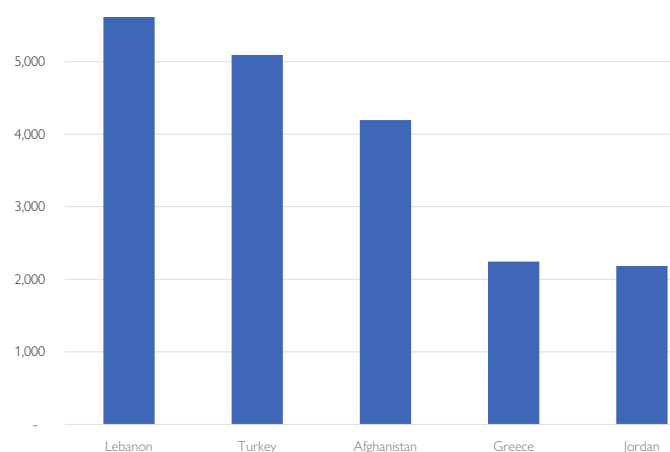


In 2020, IOM supported over 27 States in conducting resettlement, humanitarian admissions, and relocation for a total of 40,536 refugees and other persons in situations of vulnerability, with significant operations out of Afghanistan, Greece, Jordan, Lebanon, and Turkey. The top three resettlement countries were the United States of America, Canada, and Sweden. Of the above-mentioned total beneficiaries, 3,063 individuals in need of international protection were relocated from Greece, Italy, and Malta to 14 destination countries in the European Economic Area (a majority of whom were moved via charter).

Top 10 destination countries by number of persons admitted



Top five nationalities



Top five departure countries



IOM facilitates the resettlement of refugees from Lebanon to France © IOM 2020

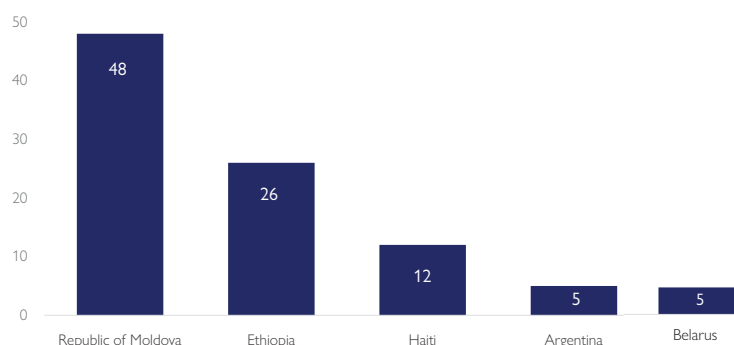
RESETTLEMENT AND MOVEMENT MANAGEMENT

HUMANITARIAN ASSISTANCE TO STRANDED MIGRANTS (HASM)

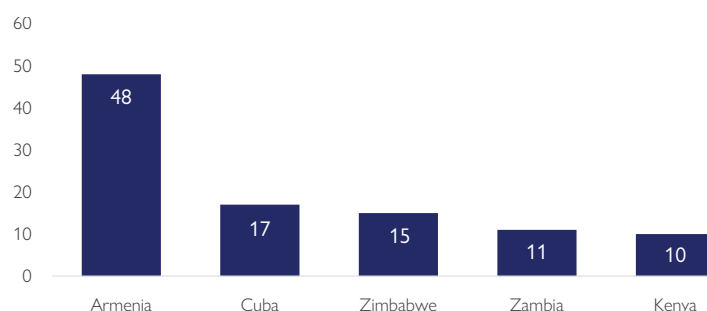
HASM is an assistance mechanism available to stranded migrants in dire and urgent humanitarian need regardless of their legal immigration status. The mechanism's two-fold objectives are to:

- provide flexible and quick humanitarian assistance to stranded migrants in difficult circumstances for whom support is not readily available from any known sources or programmes.
- derive a clearer picture of changing trends in migration in order to assist in devising counter measures.

Between 01 January and 31 December 2020, HASM assisted a total of 157 persons. During this period, the top three nationalities were the Republic of Moldova, Ethiopia, and Haiti.



Top five destination countries



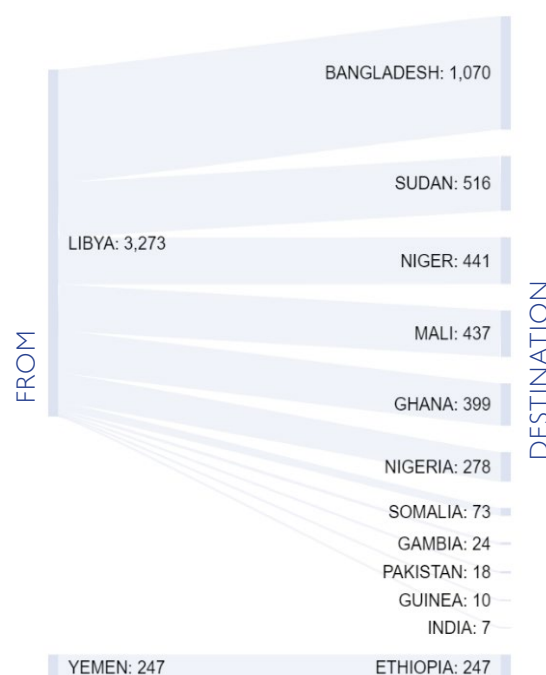
Top five departure countries

VOLUNTARY HUMANITARIAN RETURN (VHR)

IOM assists migrants' returns from Libya and Yemen to their countries of origin through the voluntary humanitarian return mechanism. This assistance is voluntary, as these returns are arranged at the express request of the individual returning, and humanitarian, as return represents a life-saving option for many migrants who live in particularly deplorable conditions.

All migrants who benefit from VHR have been individually counselled and assisted to ensure that the decision to return is informed and reflects their desires and specific needs. Every migrant assisted with voluntary humanitarian return is screened against a specific set of criteria. These factors include medical fitness and available documentation to travel, as well as specific vulnerability criteria that might designate some migrants travel as a higher priority than others.

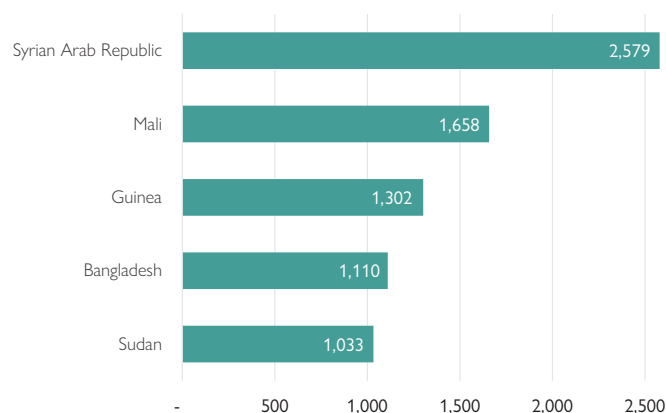
IOM must often make challenging transportation arrangements, such as charter flights and sea movements for migrants departing from Yemen and Libya. Through VHR, a total of 4,038 vulnerable migrants located in Libya and Yemen were returned to their countries of origin in Bangladesh, Ethiopia, Niger, and Sudan in 2020.



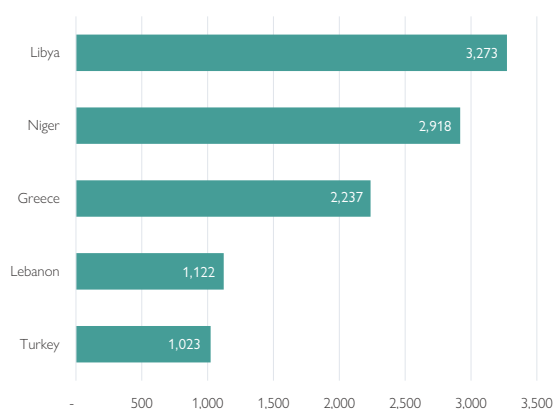
Number of persons who travelled by charter from Libya and Yemen to the various countries of destination

OVERALL CHARTER MOVEMENTS FOR VARIOUS PROGRAMME TYPES

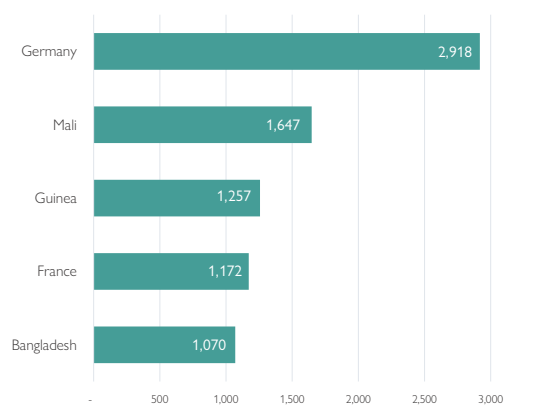
During the reporting period, 13,974 beneficiaries travelled under IOM auspices on a total of 134 charter flights, which operated from 27 countries of departure to 42 countries of destination. In 2020, the year when aviation nearly came to a halt due to the COVID-19 pandemic, closed airports were exceptionally opened for these IOM charter flights assisting stranded migrants returning to their home countries, voluntary humanitarian returnees, assisted voluntary returnees, and the relocation of vulnerable migrants and refugees for resettlement. Given the many operational and other constraints, a chartered aircraft was often the most viable option for arranging a direct flight from one to another country, with IOM taking into consideration all COVID-19 regulations and restrictions at the point of departure and the destination airport, applying COVID-19 medical precautionary measures, and having IOM medical and operational escorts accompanying beneficiaries.



Top five nationalities



Top five departure countries



Top five destination countries

HUMANITARIAN ASSISTANCE TO STRANDED MIGRANTS (HASM)

466 | 86

beneficiaries | movements

Number of people who departed during the temporary hold on movements for resettlement from 21 March to 17 June 2020.

On 17 March 2020, and in response to the COVID-19 global health crisis, IOM and UNHCR temporarily put non-urgent resettlement movements on hold. While necessary given the closure of borders, halt of flight operations, lockdowns, and health considerations, the temporary hold was the first of its kind in the history of resettlement.

The temporary hold delayed the departures of some 10,000 refugees to resettlement countries. Throughout this period,

IOM, UNHCR, and partners continued to process and counsel refugees and resettled scores of emergency and urgent cases. In addition, numerous resettlement countries established or expanded their capacities to apply flexible processing modalities to adapt and ensure the continuity of their resettlement despite the unpredictable circumstances.

On 18 June, IOM and UNHCR released a joint statement announcing the resumption of resettlement departures for refugees, allowing movement operations to move forward where feasible. Nevertheless, global mobility continues to be severely impacted by the COVID-19 pandemic with sustained border closures, restrictions on air travel, and limitations on internal mobility across the globe. As travel restrictions begin to lift in many resettlement countries, more refugee departures can be anticipated going forward.

RESETTLEMENT AND MOVEMENT MANAGEMENT

SUSTAINABLE RESETTLEMENT AND COMPLEMENTARY PATHWAYS INITIATIVE (CRISP)

The Sustainable Resettlement and Complementary Pathways Initiative (CRISP) is a joint IOM-UNHCR project that was launched in January 2020 as a key vehicle of the multi-stakeholder [Three Year Strategy \(2019-2021\)](#) on Resettlement and Complementary Pathways to expand third country solutions for refugees.

Over the course of Year 1 of implementation, there was a significant programmatic shift away from the goals of the preceding project named the Emerging Country Joint Support Mechanism (ERCM), which focused primarily on the volume of resettlement

movements. Building on the lessons learned, the CRISP has set out to focus on the capacity- and systems-building of resettlement, with an emphasis on programme quality and sustainability.

Despite the COVID-19 pandemic's impact on travel and resettlement countries' subsequent restraint to commit to new target populations and activities, there have been several accomplishments (as outlined in the ["CRISP CY2020 accomplishments"](#)).

CRISP ACCOMPLISHMENTS IN 2020

PLANNING

- UN to UN Agreement signed between IOM and UNHCR
- CRISP team assembled
- Budget and workplan finalized

ENGAGEMENT

- CRISP donor engagement conducted
- Joint IOM-UNHCR letters submitted to the governments of Uruguay, Argentina, and Brazil

MOVEMENTS

- First resettled refugees arrived to Argentina
- Refugees transferred to Romania on an urgent basis, pending final destination to Argentina once international travel resumes

DELIVERABLES

- CRISP website launched at Annual Tripartite Consultations on Resettlement (ATCR)
- The 1st semi-annual CRISP newsletter is published
- Delivery of Indicators for Integration Framework Workshop.
- Development of the Mental Health Manual in Argentina
- Mapping of mental health psychosocial care of refugees and migrants conducted in Brazil and the mapping of the results were presented at an online workshop
- Awareness raising session on AAP and protection carried out

MAINSTREAMING OF AAP AND PROTECTION PROJECT (MAAP)

Three years ago, the RMM Division prepared guidelines to establish minimum standards for Mainstreaming Protection and AAP in resettlement operations (MAAP). Adhering closely to the recommendations set forth in these documents, the MAAP project was launched, which developed a set of tools to support RMM staff's operationalization of these minimum standards across RMM activities and programming globally.

In 2020, RMM completed the first phase of the MAAP project. The project's overarching objective was met by:

1. Establishing a task force that had strong ties to the IOM missions in each designated region.
2. Launching of the Collaboration and Monitoring System (CMS),

an application that serves as a tool to collect information and to monitor progress towards achieving minimum standards in protection and AAP or other areas of policy guidance.

3. Conducting a baseline exercise to pilot the CMS and gather data from the field.
4. Developing 11 standardized tools informed by the data collected from the baseline exercise.
5. Carrying out staff capacity trainings and awareness sessions to increase knowledge on protection and AAP.



IOM supports the efforts of the Greek authorities to decongest the country's islands by relocating beneficiaries to the mainland © IOM 2020

MIGRANTS IN COUNTRIES IN CRISIS



Ethiopian migrants cross the deserts of Djibouti before reaching the shore of Obock, where they embark upon their sea journey to the Gulf. © IOM 2020

In 2020, IOM had
MICIC-related
events in

24 countries

involving

677
participants



MICIC-related training events

Since the inception of its activities to support the implementation of the [Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disasters](#), IOM has been developing a diverse portfolio of capacity-building and preparedness tools and activities, reflecting opportunities, challenges, and needs specific to different geographic and operational contexts. However, the COVID-19 pandemic has profoundly modified the environment of these efforts. On the one hand, the pandemic has served as a stark reminder of migrants' specific vulnerability in the face of crises, raising the interest of governments and other stakeholders, in migrants' countries of origin and destination, for dedicated policy, capacity-building, and operational approaches. On the other, related travel restrictions have hindered the delivery of relevant activities, requiring the adoption of new approaches and tools to meet internal and external capacity-building needs.



During the COVID-19 pandemic, IOM worked closely with the government of Ethiopia to ensure migrants and mobile populations were included in COVID-19 prevention and mitigation efforts © IOM 2020

CAPACITY-BUILDING

TRAININGS

Over 2020, and in collaboration with its governmental and non-governmental partners, IOM carried out 32 MICIC-related events, involving 677 participants in 24 countries, 3 of which (Bolivia, Dominica, and Sudan) were new to relevant activities. These events, organized by IOM's country offices, included:

1. Internal awareness sessions, trainings, and training of trainers (ToT).

Primarily targeting IOM staff, these events aimed to strengthen IOM's ability to identify options for MICIC programming, develop relevant projects, and develop and roll out capacity-building activities. Examples of this work include the January 2020 regional training of trainers in Dominica, which contributed to preparedness and community engagement work in Dominica and the Bahamas.

2. Capacity-building activities

with representatives of institutions responsible for assisting nationals abroad in crisis. Primarily targeting staff from Ministries of Foreign Affairs, consulates, and embassies of migrants' countries of origin, this work aims to improve stakeholders' ability to prepare for crises that could affect their nationals in their countries of transit or destination. Key related events included the capacity-building programmes developed for the representatives of Central Asian consular corps, and national workshops with government representatives from South-East Asian countries.

3. Awareness, preparedness, and coordination work

involving institutions with emergency management mandates. Targeting governmental and non-governmental stakeholders mandated with disaster risk management, emergency management, and civil protection, this work aims to improve migrants' inclusion in crisis preparedness and response by improving responders' awareness of migrants' specific conditions and needs, as well as their ability to adequately address them. This area of work included events with camp management personnel in Thailand, and local-level preparedness planning and simulation exercises in The Gambia and Zimbabwe.



IOM and government partners hold a workshop on trafficking in persons in the Central African Republic© IOM 2020

METHODOLOGIES

In light of the challenges posed by the COVID-19 pandemic and related lockdowns and movement restrictions, the MICIC team has worked to adapt existing training and preparedness materials and products for the remote delivery of capacity-building activities. These adjustments have been pursued through the development of completely new training packages, which have been used to carry out instructor-paced, participatory online workshops. In other instances, more traditional approaches (e.g. with online panel discussions) have been blended with self-paced training segments, using the existing MICIC e-learning courses for consular staff and emergency responders, as was the case for the regional training for consular staff in Central Asia and internal ToT with IOM staff in Central America. In yet other cases, and wherever local physical presence was an option, mixed events have been carried out, with on-site facilitation and remote technical support and presentations, such as during training events for governmental authorities in Sudan, which were supported through an internal ToT segment for IOM facilitators. Overall, while delivery of capacity-building under present circumstances has not been without challenges, work in 2020 complemented IOM's previous offer of capacity-building services, resulting in a package of materials and options that is more comprehensive, and allows the Organization to respond to requests for support in a more cost-effective, flexible way.

MIGRANTS IN COUNTRIES IN CRISIS

GUIDANCE AND STANDARDS

Experiences from the COVID-19 pandemic have also become central to the content of MICIC capacity-building work, resulting in IOM devoting significant efforts to the compilation and elaboration of information related to migrants' experiences in the context of the pandemic, and effective responses adopted by governmental and non-governmental stakeholders. Key contributions have included:

The publication of **“Migrants and the COVID-19 pandemic: an initial analysis”**, in collaboration with IOM's Research Division.

The drafting of the report **“Inclusion of migrants and refugees in preparedness and response to biological disasters: case study of the COVID-19 pandemic”**, in collaboration with the Council of Europe's Eur-OPA Major Hazard Agreement programme.

The issuing, in collaboration with DTM and the Global Migration Data Analysis Centre (GMDAC), of **34 weekly “Impact on Migrants”** updates, which are based on reporting from IOM regional offices and country missions, IOM sitreps, IOM files, and internal and public media outlets.

The organization of a webinar on **“Vulnerable and Essential - Migrant Farmworkers, Wildfires and COVID-19”**, in collaboration with California-based academic, civil society, and governmental partners.

This work has supported the integration of information on the COVID-19 pandemic, its impact on migrants, and recommended responses in IOM's training materials and activities described above.

Moreover, IOM has continued expanding its existing training materials, supporting the Spanish translation of its operational guidance documents on “Engaging Migrants in Emergency Preparedness and Response” and “Assisting migrants in emergencies – recommended actions for inclusive provision of emergency services”.



Community volunteers performing disaster preparedness assessments and risk av



awareness visits in informal settlements in New Providence, Bahamas © IOM 2020

CASE STUDY: MIGRANT-INCLUSIVE CCCM TRAINING IN THAILAND

In January 2020, IOM Thailand conducted a week-long MICIC-inclusive CCCM ToT with a focus on the specific conditions of vulnerability of migrants in displacement settings, building the capacities of key actors on CCCM and raising their awareness on the need and options for migrant-inclusive approaches. Building on this ToT, the Royal Thai Government's Department of Disaster Prevention and Mitigation (DDPM) rolled out a training program targeting its own staff. In September, DDPM organized a four-day CCCM training on migrant-inclusive CCCM practices in disaster in Hat Yai, Songkhla province for 50 provincial-level government officials. IOM was invited to support the training by leading sessions on protection and migrant inclusion. In November 2020, another four-day training was also rolled out for 25 DDPM staff in Patum Thani province, during which IOM also delivered a session on migrant inclusiveness in temporary shelters for IDPs during a disaster. It is expected that the trained DDPM staff will continue to roll out the training in their respective provinces.

CASE STUDY: CONSULAR CRISIS PREPAREDNESS IN BOLIVIA

Responding to the request for assistance by the country's Ministry of Foreign Affairs (MOFA), IOM Bolivia, in collaboration with IOM's MICIC team, worked to develop a capacity-building programme on crisis preparedness for remote delivery. In August 2020, members of the country's consular corps working in foreign posts were instructed to complete IOM's MICIC course for consular officials. In October 2020, IOM and Bolivia's Diplomatic Academy collaborated to develop a one-week training course that was attended by capital-based members of Bolivia's MOFA. The trainings benefitted a total of 86 participants, building on a partnership model and capacity-building approach that make it easily scalable and replicable, and ultimately economically sustainable.

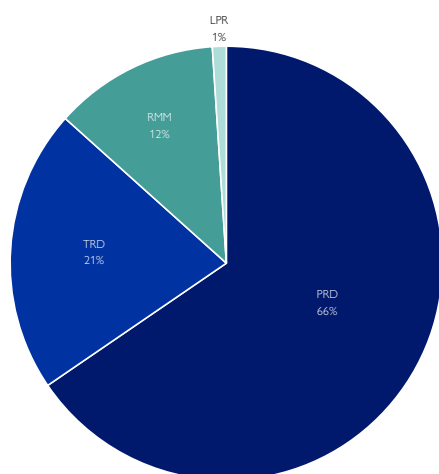
ANNEX 1

FUNDING OVERVIEW

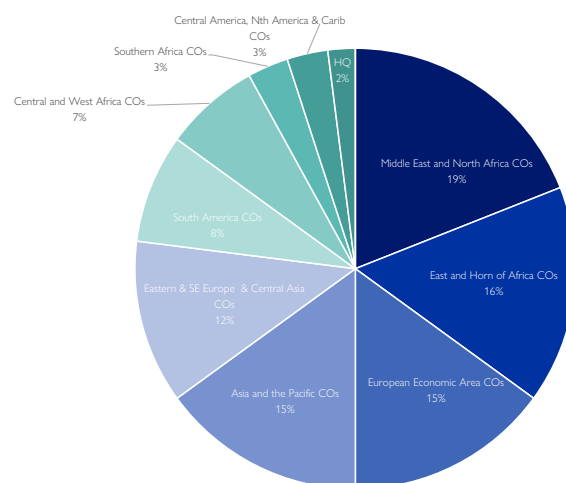
Expenditure by project type

DOE Divisions	Sum of Total Expenses in USD
LPR	13,806,994
Humanitarian Assistance to Victims	1,117,298
Reparations	12,689,696
PRD	870,429,470
Camp Coordination and Camp Management	177,595,305
Displacement Tracking	24,687,855
Emergency Preparedness	2,630,357
Emergency Response and Assistance to Displaced Populations	592,720,230
Emergency Shelter and Non-food items	72,795,722
RMM	164,035,761
Overseas Processing Entity	14,826,123
Repatriation Assistance	31,051,181
Resettlement Assistance	118,158,457
TRD	281,106,987
Addressing Violent Extremism	11,391,914
Community Stabilization	165,496,482
Disarmament, Demobilization and Reintegration of Former Combatants	36,567,612
Disaster Risk Reduction	8,831,563
Durable Solutions	44,447,878
Election Observation Missions	4,316,560
Out of Country Voting	34,914
Peacebuilding and Peace Preservation	10,020,064
Grand Total	1,329,379,211

DOE expenditure 2020 (by DOE divisions)



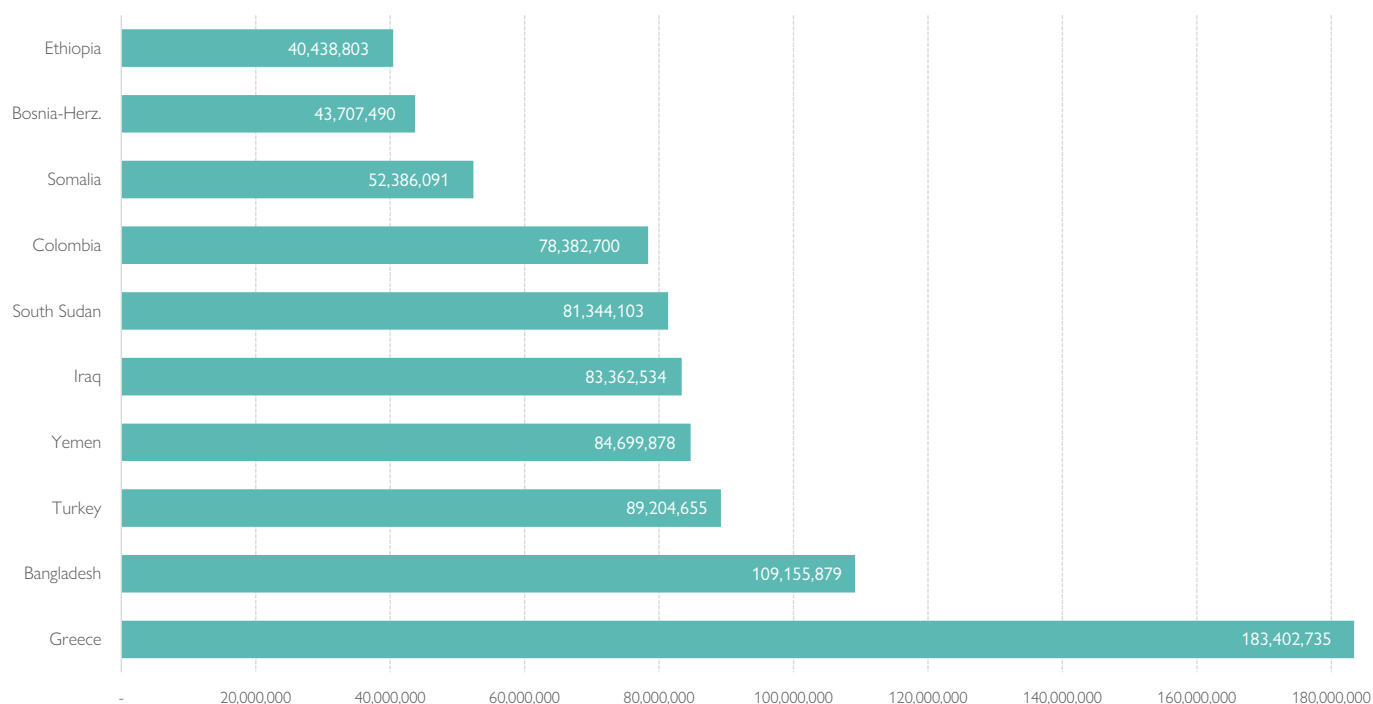
DOE expenditure 2020 (by RO)



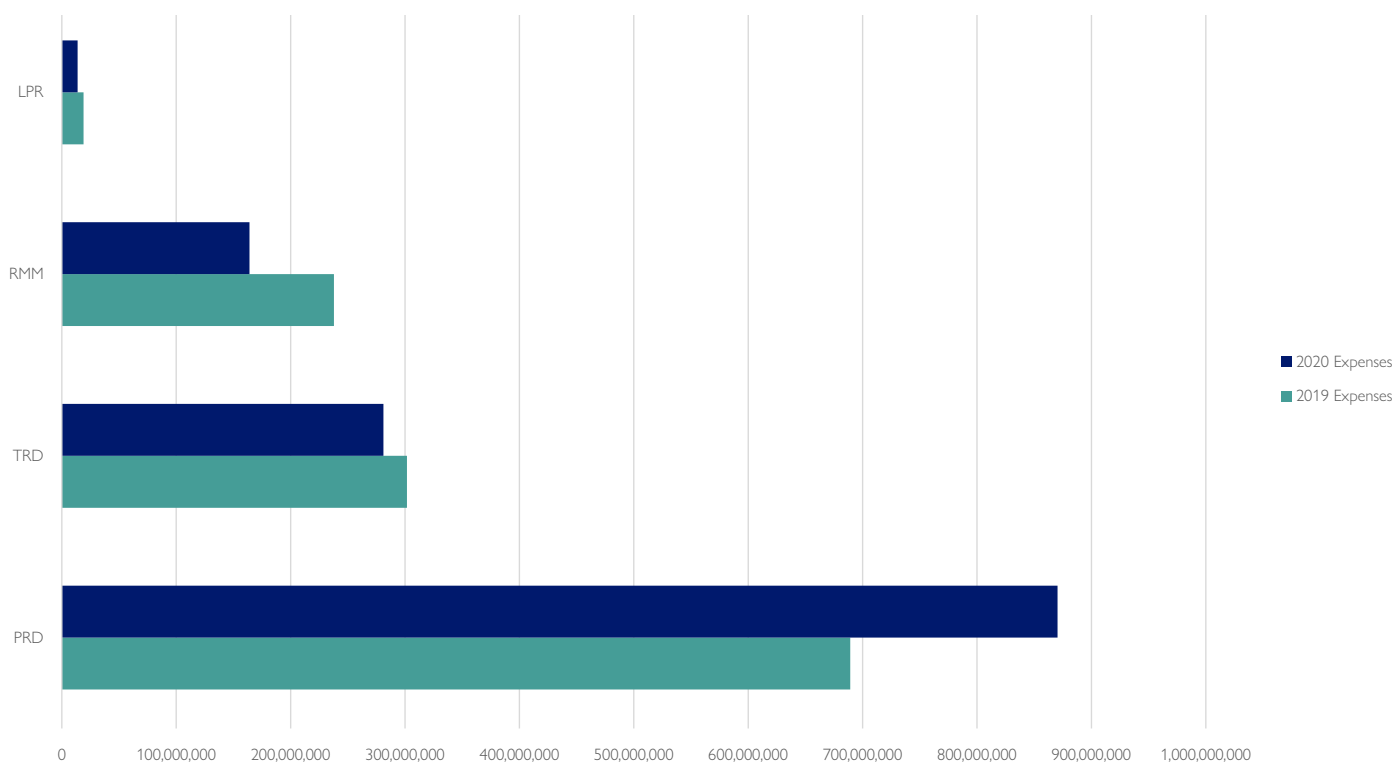
IOM Regional Office	LPR	PRD	RMM	TRD	Grand Total
Middle East and North Africa COs	73,776	141,786,043	63,026,544	51,735,365	256,621,728
East and Horn of Africa COs		145,724,011	24,476,003	40,395,634	210,595,648
European Economic Area COs	839,198	163,425,993	19,055,943	14,693,039	198,014,173
Asia and the Pacific COs	314,693	134,967,980	12,202,510	45,420,492	192,905,675
Eastern & SE Europe & Central Asia COs	281,412	122,316,557	13,348,178	26,083,483	162,029,630
South America COs	12,255,512	51,821,595	1,794,606	43,878,494	109,750,208
Central and West Africa COs		46,643,722	4,660,730	41,953,672	93,258,124
Southern Africa COs		28,564,151	1,825,397	12,951,454	43,341,001
Central America, Nth America & Carib COs		16,371,302	20,809,247	2,773,758	39,954,307
HQ	42,403	18,582,747	1,945,727	1,221,595	21,792,472
Admin Centers		225,371	890,875		1,116,246
Grand Total	13,806,994	870,429,470	164,035,761	281,106,987	1,329,379,211

ANNEX 1

Top 10 countries with crisis-related activities by volume of expenditure in 2020



DOE expenditure comparison



Top donors to IOM's crisis-related activities

