

GUIDELINES AND EFFECTIVE PRACTICES

Migrants in Countries in Crises Initiative

Regional Consultation

South East, South and East Asia

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INTRODUCTION AND STRUCTURE

This document is divided into three parts, according to the three phases of crises as identified in the South East, South and East Asia Regional Consultation — Pre-crisis Phase, Emergency Phase, and Post-crisis Phase. Each of the three parts is organized as follows. Text in red identifies general guidelines on protecting and assisting migrants caught in countries in crisis. Text in blue distills, in general terms, practices applicable to the preceding guideline as such practices were explored and suggested during the consultation on the Migrants in Countries in Crisis Initiative.

1. PRE-CRISIS PHASE

1.1 MONITORING CRISIS HOTSPOTS

- i. Map potential natural disaster and conflict hotspots on an ongoing basis.
- ii. Establish mechanisms to monitor the outbreak and the development of crises.

Amongst others, the following practices may be valuable:

Country of Origin

- **Establish crisis monitoring and alert systems:** Establish and regularly update crisis monitoring and alert systems with levels that indicate the security conditions in a crisis-hit country and dictate the activation of specific decisions and actions by the government, including banning the deployment of migrants to those countries.

1.2 DATA ON MIGRANTS

- i. Establish formal and informal systems to collect and regularly update information on nationals abroad, including contact details, emergency contacts, and locations.
- ii. Encourage migrants to register their travel upon departure and/or arrival and to update their information if/when they move.
- iii. Harmonize data on international migration.

Amongst others, the following practices may be valuable:

Country of Origin

- **Key role of Consular Services:** Empower consular posts to collect information on nationals abroad, including through registration upon arrival in host countries through traditional and innovative, informal and formal mechanisms to map populations. Enable consular actors to reach out to other stakeholders in host countries, including recruitment agencies, employers, international organisations, locally-based migrant

associations, faith-based organizations, civil society groups and other informal networks to enlist their assistance in gathering and maintaining information.

- **Formal registration systems:** Establish registration systems that encourage citizens to register their travel abroad, locations, emergency contact and demographic information, prior to departure and/or upon arrival. Explore innovative ways to encourage migrants with irregular status to be registered or accounted for by Foreign Posts in the country of destination.
- **Awareness-raising initiatives:** Launch innovative awareness-raising and education campaigns to encourage migrants to be registered in the destination country upon arrival, irrespective of their legal status.
- **Informal Networks:** Identify informal networks and the mechanisms they use to collect and manage contacts and other personal information of nationals abroad. Develop a relationship with diaspora and migrant groups during ordinary times in order to collect valuable information and contacts that can be activated in the event of a crisis. Reach out to other stakeholders, including recruitment agencies, employers, international organizations, faith-based organizations, to enlist their assistance in gathering and maintaining information.
- **Use of technology:** Harness the use of new technologies (mobile applications, SMS travel advisories, social media platforms, and the provision of SIM cards, among others) to locate and track the movement of migrants.
- **Databases:** Create a data base on labour deployment and passport issuance records to track the presence of migrant workers abroad during crisis situations.
- **Official data systems:** Establish an official, institutional system or mechanism aimed at gathering statistical information on international migration from various sources and harmonizing this data, including by creating or tasking a specific body within the government.

Country of Destination

- **Formal Registration Systems:** Create and implement a formal system for the registration of migrants upon their arrival in the country. Encourage migrants to be registered within a set timeframe upon their arrival.

Employers and Recruiters

- **Databases:** Create detailed databases with critical information on employees (name, contact, copies of passport and visas, same for dependents, medical needs, emergency contacts, etc.). Also collect contact details of family members who may be able to provide reliable information on the location of migrants in the event of a crisis. Regularly update employee files.
- **Geolocation technology:** Develop and use new technologies, including web-based platforms, mobile applications and social media, to geographically locate migrants.

1.3 INFORMATION TO AND COMMUNICATION WITH MIGRANTS

- i. Provide information to citizens traveling abroad prior to travel (and upon arrival) on what to do, where to go, and who to contact in the event of a crisis and how to access timely, regular and credible information on impending (and ongoing) crises, among other issues of critical importance.
- ii. Develop and offer country specific emergency-related orientation sessions through a variety of learning means, from face-to face training to web-based trainings.

Amongst others, the following practices may be valuable:

Country of Origin

- **Pre-departure training:** Establish and conduct training programs for citizens traveling abroad (in particular those traveling for an extended length of time such as migrant workers) that incorporate a component on crises and action to take in the event they erupt (e.g. emergency contacts, reporting to embassies, community organizing, etc.). Incorporate family members of migrants in pre-departure training to raise their awareness on procedures in case of emergency.

Country of Destination

- **Post-arrival orientation:** Provide crisis and emergency related orientation to migrants upon their arrival in the country of destination. Relevant information on emergency contacts, procedures, and essential life skills can be provided through the organization of ad hoc thematic training and seminars or during informal gatherings.
- **Web-based trainings:** Develop web-based trainings to allow migrants to access emergency-related orientation and information from any location at any time. In order to enhance migrants' awareness of risks, self-help capacities, and resilience, organize life skills training (such as firefighting, first aid, etc.) for migrants or encourage their participation in trainings organized for nationals.
- **Translation of emergency procedures and signs:** Translate emergency procedures into various languages understandable to major migrant communities and use graphic symbols or color codes as mechanisms to better prepare and inform migrants on what to do in the event of a crisis

Employers and Recruiters

- **Pre-deployment trainings.** Develop and offer to all migrant workers pre-deployment trainings and orientation sessions that include briefings on context and emergency contacts (including consular services, trade unions, etc.), to equip migrants on how to respond in the event of an emergency.
- ii. Establish mechanisms to ensure regular two-way communication with migrants to convey information about security alerts and receive information on their condition and needs by using various communication means.

Amongst others, the following practices may be valuable:

Countries of Origin

- **Crisis alert systems:** Establish crisis monitoring and alert systems dictating different levels of actions for citizens abroad based on the classification level of the crisis, for example (1) precautionary phase; (2) restriction phase; (3) voluntary repatriation; and (4) evacuation/mandatory repatriation. Develop the procedures to promptly inform migrants of any change of level and relevant required action.
- **Outreach to migrants:** Organize regular and diverse events and initiatives through foreign posts to reach out to migrants.

Employers

- **Reliable communication systems:** Establish and regularly test communication lines between migrants and their employers, embassies, families. Provide migrants with the necessary communication information (emergency contact details) and means (telephones and other mobile devices and applications) and ensure they have access to alternative communication means in the event traditional ones become out of order or no longer accessible or reliable in the event of a crisis.
- **Mobile platform/application:** Establish and give access to migrants to mobile platforms and applications aimed at data storage and communication. Use this application to provide migrants in any given location with real time emergency-related information (crisis alerts, available emergency services such as hospitals, embassies, and airports, notifications on expiration of documents, emergency contacts, identification of safe routes, etc.); collect information on their exact location; communicate with them through messaging (emails, individual and group messaging); and retrieve stored documents instantly.
- **Transfer information:** Support other stakeholders (such as embassies, families, international organizations, civil society, etc.) by delivering information to and from migrants where that capacity exists.

1.4 PREPAREDNESS AND CONTINGENCY PLANNING

- i. Undertake contingency planning, including building the capacity of relevant personnel to respond to crises.

Amongst others, the following practices may be valuable:

Country of Origin

- **Enhance consular capacity:** Create the necessary capacity for embassies in host countries, and in particular consular offices, to act as first responders in the event of a crisis, including: (i) Training of personnel such as consular staff on emergency response and rotating such personnel to consular offices around the world to facilitate prompt deployment; (ii) Establishing and regularly updating consular crisis plans in every country with consular presence and ensuring sufficient technical and staffing capacity; (iii) Equipping missions with contingency funding to procure emergency items to assist migrants; (iv) Deploying expert teams (with balanced gender representation) to foreign posts to enhance consular capacity.
- **Surge of consular capacity:** Develop procedures and plans for surge of consular capacity in the event of a crisis. The procedures for the establishment of a surge in consular capacity should be included in country-based Contingency Plans.
- **Rapid response mechanisms:** Establish, train, and provide adequate resources to rapid response and multi-functional crisis management teams comprised of personnel with relevant levels of authority and expertise capable of prompt deployment in the event of crises. Identifying a clear hierarchy of authority within these teams would help ensure efficient decision-making.
- **Contingency planning:** Establish, test and regularly update contingency plans to address the protection and assistance of nationals abroad in the event of a crisis. Ensure that the development of the contingency plans is led at the Foreign Post level with the engagement and buy-in of relevant stakeholders. Ensure sufficient funding is allocated to contingency planning in order to update plans, train staff, coordinate with relevant stakeholders and run multi-stakeholder drills.
- **Conduct drills on contingency plans:** Conduct crisis drills to test the effectiveness of the contingency plans and adapt the plan according to the lessons drawn from the drill. Test coordination capacity by engaging all relevant stakeholders in running the drills.
- **Hotline/Crisis call centers:** Establish 24-hour hotlines/crisis call centers with trained staff/advisors for nationals abroad and family members to call in the event of crisis.

Country of Destination

- **Crisis response planning:** Include migrants in the design of crisis response policies, plans, regulations and standards, acknowledging and making proper use of their knowledge, skills and capacities. Create coordination mechanisms at the local level to ensure their engagement in the planning process.
- **Migrant Inclusion in Disaster Risk Reduction plans:** Factor in migrants and their specific vulnerabilities and needs into Disaster Risk Reduction strategies, plans, and programs at national, regional and global levels. In order to strengthen preparedness and improve the effectiveness of response, these strategies should factor in specific actions to (a) facilitate contacts with migrants' families and their national authorities (especially consular services); and (b) provide culturally sensitive assistance and protection to migrants, including relief assistance such as camp management.
- **Access to humanitarian aid:** Assess and analyze the practical barriers to relief that migrants may face in the event of a crisis, such as linguistic and cultural ones. Develop a strategy to overcome identified barriers through concrete actions and products to enable migrants to meaningfully access humanitarian relief.

Employers

- **Contingency planning:** Prepare detailed and specific contingency plans that include communication trees, identification of primary and secondary evacuation points, temporary gathering and accommodation options, land and sea exit points (in the event, for example, the primary evacuation point, such as an airport, is shut down). Test the contingency plan through drills simulations and modify it based on identified shortfalls. Regularly share the contingency plan and evacuation plans with the countries of origin of migrant workers.

- ii. **Allocate adequate and regular funding for preparedness measures, including by establishing dedicated facilities.**

Amongst others, the following practices may be valuable:

Country of Origin

- **Crisis response funds and facilities:** Establish financial facilities and funds that provide for the needs of nationals abroad including in the event of crises such as those relating to emergency evacuation, repatriation and reintegration, and legal assistance.
- **Return and reintegration support packages/systems:** Prepare to support the return of nationals abroad following an acute crisis in a destination country. Measures can include the establishment of repatriation and reintegration funds to support the immediate needs of returnees and their families, the creation of livelihood programmes or packages to address the income restoration needs of returnees, and re-migration support initiatives, and financial loans to support returnees, job training and re-migration support.

International Organizations

- **Emergency funding mechanisms.** Establish funding mechanisms and other financial facilities to enable international organizations to kick-start emergency operations and provide immediate assistance in the event of a crisis.
- **Return and reintegration support packages/systems:** Enhance the capacity to address and support migrant return and reintegration through the development of support packages and the establishment of dedicated facilities.

1.5 PARTNERSHIPS AND AGREEMENTS

- i. Establish and strengthen the capacity to protect and assist nationals abroad through partnerships and arrangements with other actors on a wide-range of issues including evacuation, coordination, and other service provision, particularly if there is no consular or embassy presence on the ground.
- ii. Establish effective coordination and cooperation between different stakeholders, including government agencies, local authorities, international organizations, civil society organizations, academia, and the private sector to harmonize frameworks, minimum standards and mechanisms for the protection of migrants caught in crisis situations.

Amongst others, the following practices may be valuable:

Country of Origin

- **Consular reciprocity arrangements:** Establish bilateral or multilateral agreements with other countries for mutual consular assistance in countries, especially those without diplomatic presence. Raise awareness of this available service with nationals.
 - **Regional coordination platforms:** Create coordination platforms at the regional level, for example in the area of civil protection, to enhance information sharing and planning of life-saving operations (such as evacuations) among different countries, thus enhancing the efficiency of crisis response and planning.
- iii. Establish a relationship with local diaspora, migrant groups and community leaders in ordinary times to build contacts and partnerships that can be activated in the event of a crisis.

Amongst others, the following practices may be valuable:

Country of Origin

- **Registration of diaspora and migrant organizations:** Register diaspora and migrant organizations and stay abreast of their activities to develop collaborative initiatives and programs.

- **Engage with diaspora and migrant organizations:** Encourage the engagement of diaspora organisations on themes relevant to the MICIC Initiative in order to facilitate diaspora support to fellow nationals caught in crisis. This may include the establishment of philanthropic initiatives that contribute to mitigating socio-economic impacts of crises on migrants' countries of origin.

1.6 LAWS, POLICIES, STANDARDS, AND INSTITUTIONAL MECHANISMS

- Build and enhance the capacity to protect and assist nationals abroad through clear, coherent and well-articulated and disseminated national laws, policies, regulations and institutional mechanisms.
- Establish effective coordination amongst relevant national authorities.
- Include migrants in crisis planning initiatives, including Disaster Risk Reduction and Disaster Risk Management policies, and engage them as early as possible in their formulation process.

Amongst others, the following practices may be valuable:

Country of Origin

- **Legislate to Protect Nationals Abroad:** Enshrine in domestic law the promotion and protection of the rights and welfare of nationals abroad, including assistance to them in the event of danger through the provision of emergency legal and consular support, information and communication services, humanitarian assistance in situ, search and rescue, emergency evacuation and repatriation, as well as reintegration assistance upon return.
- **Deployment bans:** Consider adopting bans and restrictions on emigration to countries in crisis or at risk for certain categories of workers.
- **Engage recruitment agencies:** Encourage policies for recruitment agencies that deploy migrant workers to apply preparedness and protection standards. Provisions should include protection measures in recruitment contracts, deployment tracking of migrant workers, submission of contingency and evacuation plans.
- **Integrated crisis preparedness and response structures:** Create integrated inter-ministerial crisis preparedness and response structures under clearly defined lines of decision-making authority to ensure effective coordination, information sharing, common guidelines and objectives.
- **Decision-making authority and coordination:** Streamline decision-making authority to facilitate coordination amongst various stakeholders, particularly within government ministries.
- **National level coordination:** At the national and inter-ministerial levels, ensure relationships are established and strengthened and cooperation and coordination policies are put in place in peace times, to allow for a more effective and efficient response once a crisis unfolds.

- **Migrant insurance:** Establish insurance schemes and packages for migrants based on their specific needs and ensure a responsible party (the State, recruiters or employers, migrants, etc.) regulates these schemes, including associated funding modalities and coverage. Awareness-raising is needed for migrants on the long-term benefits of participating in social security schemes and/or insurance options.

Country of Destination

- **Migrant engagement in Disaster Risk Reduction policies:** Include and engage with migrants in disaster risk reduction policy development by creating the necessary mechanisms to (a) engage migrants in the design and implementation of policies, plans, and standards; (ii) work and coordinate with migrants on disaster risk management at the local level; and (iii) acknowledge that migrants contribute to the resilience of communities and society and their knowledge, skills, and capacities may be valuable to the design and implementation of disaster risk reduction activities.

International Organizations

- **Standard setting:** Develop and set standards for migrants' inclusion and active engagement in crisis preparedness, response and recovery, building upon specialized body's expertise and lessons learned on technical areas of response. Produce manuals, guidelines, and training packages to mainstream crosscutting issues—such as gender sensitivity, vulnerability and needs assessments, and protection—into migrant-sensitive crisis response. Bilateral and regional standard operating procedures can also be valuable, and should include cross-border contingency planning and simulation exercises.
- **Integrate migrants in the humanitarian system:** Adapt the response structure of the humanitarian coordination system to factor in the specific needs and vulnerabilities of migrants caught in crisis situations. Standard criteria used to assess vulnerability and needs of crisis affected populations should be adapted to factor in the specific characteristics and barriers migrants experience in specific contexts. This has the potential to ensure migrants are provided with, among other things, meaningful access to relief assistance.

Private Sector – Employers and Recruiters

- **Risk management policy:** Establish a risk management policy compliant with government requirements, which applies high standard requirements to ensure business continuity despite serious incidents or disasters. Regularly update and submit a Disaster Recovery Management strategy that includes a contingency plan for evacuation. As part of the risk management strategies, create partnership arrangements with other private and public stakeholders to ensure continuity in the provision of services to migrant workers in the event of a crisis.
- **Migrant insurance:** Provide insurance to migrant workers. This could include compensating employers in case of broken/uncompleted contracts, to incentivize employers to cooperate with authorities in ensuring assistance and protection to their workers.

1.7 OPEN BORDERS

Develop the necessary requirements to enable migrants to flee crises without impediments.

Amongst others, the following practices may be valuable:

Country of Destination

- **Exit visas and fees:** Consider reversing or suspending the practice of requiring exit visas or other fees to permit migrants to leave the country in the event of an acute crisis.

Country of Transit

- **Open Borders:** Plan and prepare to maintain open borders with the country in crisis to allow those fleeing the crisis to enter without immigration and other restrictions.

1.8 CAPACITY BUILDING AND SUPPORT SERVICES TO OTHER STAKEHOLDERS

Provide training, technical assistance and other support services to stakeholders involved in protecting and assisting migrants caught in crises.

Amongst others, the following practices may be valuable:

International Organizations

- **Train on crisis assistance to nationals abroad:** provide training to government personnel on how to protect nationals overseas in the event of a crisis through training on crisis management, publication of an enhanced national operations manual, and creation of online training tools. Specific training can be directed to foreign service officers, consular staff, labor attaches and welfare officers. Train consular officials on analyzing migrants' profiles in order to assess their level of vulnerability based on the context.
- **Train on crisis assistance to migrants:** Provide training to governments in countries of destination on how to build their capacity in migrant-sensitive crisis preparedness and response.

2. EMERGENCY PHASE

2.1 CAPACITY AND RESOURCES TO RESPOND TO EMERGENCY PHASE

Secure and assemble necessary resources through diverse and multiple avenues to address emergency phase needs.

Amongst others, the following practices may be valuable:

Countries of Origin

- **Create funds and budgets:** Establish specific funds to address emergency phase-needs, including evacuation, repatriation, medical care, and temporary board and lodgings, etc. Channeling revenues from service charges on passports, visas, and other consular services could be one mechanism through which to establish or augment such funds. Also establish contingency budgets to address emergency-phase needs.
- **Consular capacity: Enhance and augment consular capacity to respond to crises and the needs of nationals abroad. This may include:** (i) establishing evolved consular functions; (ii) undertaking local recruitment to enhance understanding of local knowledge, culture, language; (iii) establishing incentives for supporting migrants caught in crises as well as providing emergency services; (iv) building and maintaining contacts with diaspora; (v) using public engagements to make links with relevant communities; (vi) using and integrating social media and other innovative technologies into communication strategies; and (vii) ensuring 'surge' consular capacity by deploying expert staff (individually or as part of teams).
- **Hotlines/Call Centers:** Establish hotlines/call centers to serve multiple functions including tracking and locating migrants and providing information. Ensure availability of sufficient trained staff and advisors, as well as sufficient resources to accommodate crisis response.
- **External Support and Assistance:** Seek support, assistance and cooperation from other countries and international organizations as needed to respond in the event of a crisis, including by entering into Memoranda of Understanding and agreements.

Civil Society

- **Mobilize Actors:** Mobilize existing networks of civil society, including migrant associations to proactively engage in response.

Diaspora

- **Generate Funds:** Organize fundraising events and initiatives and establish funds for migrant assistance through voluntary contributions.

International Organizations

- **Build capacity through support and technical assistance:** Build the capacity of other actors, including States of Origin, Destination, and Transit, as well as civil society, to provide assistance to migrants caught in crises through training and other forms of capacity building, including the provision of technical assistance. In terms of transit countries, for example, provide them with necessary services to prepare them to manage mass arrivals of migrants at their borders.

2.2 ACCESS TO, AND PROVISION OF, ASSISTANCE

- Ensure all responses prioritize the saving of lives of migrants, regardless of status.
- Provide non-discriminatory access to emergency humanitarian assistance.
- Recognize and accommodate migrants as actors with agency and resilience, capable of mitigating risks themselves, and acting as first responders rather than mere recipients of assistance.

Amongst others, the following practices may be valuable:

All Stakeholders

- **Empower migrants:** Ensure all responses recognize and accommodate the fact that many migrants are not passive recipients of assistance but capable agents, interested in taking charge of their own safety and actions, provided they are given the necessary information and support.
- Provide targeted and tailored assistance and protection to migrants to ensure responses during the emergency phase account for the diversity of needs, vulnerabilities, and scenarios facing migrants. These may include migrants: (i) who are internally displaced; (ii) who are displaced across an international border; (iii) that receive or fail to receive assistance from their country of origin, employer, recruitment agency, or international organizations, etc.; (iv) unwilling or unable to flee the crisis zone; (v) unable or unwilling to return to their home countries; (vi) in an irregular status who may fear deportation; (vii) migrants in a regular status who may resist return to home countries; and (viii) migrants who may be in exploitative relationships, etc.

Amongst others, the following practices may be valuable:

Countries of Origin

- **Services and humanitarian assistance:** Provide services and humanitarian assistance such as: (i) establishing or sponsoring temporary shelters to assist and protect migrants; (ii) deploying intervention teams to provide necessary services, including psychosocial assistance and counseling; (iii) activating hotlines/call centers to track nationals abroad and respond to and make referrals in relation to their queries; (iv) negotiating with relevant actors to facilitate the safe and dignified stay of nationals abroad, where they choose this option.
- **Safe and dignified exit, evacuation, and repatriation:** Ensure the safe and dignified exit, evacuation, or repatriation of nationals abroad as a means of protection and assistance. Provide services such as: (i) furnishing necessary documents (to address issues such as lost or confiscated passports/IDs) and information; (ii) evacuating and repatriating nationals abroad; (iii) identifying and securing temporary options and/or 'holding posts' as an interim measure to evacuation/repatriation; (iv) identifying safe exits/evacuation/repatriation routes, locations, and other interim measures as well as necessary contacts; and (v) negotiating with relevant actors to facilitate the safe and dignified evacuation, repatriation, and exit of nationals abroad.
- **Deployment of experts:** Deploy teams of experts, with diverse skills and knowledge and with diverse levels of institutional authority, to enhance the capacity of overseas posts to respond to needs of migrants.

Country of Destination

- **Services and humanitarian assistance to migrants:** Provide migrants with access in situ to assistance and protection. This may include: (i) establishing evacuation centers; (ii) establishing safe shelters; (iii) creating or activating mechanisms and/or structures that address legal, political, cultural, or practical barriers that inhibit migrants' access to emergency humanitarian aid, etc.
- **Services to foreign embassies and other actors:** Among the ways in which a country of destination could assist countries of origin to assist migrants include: (i) providing access to migrants; (ii) assisting with locating migrants; (iii) providing access to databases and information on migrants; and (iv) cooperating with foreign governments with respect to any requests.
- **Dedicated focal points:** Establish or activate dedicated focal actors (such as focal points, task forces, task teams, or particular ministries) responsible for managing, coordinating and implementing responses towards, and communicating and liaising on information relating to, migrants. These actors should be responsible for ensuring that migrants and their needs are integrated into the overall country of destination response framework and addressed.

- **Facilitate departure:** Facilitate the departure of migrants through provision of exit visas and other necessary documents, waiver of fees relating to exit, overstay, or other circumstances, facilitating free movement to the extent practicable and by addressing any other barriers that inhibit migrants from leaving the country.

Countries of Transit

- **Waive entry and exit visas:** Facilitate the movement of migrants through the country through waiver of entry and/or exit visas and other barriers that may inhibit the movement out of danger of migrants.
- **Keep borders open:** Keep borders open to facilitate the movement of migrants from the crisis zone to safety.
- **Facilitate exit, evacuation and repatriation of migrants:** Provide assistance to countries of origin, countries of destination, and other actors working to assist migrants by providing them with necessary access and information, identifying safe exit routes, creating air bridges, etc.

Diaspora

- **Financial and human resource provision:** Contribute to the assistance and protection of migrants through the provision of financial and human resources.

Employers

- **Safety first:** Pre-emptively evacuate to save lives and secure safety.
- **Lost earnings:** Assume responsibility to cover loss of earnings/lost wages.
- **Hazard pay:** Provide hazard pay and enroll in insurance schemes to accommodate migrants who may wish to stay in crisis-affected countries and continue working.

2.3 INFORMATION AND COMMUNICATION

Develop and activate mechanisms that enable timely, reliable and sufficient communication with migrants, their families and other stakeholders, as applicable.

Country of Origin

- **Hotlines/Call centers:** Activate hotlines and crisis call centers to assist and provide relevant information to nationals abroad, caught in crisis, and family members seeking to track and trace such individuals.

- **Invest in communications:** Invest in new technology and mechanisms, social media, specific programs and initiatives, and innovation to enhance the flow of information and improve channels of communication between migrants and their families as well as between migrants and the authorities of the country of origin.
- **Wardenship system:** Use nationals abroad to disseminate information to other nationals abroad, including through pre-established networks. This could be done through 'wardenship systems' that disseminate information through community leaders to other nationals abroad, with such leaders requested to take care of a certain number of people, to inform them of crisis situations and associated information, including contingency plans.

Country of Destination

- **Provide timely, regular, and pertinent updates:** Ensure timely, regular and pertinent information is provided to migrants and other actors (including countries of origin, employers, recruiters, etc.) through the use of effective and multiple communication mechanisms. Pertinent information includes material related to the development of the crisis, as well as material that targets the particular needs, vulnerabilities and requests of migrants. Effective information dissemination mechanisms may include: media briefings; user-friendly websites in relevant languages; support centers that provide access to telephones, consultations, and support; diplomatic channels; social media; mobile applications, press conferences, etc.
- **Translation of messages:** Ensure communications are in a language migrants understand.

Diaspora/Migrants

- **Facilitate information dissemination:** Engage and participate in networks, including wardenship systems, and agree to become community leaders, to facilitate the dissemination of information/communication during crises.

Private Actors (particularly communication providers)

- **Pro bono/cost reduced communication channels:** Facilitate communication and flow of information during times of crises through provision of pro bono or cost reduced channels of communication such as SMS, telephone calls, and other services.

2.4 COORDINATION AND COOPERATION

Seek ways to improve responses to migrants caught in countries in crisis through improved coordination and cooperation.

Amongst others, the following practices may be valuable:

Country of Origin and Destination

- **Structures and mechanisms:** Activate inter-ministerial and inter-agency, central government and foreign post, and well as other coordination structures to enhance coordination on protecting and assisting migrants caught in countries in crisis. In addition, establish and activate a 'toolbox' of mechanisms for the same purpose. This could include: (i) bilateral agreements/memoranda of understanding with provisions on coordination (such as consular access); (ii) information desks at central and provincial levels; (iii) common alert systems; (iv) response chains that include a task force at the embassy (with the central role played by the local ambassador), contact points in remote areas, local authorities, an international assistance coordination center (that connects local, national, regional and international responses), migrant associations, labor attaches etc.; (v) engagement of regional consultative processes.

2.5 INNOVATION

Innovate to continue to improve responses to migrants caught in countries in crisis.

- **Continually Innovate:** Continually seek ways to innovate and improve responses to migrants caught in countries in crisis including in relation to (i) information sharing; (ii) sharing of resources; (iii) coordination, etc.

3. POST-CRISIS PHASE

3.1 MOBILISE FUNDS AND SUPPORT

Secure and assemble necessary resources through diverse and multiple avenues to address post-crisis needs.

Amongst others, the following practices may be valuable:

Countries of Origin

- **Funds:** Activate specific funds to address post-crisis needs, including needs associated with reintegration and re-migration of returned migrants.
- **Seek external financial assistance:** Reach out to external sources to build sufficient financial and other resources necessary to address post-crisis needs. Loans from development banks, such as concessional International Development Assistance loans issued by the World Bank, are one means through which this could be achieved.
- **Mobilize relevant actors, including diaspora:** Diaspora have the potential to provide valuable and extensive contributions towards the post-crisis phase, both in terms of addressing the needs and vulnerabilities of returned migrants as well as adverse negative impacts on countries of origin. This potential should be recognized and fostered through measures aimed at facilitating the receipt and effective use of diaspora contributions.
- **Facilitate effective use of remittances:** Develop policies, trainings and awareness raising campaigns to educate and facilitate migrant families to put remittances to effective use, including preparing and saving for unforeseen eventualities when the flow of remittances might be disrupted for extended periods.

Countries of Destination

- **Promote education and skill building:** The mass exodus of migrants may lead to loss of necessary skills and manpower, which in turn has the potential to lead to adverse socio-economic and development impacts. Prepare for this possible eventuality by creating educational and vocational training programs to develop requisite knowledge and skills in the local population.

3.2 ADDRESS POST-CRISIS NEEDS

Provide specific and targeted support to address the particular needs and vulnerabilities of migrants following return to the country of origin.

Amongst others, the following practices may be valuable:

Countries of Origin

- **Provide diverse and multiple forms of reintegration support.** Returning migrants (and their families) experience diverse realities, have dissimilar expectations and needs, all of which must be taken care of to ensure adequate reintegration. Such needs, expectations, and realities should be addressed through both financial and non-financial mechanisms and forms of support. These could include: (i) establishment of trauma centers and/or provision of psychosocial counseling; (ii) provision of social security and other forms of financial relief; (iii) creation of livelihood opportunities; (iv) provision of different types of loans or micro-finance grants; (v) training and job placement services; and (vi) provision of advice and post-return counseling, including on re-migration options.
- **Foster mobility, including re-migration:** Soon after return, or later in time, returning migrants may prefer to re-migrate in lieu of reintegrating in their countries of origin. This possibility should be recognized and appropriately accommodated through targeted action. This could include exploring re-migration options, negotiating and adopting agreements on re-migration with other States, and providing an enrollment service for those interested in re-migration.

Civil Society Organizations

- **Provide Reintegration Support:** Provide support and assistance, including through specific services and programs, to foster the reintegration and self-recovery of returning migrants and their families.

Diaspora

- **Provide Reintegration Support:** Provide contributions, including remittances and other in-kind forms of support to facilitate the reintegration and self-recovery of returning migrants and their families.

International Organizations

- **Provide Reintegration Support:** Provide support and assistance including through the sharing of knowledge, expertise, training and capacity building, and the provision of specific services to foster the reintegration and self-recovery of returning migrants and their families.

3.3 ADDRESS DEVELOPMENT IMPACTS

Address adverse development impacts stemming from the (mass) return of migrants

Amongst others, the following practices may be valuable:

Countries of Origin

- **Link Migration and Development Frameworks:** Ensure relevant migration and development-related laws, policies, plans, and institutional and operational structures are appropriately inter-linked to foster synergies between these interconnected areas, including by optimizing the development benefits of reintegration efforts.
- **Facilitate Use of Remittances for Development Gains:** Create an enabling environment that facilitates the use of remittances for development gains, if recipients of remittances wish to use them for such purposes.
- **Facilitate Use of Contributions for Development Gains:** Create an enabling environment that facilitates the use of donations and contributions by diaspora for development gains, if diaspora wish to do so. Mechanisms that could be employed towards this end include: (i) incentive schemes, including “matching grants”; and (ii) formal and structured national mechanisms and programs (rather than ad hoc ones) that create and promote predictable and transparent channels for contributions by diaspora. Diaspora contributions may be directed towards health, education, livelihoods, capacity building as well as humanitarian assistance.

Countries of Destination

- **Address loss of manpower and skills:** specific measures are needed to address the loss of manpower and needed skills, as well as other negative impacts on development, of the departure of migrants from countries in crisis.

Diaspora

- **Provide Recovery Support:** Provide contributions, including remittances and other in-kind forms of support, to foster the development of the country of origin.

International Organizations

- **Provide Reintegration Support:** Provide support and assistance including through the sharing of knowledge, expertise, training and capacity building, and the provision of specific services to address adverse impacts on development.

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