



Consultation Report

MICIC Regional Consultation on South East, South and East Asia
Manila, Philippines, 23-24 March 2015



*"This publication has been produced with the assistance of the European Union.
The contents of this publication do not necessarily reflect the views of the European Union."*



Drafted by ICMPD

International Centre for Migration Policy Development (ICMPD)

Gonzagagasse 1

A-1010 Vienna

www.icmpd.org

Table of Contents

1. Executive Summary.....	4
2. Introduction.....	4
3. Pre-Crisis Phase.....	5
3.1 Practices.....	6
3.2 Considerations, Challenges, and Lessons.....	12
4. Emergency Phase	14
4.1 Practices.....	15
4.2 Considerations, Challenges, and Lessons.....	19
5. Post-Crisis Phase	21
5.1 Practices.....	21
5.2 Considerations, Challenges, and Lessons.....	23
6. Cross-Cutting Topics	24
7. Issues for further Consideration – Outlook and Conclusion.....	24
8. Annexes.....	26

1. Executive Summary

The first regional consultation of the Migrants in Countries in Crisis (MICIC) Initiative took place in Manila on 23-24 March 2015. It covered South, South East and East Asia, and provided the 100+ delegates with an opportunity to share good practices and cutting edge ideas to better assist and protect migrants caught in countries in crisis, be it natural disasters or conflicts.

Over an engaging and informative two days of discussion and collaborative thinking, the three operational phases of a crisis, namely the pre-crisis, emergency and post-crisis phases, were explored.

Perspectives of a broad range of stakeholders were presented including countries of origin, transit and destination, as well as international organisations, civil society and the private sector.

This report enumerates the practices, considerations, challenges and lessons learnt pertaining to a specific phase of a crisis, as well as cross-cutting topics and issues for further consideration that were highlighted during this regional consultation.

2. Introduction

On 23-24 March 2015, over a hundred delegates representing fourteen South, South East, and East Asian countries as well as other key stakeholders including international organisations, civil society organisations, academia, and the private sector, met in Manila for the first regional consultation of the Migrants in Countries in Crisis (MICIC) Initiative. The consultation was punctuated by three workshop sessions targeting the pre-crisis, emergency and post-crisis phases that allowed participants to engage actively in the discussions as well as share their experiences, concerns, and suggestions.

The MICIC initiative, a state-led global initiative launched in 2013 and co-chaired by the Philippines and the United States, aims to improve the ability of governments and other relevant stakeholders to prepare for and respond to crises, alleviate suffering, and protect the dignity and rights of migrants in countries in situations of acute crisis. The ultimate goal of the initiative is to produce a set of non-binding guidelines that set out principles, roles, responsibilities, and effective practices of different stakeholders vis-à-vis migrants in countries in situations of acute crisis.

The production of the guidelines will draw on the outcomes of six regional consultations and several other stakeholder consultations. The regional consultations are fully funded by the European Union as part of a complementary project on “Migrants in Countries in Crisis: Supporting an Evidence-based Approach for Effective and Cooperative State Action”, which is implemented by the International Centre for Migration Policy Development (ICMPD). The regional consultations seek to (i) raise awareness of the MICIC initiative and issues at hand; (ii) gain the perspectives of the consulted states and other stakeholders on addressing the protection and assistance of migrants in countries in crisis, including on policy options, practical ideas for operational responses, and best practices based on research input where relevant; and (iii) generate an inventory of principles and practices that will inform the preparation of the guidelines under the MICIC initiative.

This report presents key findings stemming from the MICIC regional consultation for South, South East, and East Asian countries. It is organised according to three phases: pre-crisis, emergency and post-crisis. The report also presents cross-cutting topics as well as recommendations for the way forward, brought forth during the course of the regional consultation.

This report should be read in conjunction with the general MICIC Background Paper as well as the Regional Discussion Paper prepared for this consultation. The final agenda of this regional consultation as well as the list of participants are provided in annex.

3. Pre-Crisis Phase

Participants acknowledged the interconnected nature and complexity of issues affecting the protection and assistance of migrants in countries in crisis and emphasised that the level of preparedness, through the use of both formal and informal actions and mechanisms, shapes responses at the emergency and post-crisis phases. As a result, action at the pre-crisis phase is critical. In this context, participants noted that every stakeholder should identify issues, set up appropriate policies and structures, and develop plans and mechanisms for how to respond when a crisis occurs. With respect to governments in particular, participants stressed wise resource allocation, investment in preparedness, maintenance of strong protections for migrants, and establishment of partnership, as important means of securing stronger protection for migrants.

Other key points identified regarding the pre-crisis phase included the following:

- Ensuring respect for, and enjoyment of, the human rights of migrants, during ordinary times to mitigate their vulnerability and enhance their agency and empowerment in times of crisis.
- Adherence by employers to ethical and transparent recruitment practices to contribute to a fair and rights-based recruitment process and to also enhance the agency and empowerment of migrants.
- Factoring in migrants and their families in legal, policy, and institutional frameworks for crisis preparedness including disaster risk reduction, to enable the inclusion of migrants in crisis response and promote their resilience.
- Building partnerships and cooperation agreements among all relevant stakeholders (including employers, international organisations, diaspora etc.) at all levels, to enhance predictability of responses and the protection for migrants.

More generally, a wide array of topics were discussed, including contingency planning for consulates, contingency planning at the regional level, pre-departure training for migrants, regulating employment/recruitment agencies, and technological innovation, including mechanisms to geo-locate migrants. Practices, considerations, challenges, and lessons relating to the pre-crisis phase that were canvassed during the two-day consultation are enumerated below.

3.1 Practices

Countries of Origin

- **Crisis monitoring and alert systems.** Establishing and regularly updating 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. For example, the crisis alert system used by the Philippines serves as the basis for deployment restriction, emergency response, and repatriation. This system comprises four levels: 1. Precautionary or Warning Phase, issued when there are valid signs of internal disturbance, instability and/or external threat to the country of destination with no deployment ban; 2. Restriction phase, issued when there are real threats to the life, security and property of Filipinos arising from internal disturbance, instability, and external threats with a ban on deployment of new hires only; 3. Voluntary repatriation, declared when violent disturbances or external aggression occurs in a limited area of a country with a total ban on migrant deployment; and 4. Evacuation/Mandatory repatriation, issued when there is a large-scale internal conflict or full blown external attack, again with a total ban on the deployment of migrants.
- **Collecting information on the location of migrants.** Consular actors can play a key role in collecting information on migrants, including by compiling information prior to departure, registering upon arrival in countries of destination and using innovative informal and formal mechanisms to map populations. Consular actors also have the capacity to reach out to other stakeholders in countries of destination, including recruitment agencies, employers, international organisations, locally-based migrant associations, faith-based organisations, civil society groups and other informal networks to enlist their assistance in gathering and maintaining information. The Philippines has put in place a database on labour deployment and passport issuance records, among others things, for the purpose of locating migrants during crisis situation. Furthermore, the Philippine Statistical Act created a Committee on International Migration to further enhance and harmonize migration data. The use of new technologies to locate and track the movement of migrants is another important mechanism. Notable practices include mobile applications, SMS travel advisories, social media platforms, and the provision of SIM cards to migrants (as done by the government of Sri Lanka). The use of informal networks, such as faith-based and civil society organisations are particularly helpful for reaching out to those working in isolated areas or in private households. Challenges exist in relation to locating migrant in irregular situations.
- **Regulating migration and protecting nationals abroad.** Adopting national and international laws, regulations, and standards to enhance the protection of nationals abroad and operationalising them through the development and dissemination of policies, guidelines, and procedures. For example, in Indonesia, the obligation of the State to give protection and assistance to nationals abroad and to exert all efforts to repatriate them in the event of danger is enshrined in law. India's Emigration Act establishes the issuance of bans on the grant of emigration clearance to countries in crisis or at risk for certain categories of skilled and semi-skilled workers. The Philippines Department of Labour and Employment (DOLE), through the Philippine Overseas Employment Administration (POEA), evaluates crisis situations and consults with the concerned Philippine Foreign Service Post and the Department of Foreign Affairs (DFA) whenever they need to issue or

lift deployment bans in countries experiencing crisis or even grant exemptions vis-à-vis issued deployment bans¹.

- **Regulating recruitment agencies.** Requiring recruitment agencies that deploy migrant workers to apply preparedness and protection standards. This may include requiring recruitment agencies to:
 - Ensure migrant protection is an essential component of standard contracts.
 - Report regularly on the location of migrants.
 - Be registered with the country of origin, and as part of this process to provide information on all previous recruitment activities.
 - Create an evacuation plan (which includes plans for funding a potential evacuation) and share it with the government. In the Philippines, recruitment agencies are required to regularly submit to the government, the contingency plans of the employers they collaborate with.
- **Raising awareness about emergency procedures and contacts in the event of a crisis.** Informing and educating potential migrants prior to their travel on what to do, where to go, and who to contact in the event of a crisis in the country of destination. Providing this type of information, including about the resources available in the country of destination, for example, should be a key topic in pre-departure training for migrant workers. Both Nepal and the Philippines provide emergency contact to prospective migrants during migrant orientation courses, which are compulsory before deployment. Incorporating family members of migrants in pre-departure training is also helpful. This can ensure family members are aware of migration-related information, including emergency procedures, and can strengthen connections, communications and contacts that could be activated during a crisis.
- **Establishing sound inter-ministerial crisis preparedness and response structures.** Establishing effective coordination between relevant national authorities by creating integrated crisis response structures under clearly defined lines of decision-making authority. In this context, ensuring relevant actors work towards a common objective on the basis of shared information and common guidelines may also be essential. For example, in order to facilitate institutional coordination, the Philippines established the Overseas Preparedness and Response Team (OPRT) to formulate policies and appropriate responses, including contingency measures, to natural disasters, civil unrest, armed conflicts, and other similar crises in countries affecting overseas Filipinos. This includes the establishment of a pool of crisis management experts. The OPRT is chaired by the Executive Secretary² and composed of the Presidential Adviser on Overseas Filipino Workers' Concerns and the Secretaries of Foreign Affairs, Labour & Employment, National Defense, Justice, Interior and Local Government, and Budget.
- **Building the capacity of foreign posts to act as first responders.** Creating the necessary capacity for embassies, consulates and other foreign posts in countries of destination to act as first responders in the event of a crisis. This could be done by, among other things, (i) establishing and building the capacity of multifunctional, crisis

¹ For instance, despite the issuance of a resolution banning the deployment of Filipino workers to Libya in May 2014, exemptions were granted to OFWs working offshore in oil rig platforms, provided they will not pass through mainland Libya nor spend their vacation there, as well as to Filipinos married to Libyan nationals and overseas Filipino workers employed by international organisations, provided that such organisations still maintain a presence in Libya.

² The Executive Secretary is the head and highest-ranking official of the Office of the President of the Philippines and a member of the Cabinet of the Philippines. He/She is mandated to directly assist the President in the management affairs of the government as well as to direct the operations of the Executive Office. Chairing the OPRT is vested to the Executive Secretary since the issue of migrants in countries in crisis is a priority and that the President of the Philippines would like to closely monitor.

management teams whose members are organised under clear lines of responsibility and authority; (ii) equipping missions with contingency funding to procure emergency items for assisting migrants; (iii) training consular officials on crisis response; (iv) deploying expert teams (with balanced gender representation) to foreign posts to enhance consular capacity. For example, Vietnam has consular arrangements to assist and protect overseas migrant workers in times of crisis. For the pre-crisis phase, the Vietnamese government's response structure delegates a central role to the embassy in the country in crisis. Action can include monitoring the crisis, establishing a permanent body in the MFA, National Crisis-Response Steering Committees, and interagency working groups, the deployment of a frontline headquarters in charge of arranging exit procedures and evacuations, and activation of a 24/7 hotline. The Philippines' "Country Team" approach for times of crises establishes that the Ambassador is the team leader and has the duty to monitor the overall political and security situation, report on these matters to the Home Office, and implement the pre-established contingency plan when a crisis strikes. Other members of the team serve as assistants to the team leader, chief coordinator in charge of the evacuation centre, assistant coordinators, and officers in charge of logistics, communications and finance. The team is also charged with registration and issuance of travel documents, facilitating exit visas, activating the medical unit when needed, and organizing evacuation by air, sea, and land, border monitoring, ticket reservation, and exit. Moreover, recently, the IOM Philippines in cooperation with several government agencies has started to implement the Crisis Management and Assistance to Migrant Nationals (CMAN) project. This project aims to increase the capacity of the Philippine government to protect overseas Filipinos in crisis situations through mandatory training on crisis management, publication of an enhanced national operations manual, and creation of online training tools. These are specifically directed to foreign service officers, consular staff, labour attaches and welfare officers.

- **Contingency planning.** Establishing, testing and regularly updating contingency plans to address the protection and assistance of nationals abroad in the event of crises. Ensuring contingency plans, including procedures for establishing surge consular capacity, are developed at the local level with the engagement and buy-in of all relevant stakeholders (country of origin, transit, and destination, service providers, employers, and migrants etc.) and in coordination with central government actors. In this context, conducting crisis drills to test the effectiveness of the contingency plans is also essential. As a standard operating procedure, all Philippine foreign service posts are mandated to formulate and regularly update their crisis contingency plan. These confidential country- and situation-specific contingency plans contain the following key information: country profile, political and security situation and risk assessment, political climate and threats to stability, data and profile of the Filipino community, area coordinators including their contact information, diaspora information, crisis management organisation, movement plans, relocation and evacuation sites, exit points and alternate evacuation routes, logistics, and details of the implementation of the contingency plan.
- **Hotlines/crisis call centres.** Establishing 24-hour hotlines/crisis call centres with trained staff/advisors in the capital and in the embassy to be activated in the event of a crisis to assist and provide information to nationals caught in the crisis and family members. Vietnam activates a 24-hour hotline to address and manage the information needs of migrants and their family members. The Philippines' Department of Foreign Affairs (DFA) put up 24-hour hotline numbers for families of overseas Filipino workers (OFWs) who want to register their relatives in Libya for repatriation or call the numbers for any questions and concerns about their conditions.
- **Migrant insurance.** Establishing insurance schemes and packages for migrants based on their specific needs and ensuring a responsible party (the State, recruiters or employers, migrants, etc.) regulates these schemes, including associated funding modalities and

coverage. In Sri Lanka, migrant insurance is provided by the National Insurance Trust Fund of the Ministry of Policy Planning, Economic Affairs, Child, Youth, and Cultural Affairs. This Fund safeguards the rights and health of migrant workers when they travel overseas for employment and reimburses repatriation and medical expenses if they face problems (including harassment and accidents) during their stay abroad. OFWs are mandated to become members of the Overseas Workers Welfare Administration (OWWA) prior to leaving the Philippines. This membership entitles OFWs to insurance and health care benefits, social services, and welfare assistance over and above whatever is provided pursuant to their contract of employment or the laws of the country of destination. India has also introduced a pension and life insurance fund scheme called Mahatma Gandhi Pravasi Suraksha Yojana (MGPSY) for overseas Indian workers who possess a passport that is classified as Emigration Check Required (ECR). MGPSY encourages and enables Indian workers to make contributions to save for their return, resettlement, and old age and to obtain life insurance. Awareness-raising is needed for migrants on the long-term benefits of joining social security schemes and/or insurance options.

- **Funding mechanisms.** Establishing funds that provide for the needs of nationals abroad including in the event of crises. Legal assistance, emergency evacuation/repatriation, and other types of funds developed at the national or international levels can create predictability and enhance protection in the event of a crisis. The Philippines has established the following funds to assist overseas Filipinos in distress: (i) at national level, the Repatriation Fund (1995) covers the costs of bringing home migrants in danger; (ii) at the foreign service posts level, the Assistance-to-Nationals Fund covers costs related to repatriation, shipment of remains/cremation, temporary accommodation, food and basic supplies, medical evacuation, hospitalization, ATN Missions, immigration penalties and related charges; (iii) also at the foreign service posts level, the Legal Assistance Fund covers litigation expenses in criminal and labour disputes in the event that pro bono assistance cannot be obtained in the country of destination.
- **Building a relationship with local diaspora.** Recognising the importance of, and strengthening contacts with, diasporas, migrants' groups, and community leaders in ordinary times to build contacts and partnerships that can be activated in the event of a crisis. Organising regular and diverse events and initiatives through foreign posts can also be an effective way of reaching out to migrants. Given the breadth of valuable assistance that diaspora and migrant groups can provide in the context of crises, registering diaspora and migrants' organisations, and staying abreast of their activities, can lead to the development of collaborative initiatives and programmes. Encouraging the engagement of diaspora organisations on themes relevant to the MICIC initiative has the potential to facilitate diaspora support to fellow nationals caught in crisis. This may include the establishment of philanthropic initiatives, which contribute to mitigating socio-economic impacts of crises on migrants' countries of origin. Philippine diplomatic posts encourage Filipino communities in their respective jurisdiction in the countries of destination to take part in command and control procedures and structures of the contingency plans. In March 2015, the Aspen Institute Diaspora Investment Alliance (DIA) and the Commission on Filipinos Overseas (CFO) partnered to launch the Philippine Philanthropic Fund (PPF) aimed at mobilising diaspora funds for home country development.
- **Establishing returnee support packages/systems.** Preparing 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. Countries like Vietnam have developed strategies, which include financial loans to support returnees, job training and re-migration support.

- **Bilateral and regional cooperation.** Enhancing bilateral and regional coordination and cooperation through the establishment of platforms and mechanisms at all levels. Examples include:
 - Establishing bilateral or multilateral agreements with other countries for mutual consular assistance in countries without diplomatic presence. For example, as enshrined in European Union (EU) law, citizens of the EU can seek assistance from the embassy of any EU Member State. To ensure EU citizens are aware of this service, the right is specified in individual passports. In EU capital cities, country's diplomatic mission takes the lead on this cooperation and can issue emergency travel documents to other EU citizens, while the EU Delegation plays a coordination role. Participants also underscored the usefulness of the intra-country cooperation between diplomatic missions of the Association of Southeast Asian Nations (ASEAN) but indicated more could be done on this within the ASEAN framework. For example, Vietnamese nationals in distress can receive assistance from Indonesian consulates in countries such as Iran and Venezuela.
 - Creating regional coordination platforms to enhance the efficiency of crisis response and planning. The EU civil protection mechanism is the EU coordination platform through which information on evacuation plans is shared.

Countries of Destination

- **Registration upon arrival.** Encouraging migrants to be registered upon arrival in the country of destination. India, for example, requests compulsory registration within 30 days of arrival, which provides information on a sizeable proportion of migrants for the purposes of crisis response.
- **Inclusion of migrants in disaster risk management (DRM), including disaster risk reduction (DRR) strategies.** To date, most DRM, including DRR strategies are migrant-blind. They should take into account migrants' specific vulnerabilities when it comes to planning for preparedness, resilience building, and response. In this regard, at least two basic issues should be included in such strategies: (i) ways to facilitate contacts with migrants' families and their national authorities (especially consular services); and (ii) ways to provide culturally sensitive assistance and protection to migrants, including relief assistance such as camp management. The establishment by Thailand of a specific "English speaking" centre (which was eventually also flooded and had to be evacuated) during the 2011 flood was mentioned as a promising practice.
- **Informing migrants post arrival.** Providing post-arrival orientation to migrants through the organisation of thematic training and seminars. This could be undertaken during organised meetings, informal gatherings of migrants or through the development of web-based trainings that can be accessed from any location at any time. Promising practices include offering life skills training (such as firefighting, first aid, etc.) to enhance migrants' awareness of risks, self-help capacities, and resilience. Similarly, raising migrants' awareness with regard to crisis preparedness arrangements is crucial. Participants also stressed the benefits to be derived from translation of emergency procedures into various languages and the use of graphic symbols/colour codes as mechanisms to better prepare and inform migrants.
- **Including migrants' needs in crisis planning.** The Sendai Framework for Disaster Risk Reduction 2015-2030, adopted in March 2015 at the Third UN World Conference on Disaster Risk Reduction in Sendai, Japan, is relevant to the work of the MICIC Initiative, particularly to measures that are necessary for preparedness. The Sendai Framework specifically underlines the need to include, and engage with, migrants in disaster risk management, including disaster risk reduction. The Framework encourages: (i) the

engagement of 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) acknowledges 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.³

Employers and Recruitment Agencies

- **Geo-locating migrants.** Collecting and maintaining up-to-date information on recruited and deployed migrants to strengthen the ability to locate them and establish communication channels in the event of a crisis. Participants recognised the valuable contribution of employers and recruitment agencies when it comes to locating migrants, including to a lesser extent, those involved in informal sectors (such as in households). While employers and recruitment agencies utilise new technologies, including web-based platforms, mobile applications and social media, these actors also stressed the importance of collecting contact details of family members, who are oftentimes the most reliable sources of information on the location of migrants. LBS Recruitment presented its geo-locating interface (LBS2 FilAssist) that uses Google Maps' geolocation technology (history location) to locate migrants. LBS2 FilAssist facilitated the successful evacuation of 97 workers from Libya in 2011. In addition, a new mobile application, being developed by LBS Recruitment, aims to provide migrants with real time information on key emergency services available near their location (such as hospitals, embassies, and airports), notifications on expiration of documents, emergency contacts (such as migrant community leaders, embassies), identification of safe routes, and the capability to send individual and group messages. Online recruitment platforms such as LBS's Advance Recruitment Management System (ARMS) offers additional features that facilitate data availability, communication with migrants through real time sms, email functionality, digital storage of documents, and instant retrieval of copies of documents.
- **Facilitating communications with migrants.** Enabling migrants to easily communicate with their employer, embassy or families by providing migrants with necessary information (such as contact details) and with the means to do so (such as telephones and other mobile devices). Employers and recruiters can also play an important role in delivering information to and from migrants and other stakeholders (such as embassies, families, international organisations, civil society, etc.).
- **Establishing a risk management policy.** Establishing a risk management policy compliant with government requirements. For example, LBS Recruitment established a risk management policy in 1990 and only deals with employers that apply defined high standard requirements to ensure the continuity of business despite serious incidents or disasters and regularly submit a DRM strategy that includes a contingency plan for evacuation. Western Union partners with recruitment agencies and civil society organisations (CSOs) to continue providing services throughout a crisis and works with governments when a disaster strikes with a view to enable migrants to receive money.
- **Offering pre-departure training for workers.** Trainings 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.
- **Providing insurance,** including compensation of employers for unpaid salaries in case of broken/uncompleted contracts, to incentivise employers to cooperate with authorities in ensuring the assistance and protection of their workers.

³ More information available at: <http://www.wcdrr.org/>

- **Capacity building.** Providing assistance to governments by building capacity in crisis preparedness and response. Following the mega-floods in 2011 in Thailand, IOM provided trainings and produced a manual for camp management.
- **Standard setting.** Setting standards for crisis preparedness, response and recovery. International organisations and interagency bodies have developed expertise and lessons learned on technical areas of response. They have also produced manuals, guidelines, and training packages to mainstream crosscutting issues - such as gender sensitivity, vulnerability and needs assessments, and protection - into crisis response. For example, the Inter-Agency Standing Committee (IASC) published operational guidelines on the protection of persons in situations of natural disasters. Similarly, the Migration Crisis Operational Framework (MCOF), developed by IOM, is a practical tool to improve and systematise the way in which the organisation supports its Member States and partners to better prepare for and respond to migration crises. Bilateral and regional standard operating procedures can also be valuable, and should include cross-border contingency planning and simulation exercises.
- **Emergency funding mechanisms.** Establishing funding mechanisms and other financial facilities to enable international organisations to kick-start emergency operations and provide immediate assistance in the event of a crisis. In 2012, IOM's Member States created the Migration Emergency Funding Mechanism (MEFM), a revolving fund based on voluntary contributions with a functional minimum balance of USD 30 million. MEFM reinforces IOM's operational capacity by providing it with funds to bridge the gap between the period when an emergency occurs and the receipt of donor funds. The mechanism is primarily used to cover the costs of transporting migrants affected by emergencies to safety. This includes costs of any necessary arrangements that need to be implemented in places of origin, departure, transit, or arrival as well as arrangements to prepare for, or support, travel, such as transport to international departure points, other related out-of-pocket expenses, and staff and office capacity to carry out these activities.

3.2 Considerations, Challenges, and Lessons

- **Need to better address practical barriers** at the pre-crisis phase, including linguistic and cultural barriers that might prevent migrants from accessing humanitarian aid.
- **Need to ensure that migration takes place in a rights-sensitive environment**, in order to reduce vulnerabilities during crises. Negative practices such as exit restrictions or withholding of identification and travel documents can significantly increase vulnerability.
- **Data needs.** Existing registration systems may capture information on some categories of migrants but not all. The lack or inaccuracy of data on migrants and their locations remains a challenge, and this limits the ability of relevant stakeholders, including countries of origin and destination to institute adequate preparedness measures. Irregular and undocumented migrants are particularly invisible and difficult to locate. Identification of nationality poses additional challenges in the event of a sudden evacuation of migrants requiring travel documents. It is necessary for foreign posts to explore innovative ways to encourage migrants, including those in an irregular status, to register with them upon arrival. In this respect, the launch of education campaigns may be useful, diasporas are a valuable source of information, and the organisation of events by diplomatic missions to engage migrant communities may be an effective means of collecting contact information during ordinary times.

- **Communication and use of technology.** Concerns were raised regarding the use of new technologies in the context of natural disasters or conflict, when regular means of communication, including the Internet, can often be disrupted or inoperative. Effective communication with, and among migrants, especially those in remote or isolated locations, can also be hindered due to limited access to communication devices and services. Examples included situations in which migrants were not allowed to have a cell phone.
- **Capacity building needs.** A number of priority training needs emerged from the workshop session on the pre-crisis phase. Trainings should target the rapid deployment of emergency teams, the creation of crisis alert systems, capacity building of consular teams to be deployed in times of crisis, and country-specific guides on threats and responses. Participants also highlighted the need to train consular officials to better understand migrant profiles, as their level of vulnerability may change considerably based on the category to which they belong, the context and predicaments they face, and the risks to which they are exposed. In addition, training for disaster management officials on how to better facilitate migrants' access to relief assistance and on how to address their specific needs should be considered.
- **Consular contingency planning.** Shortcomings in terms of consular contingency planning include (i) the lack of budget to draft and update plans; (ii) insufficient training of staff; (iii) insufficient coordination among relevant stakeholders (country of origin, transit and destination, service providers, migrants associations, etc.); and (iv) inadequate testing of contingency plans through multi-stakeholder drills. On this basis, a number of capacity building needs emerged such as local language trainings, incentivised training programmes, courses on crisis diplomacy through e-learning, and cultural mediator training. In this context, it was noted that the MIEUX initiative⁴ and the capacity building component of the EU-funded project complementing the MICIC initiative, could be of service to governments.
- **Need for contextual and regular vulnerability assessments.** Participants emphasised the need to gain greater understanding and take better account of diverse layers of vulnerabilities (age, gender, status, etc.) and the fact that these can change during and within different phases of crises. Participants also recognised that migrants that are not traditionally regarded as vulnerable may, nonetheless, become so, in particular circumstances (e.g. adult males who may be perceived as combatants). In addition, migrant-specific vulnerabilities can often overlap with, and therefore exacerbate, personal, and individual-specific vulnerabilities and needs.
- **Need to improve migrant pre-departure trainings.** It was acknowledged that including a topic on crises (what to do, who to contact, what to expect in terms of assistance, contact details of nearest consulate in country of destination, etc.) in pre-departure training for migrants would substantially enhance their preparedness.
- **Irregular migrants.** Several participants noted the unwillingness of irregular migrants to approach foreign posts and appealed for strategies to mitigate and address this challenge.
- **Refugees, asylum seekers and stateless persons.** The specific needs and rights of these groups of migrants should be considered and addressed in planning and responses by all relevant stakeholders.

⁴ The Migration EU Expertise (MIEUX) is a joint EU-ICMPD initiative that facilitates the rapid identification of priority interventions and the swift implementation of short-term capacity building actions that enable third countries to enhance their capacities in the management of all areas of migration. More information at: <http://www.icmpd.org/MIEUX-II.1672.0.html>

- **Humanitarian architecture.** The interagency humanitarian coordination mechanism needs to adapt its response structure to factor in the specific needs 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 capacity to ensure migrants are provided with, among other things, meaningful access to relief assistance.
- **Funding for preparedness.** In general, preparedness activities do not receive sufficient funding and budgetary allocations. This mismatch needs to be rectified. It is essential to advocate at the international level for immediate funds disbursement for crisis preparedness, response and recovery.
- **Funding for return and reintegration.** Governments should explore as part of their preparedness efforts, ways to finance reintegration measures that may be necessary during the post-crisis phase. International organisations or other stakeholders should also increase their capacity to address and support these aspects.
- **Cooperation.** An inclusive approach should be promoted to enhance cooperation between stakeholders at all levels, including government agencies, local authorities, international organisations, civil society organisations, academia, and the private sector. Bilateral and regional cooperation, for example, could define incentives to better engage recruitment agencies to protect migrants and impose minimum standards (e.g. wages, health care) on the employers that recruitment agencies work with. In this regard, bilateral agreements/MOUs could include provisions on assisting migrants in the event of a crisis. Participants also indicated that regional dialogues, such as the Abu Dhabi Dialogue or the Colombo Process, are appropriate frameworks through which minimum standards could be defined for the deployment and receipt of migrant workers. The Colombo Process could also promote the use of alert systems with a view to developing a harmonised system at the regional level.

4. Emergency Phase

In times of crisis, migrants may have difficulties accessing assistance because of legal, political, cultural, or practical barriers (such as language or lost documentation). Participants agreed that migrants need to have the same access as citizens to emergency aid and humanitarian assistance and should these irrespective of their immigration status.

Responses during the emergency phase may need to account for a variety of scenarios, including migrants who are internally displaced or displaced across an international border; migrants that receive or fail to receive assistance from their country of origin, employer, recruitment agency, or international organisations; migrants unwilling or unable to flee the crisis zone; migrants unable or unwilling to return to their home countries; migrants in an irregular status who may fear deportation; migrants in a regular status who may resist return to their homes countries; migrants who may be in exploitative relationships, etc.

Other key points identified regarding the emergency phase included the following:

- The imperative of all concerned stakeholders to save lives regardless of the status of affected people (“save first, ask questions later”) and the critical importance of coordination among stakeholders to achieve this outcome.
- The importance of continuous innovation to address the protection and assistance of migrants caught in crises including unexpected situation. Continuous innovation can be beneficial for data collection on migrants, gathering resources, managing large caseloads, and diplomacy.
- The recognition that migrants as actors with agency and resilience, with the capabilities to mitigate risks and act as first responders, rather than mere recipients of assistance.

Practices, considerations, challenges, and lessons relating to the emergency phase that were canvassed during the two-day consultation are enumerated below.

4.1 Practices

Countries of Origin

- **Humanitarian assistance in situ.** It was recognised that countries of origin have the responsibility to protect their nationals abroad. Prior to the evacuation of their nationals from Libya, Indonesia sponsored temporary shelters to protect them from any form of violent attacks. To assist its nationals in Syria, Indonesia deployed an intervention team to provide psychosocial assistance.
- **Hotlines/crisis call centres.** Activating 24-hour hotlines/crisis call centres with trained staff/advisors in the capital and in overseas posts to assist and provide relevant information to nationals caught in the crisis and their family members and to locate populations and available services. During the crisis in Libya, the Philippines activated a hotline for families who wanted to register their kin who were caught in the crisis for repatriation or wanted to enquire about their safety and security.
- **Surge consular capacity.** Deploying expert teams to enhance the capacity of overseas posts to respond to the needs of migrants. Vietnam established a Crisis Response Steering Committee and deploys frontline headquarters staff and additional delegations to crisis-hit countries to support its nationals. Rapid Response Teams (RRTs), the operating arm of the Philippines OPRT, consisting of a pool of crisis management experts from OPRT member agencies were deployed to crisis-hit areas to bring Filipino nationals out of harm’s way through evacuation, relocation and repatriation. Since 2011, RRTs have been deployed to Libya, Syria, Yemen, Iraq, and West Africa.
- **Facilitating departure of nationals from countries in crisis.** Participants noted the importance of removing legal barriers to departure from countries experiencing crises, such as exit fees, and facilitating the provision of missing or replacement travel and identification documents. For example, during the 2011 floods in Thailand, consular authorities from Myanmar issued temporary documents to Burmese migrants seeking to leave Thailand and negotiated with Thai authorities to allow an extension of stay for 180 days for those who needed to stay longer.
- **Organising evacuation to safe temporary locations as an interim step.** Evacuation to holding centres or outposts in unaffected parts of the country experiencing the crisis or in another country as a midway point to subsequent evacuation or repatriation to the country of origin. Organising evacuation, whether undertaken by governments acting unilaterally or in partnership with other countries, international organisations, and/or private actors

(such as national airlines), requires the identification of contact points in remote areas and safe exit routes as well as the establishment of a coordination structure. Vietnam established a steering committee on the evacuation of Vietnamese workers in Libya with frontline headquarters in Djerba, Tunisia, to coordinate the evacuation operations.

- **Funding for emergency responses.** Funding mechanisms should be developed to support emergency measures. The Indian Community Welfare Fund, which is funded through service charges on passport, visa, and consular services, supports the board and lodgings of Indian migrants in distress, as well as emergency medical care, etc. This fund has been used to finance evacuations during the crises in Iraq and Libya. The Philippines established an emergency repatriation fund under the administrative control and supervision of OWWA which can be accessed when a need for repatriation arises and the foreign employer fails to provide for its cost.
- **Coordination and cooperation.** Activating coordination and cooperation mechanisms in the home country and foreign posts, by establishing inter-agency and/or inter-ministerial working groups to facilitate coordination and cooperation among different government entities. Coordination and cooperation is also needed between foreign posts in countries involved in the evacuation of migrants in distress. Vietnam reported on the good cooperation established among its embassies in support of the evacuation operations from Libya.
- **Coordinating across all levels.** Stakeholders should draw on a toolbox of measures to coordinate emergency responses. These could include: bilateral agreements/memorandums of understanding with provisions on coordination (such as on consular access), information desks at central and provincial levels; common alert level systems; social and informal networks (such as churches and church groups, community leaders); sound national emergency plans; SMS alerts; database on migrants abroad, and the inclusion of the issue into the agendas of regional consultative processes such as the Colombo Process. Participants mentioned that an effective practice is to activate a response chain which includes: 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 centre (that connects local, national, regional and international responses); migrant associations; and labour attachés.
- **Civil protection.** Avenues to further develop to role of civil protection authorities with regard to assisting and protecting migrants in crisis were discussed. Sri Lanka called for developing a holistic approach to the role of civil protection authorities based on three needs: (i) coordination among competent authorities and other stakeholders (such as trade unions, media, schools, private sector etc.); (ii) innovation in terms of information-sharing vectors (such as diasporas or informal networks) and resources (such as contingency budgets); and (iii) effective consular diplomacy and tools of public diplomacy (which can include a wide range of tasks such as: evolved consular functions, local recruitment to enhance understanding of local knowledge, culture, and language, incentives for supporting migrants caught in crises, emergency services, building and maintaining contacts with diaspora, using public engagements (such as those undertaken by the local ambassador) to make links with relevant communities). Bilateral and regional cooperation between civil protection authorities could be improved through regional assessment meetings and early warning system cooperation (example of Sri Lanka/Japan).
- **Crisis information and communication.** Investing in enhancing the flow of information and improving the channels of communication between migrants and their families during a crisis. After the earthquake in New Zealand a specific initiative was put in place to facilitate communication between Filipino nationals caught in the crisis and their families.

Social media may be an effective mechanism to rapidly disseminate information to large and diverse audiences.

Countries of Destination

- **Humanitarian assistance *in situ*.** Ensuring migrants have access to necessary assistance *in situ*. Following the 2011 floods, the Thai Ministry of Interior put in place emergency plans involving eighteen agencies to coordinate the response at the national and local levels. Special attention was paid to migrants by setting up a special team to meet their needs. In addition, specific evacuation centres were created for migrants and a Flood Relief and Assistance Centre for Migrant Workers, which provided relief aid (shelter, food, relocation assistance, temporary work) to displaced migrants, was established. During the 2011 “triple disaster” in Japan, mayors of affected cities initiated the “One-Stop Consultation Support Project for Social Inclusion” to address the specific needs of affected migrants.
- **Information dissemination.** Ensuring timely and regular updates on the development of the crisis, covering relevant information to address the needs and vulnerabilities of migrants, using effective information dissemination mechanisms for dissemination, including media briefings. During the “triple disaster”, Japan activated its Hotline Service for Migrant Workers, created a “One-Stop Consultation Support Project for Social Inclusion” to address the needs of vulnerable migrants, and established the “Social Inclusion Support Center” which provided access to telephones, emergency consultation, and support from communities. A comprehensive user-friendly website was also set up to provide information.
- **Monitoring the number and location of migrants affected by a crisis.** During the 2011 floods, the Thai Ministry of Foreign Affairs was the focal point for cooperating with foreign governments on locating migrants. It worked mainly through diplomatic channels but social media, mobile applications, and press conferences (held twice a day) were also used.
- **Facilitating departure.** Facilitating the departure of migrants through waiving of fees and the provision of exit documents. To facilitate departure and to meet the humanitarian needs of a group of irregular migrants affected by Typhoon Haiyan, the Philippines agreed to waive the fees for their overstay in the country.

Countries of Transit

- **Waive entry/transit visas.** Facilitating transit of migrants through simplified entry procedures. Tunisia temporarily waived entry visa requirements for migrants evacuated to Tunisia from Libya.
- **Organising or facilitating evacuations.** Delegates underscored the key role played by Tunisia and Turkey in identifying safe exit routes from Libya and Syria, respectively. Tunisia organised a humanitarian air bridge between Tunisia and Libya to move in swiftly and ferry migrants out in quick succession.
- **Keeping borders open.** Participants emphasised the need for transit countries to keep borders open to migrants fleeing conflict and violence (as was done in Tunisia during the conflict in Libya), and also suggested that support be given to transit countries to avoid masses of migrants at the border.

Diasporas

- **Outreach/Contact with community leaders.** Relying on warden systems to disseminate information through networks of community leaders. In the Philippines “wardenship” system, each Filipino community leader has to take care of a number of Filipinos, by keeping them informed of the situation and the contingency plans laid out for Filipino nationals. These pre-established networks also help identify migrants who cannot, for various reasons, access diplomatic and consular services and information in times of crisis and facilitates their access to humanitarian and other assistance offered by the Philippine government and by humanitarian organisations.
- **Donations.** Organising fundraising initiatives and establishing funds through voluntary contributions to support fellow-nationals caught in a country in crisis.
- **Assistance.** Contributing to the provision of assistance through financial and human resources.

Civil Society Organisations

- **Mobilise existing networks.** Mobilising existing networks of civil society organisations, and particularly migrant associations, to proactively engage in the response.

Employers and Recruiters

- **Safety first.** Evacuating pre-emptively where possible to save lives and secure the safety of migrant workers. Joint action and efforts by recruitment agencies and employers enhances the effectiveness of an evacuation operation, as does supporting governments in repatriating their nationals.
- **Release workers.** Being receptive to requests of governments to release migrant employees evacuated by the country of origin from contracts, providing all the necessary information on internationally and nationally recruited employees (including domestic workers) and facilitating their exit with making available the necessary documentation, i.e. passports.
- **Covering loss of earning.** Assuming the responsibility to cover the loss of earnings of migrants in the event of a crisis. At the outbreak of the Libya crisis, a Chinese company covered the loss of earnings incurred by Bangladeshi migrants who were repatriated with unfinished contracts. Philippine law requires recruiters to be responsible for the loss of earned salaries by migrants caught in crises.
- **Hazard pay.** Entitling migrant workers to hazard pay and additional insurance coverage when they decide to remain in the crisis-hit country to continue their work and services to their employer rather than being evacuated. In 2011, in the midst of the crisis in Libya and despite the urge of the Philippine government to evacuate OFWs, a number of Filipinos, especially nurses, chose to remain. Employers of the Filipino nurses in Libya have doubled and even tripled their salaries and provided hazard pay and other benefits.
- **Facilitate communication.** Allowing migrants to access meaningful communication services. Private companies, and particularly communication service providers, can play an important role in facilitating the flow of information by facilitating the disseminating of messages, ideally on a *pro bono* or cost reduced basis, through sms or other forms of technology.

- **Strengthening coordination.** Including with regard to the organisation of evacuations and repatriations. The wide variety of actors involved implies the need for coordination.

4.2 Considerations, Challenges, and Lessons

- **Data needs.** The collection and dissemination of data on the number and needs of migrants in countries in crisis should be enhanced. A commonly recognised challenge was the absence of updated and accurate information on migrant populations in crisis-hit countries. Faith-based communities and groups, migrant associations and non-governmental organisations may be excellent sources of information for this purpose. They are also useful conduits for reaching out to migrants.
- **Differences in addressing the needs of migrants in times of natural disaster and conflict situations** (when it comes to security issues, the breakdown of means of communication and institutions at the local and national levels, as well as complexities in accessing to migrants, etc.) should be taken into consideration.
- **Identification of nationality and documentation.** Options should be explored to expedite life saving measures, such as evacuation, for migrants whose nationality cannot be promptly determined.
- **Perception of risk during an emergency and consensus on the “state of emergency”.** Communication between stakeholders to reach a common understanding on the level of risk and life threatening conditions during a crisis needs to be enhanced. Disparate understandings of the security situation can lead stakeholders to apply different procedures towards the assistance and protection of migrants, which can undermine responses and create further risks. Diplomatic missions need to play a bigger role in sharing their contextual knowledge on crisis situations and attendant risks, including their security alerts with migrants, and to inform them when repatriation opportunities are available and advised. Diplomatic missions can also play an important role in communicating with employers and explaining to them how their migrant workers could be negatively impacted by a given crisis.
- **Reaching out to migrants.** In times of crisis, over communication is better than insufficient communication. Simultaneously activating extant outreach mechanisms at the disposal of relevant stakeholders can be important for reaching all migrants in need. In this context, local embassy staff and consular officers can play a central role. SMS alerts and social networks as well as churches and community leaders are also extremely relevant. Locating migrant workers in countries in crisis, especially domestic workers, and gathering them in the embassy can be particularly difficult. It depends on the willingness of employers to surrender their employees to the embassy so they can be repatriated (employers may be concerned about compensation in cases of broken/uncompleted contracts) and the willingness of migrants to leave the country (employees may be worried about loss of income). In the Philippines, the government and the employers have joint liability for the recovery of assets. It was pointed out, however, that in some cases, domestic workers may potentially be in a safer place as they are living within individual homes and therefore, perhaps situated away/protected from danger.
- **Remoteness.** The location and dispersal, in particular the distance between them and consular posts and other services, as well as the absence or disruption of modes of transport between these places, constitute barriers to effective communication, outreach, rescue, and assistance. Foreign posts need to explore innovative means of contacting

and communicating with migrants in isolated locations, and providing them with assistance and protection.

- **Migrants access to technology.** While the use of technology is recognised as a powerful amplifier for communication, it should be noted that migrants often lack access to telephones and other mobile devices and channels of communication such as the Internet can be patchy, unavailable, or disrupted, in remote locations as well as during crises. Furthermore, while the use of mobile platforms and applications by recruiters is commendable, these only reach recruited migrant workers, which represents only a portion of migrants in a given destination country.
- **Employers' collaboration.** The receptiveness of employers to allow migrant workers to leave a country under the auspices of their country of origin is critical to ensure safe and effective evacuation and repatriation operations.
- **Migrants' decision to stay.** How can stakeholders assist migrants to safely remain (and continue to work) in the country in crisis, if this is the migrant's preference?
- **Gender balance.** Ensuring the presence of men and women representatives in foreign posts can facilitate outreach to migrants.
- **Coordination between local and national levels.** Delegates underlined that central and local authorities of the country in crisis are often overwhelmed. The 2004 tsunami revealed weaknesses in terms of coordination between local and national authorities in Indonesia. To fill this gap, regional and international stakeholders had to play a key role in terms of coordination of the responses.
- **Identifying differentiated needs and vulnerabilities.** Identification of vulnerable groups and prioritisation is particularly important at the emergency phase. Participants generally agreed that assistance and protection should initially focus on the most vulnerable, although all migrants are in should be provided with emergency and life-saving assistance and protection.
 - Isolated female migrants are often extremely vulnerable. The use of both formal and informal networks (such as church groups) is very helpful in reaching isolated female domestic workers. It is also important to have female representation in embassies.
 - The issues of spouses and dual-nationality children have to be further looked into.
 - Irregular migrants are also a particularly vulnerable. They are often subjected to exploitation, may not have benefited from pre-departure orientation training, and may not have adequate documentation. The lack of data on their number and location further hinders the provision of assistance to this population. One way to attenuate this challenge is to engage civil society organisations.

Single male migrant workers are usually not considered highly vulnerable and therefore are often not a priority for assistance. However, they could become vulnerable in a crisis context, such as if they are perceived as sympathetic to a particular side in a conflict. Their status as migrants might also compound this perception.

5. Post-Crisis Phase

Migrants are likely to have particular needs and vulnerable following return to their country of origin. They may require specific and targeted support to facilitate their reintegration or remigration. Migrants face various realities and have different expectations that need to be taken into account in formulating and implementing post-crisis responses. In this regard, participants underlined that a large number of Asian migrants may seek to re-migrate abroad as soon as possible rather than seek to be reintegrated or might have decided not to go home to their home country of origin.

The return of large numbers of migrants over short time periods can also lead to adverse development impacts on countries of origin. These can include loss of remittances, unemployment and underemployment, pressure on natural resources and services (including education, health, and housing), and increased poverty, which can cause broader societal tensions.

Other points identified regarding the post-crisis phase included the following:

- Developing and assembling resources for return and reintegration is essential and requires innovative action, the mobilisation of relevant actors, and the careful allocation of resources.
- Linking migration and development frameworks to connect recovery efforts to longer-term development. This includes recognition of the role that diasporas can play, and regulating the way their contributions are channelled to generate the greatest possible benefits, and ensuring transparency and accountability.
- Applying a mobility perspective to post-crisis options for migrants and exploring more closely remigration avenues, not just reintegration.

Practices, considerations, challenges, and lessons relating to the post-crisis phase that were canvassed during the two-day consultation are enumerated below.

5.1 Practices

Country of Origin

- **Facilitating return and reintegration over the long term.** Indonesia created a trauma centre for returned migrant workers as well as a social security programme to facilitate their reintegration. Indonesia also provided assistance through micro-finance subsidies and support to entrepreneurs. To address the psychosocial effects of return, the Philippines offers psychosocial counselling as part of its reintegration programme. Laos has in place a -stop centre for financial (e.g. micro-finance subsidies) and non-financial (e.g. job placement) services for returnees.
- **Reintegration support.** Providing financial and/or in-kind support to returnees upon arrival to cover their immediate needs and those of their families and restore livelihood opportunities. Vietnam assists returned workers through loans, training, and enrolment abroad again if the migrant wishes to return abroad. Filipino migrants who returned in the context of the Arab Spring crisis were given temporary financial relief assistance by OWWA. In addition, in 2011, a USD 45 million Reintegration Fund was established for migrants returning from crisis-hit countries. This fund allows such returnees to borrow a maximum of USD 45000 to fund livelihood projects and business enterprise.

- **Promoting safe and voluntary re-migration.** Facilitating re-migration avenues for returning migrants who do not want to be reintegrated. In Asia, participants indicated that the majority of migrants who returned after a crisis have the ambition of re-migrating and have limited interest in reintegration schemes. Some countries promote safe re-migration by: (i) establishing welfare funds (such as India) which allows migrants time to find new opportunities abroad; (ii) establishing partnerships with destination countries for rapid deployment of migrant workers following mass returns; and (iii) including advice on re-migration in counselling for returnees etc. In Nepal, people who wish to move abroad, including after having returned from country in crisis, have to contribute to a fund up to a certain threshold set by the government. The fund covers repatriation and reintegration costs in case of crisis.
- **Addressing the socio-economic impacts of mass return of migrants on development.** In the Philippines, the reintegration of returnees is supported through the provision of training, investment, and savings programmes, with a view to facilitating brain gain and enhancing the capabilities of returnees. This is well enshrined in the Philippines Development Plan for 2011-2016. At the operational level, the Assist WELL Programme (Welfare, Employment, Legal and Livelihood) provides for a comprehensive package of reintegration assistance and services, which is availed by most returnees. The Assist WELL Programme includes welfare (shelters, medical care, stress debriefing, etc.), employment (job placement, competency assessment, etc.), livelihood, and legal assistance. In addition, specific reintegration programmes exist such as Enterprise Development Assistance Program (EDAP), Overseas Filipino Workers – *Mag-impok* (Save) *Magnegosyo* (Do business) *Movement* (OFW-M3)⁵, and Overseas Filipinos Remittances for Development (OFs-RED). Vietnam provides loans to returned migrant workers to support them in stabilizing their lives in their hometowns. In addition, Vietnam offers training and job placement and facilitates remigration options.
- **Use of remittances.** Developing policies to facilitate the use of remittances by receiving families to start productive activities, for consumption and saving. Notably, the Philippines is implementing the OFWs-RED Project and financial literacy campaigns to migrants and their families left behind.
- **Obtaining loans from donors to address reintegration challenges where capacity and resources are limited.** The reintegration of more than 36,000 Bangladeshis repatriated from Libya was facilitated through small cash grants, delivered to individual returnees through IOM. Bangladesh was able to do this through a concessional International Development Assistance loan from the World Bank.
- **Facilitating the contribution of migrants and diasporas to recovery.** Creating an enabling environment for migrants and diasporas to contribute to recovery by easing regulations for cash flow and by designing products to match identified needs with contributions, including through “matching grants”. Recognising the contribution of diasporas in national level plans contributes to transparency and predictability of engagement, as compared to *ad hoc* initiatives. In the Philippines, the Link for Philippine Development (Linkapil) Assistance Programme serves as one of the channels for Filipino diaspora contributions. Linkapil supports initiatives in relation to health, education, and livelihoods, among others. The Filipino diaspora greatly contributed to assisting and protecting the victims of the “triple disaster” in Japan and the Haiyan typhoon in the Philippines. The Filipino diaspora also undertook capacity building activities. For instance, an estimated USD 44 million in cash and materials were sent by Filipinos overseas to the Philippines to help victims of Haiyan.

⁵ OFW-M3 is an advocacy group that aims to empower returning or retiring OFWs toward a culture of savings for investment or entrepreneurship.

Country of Destination

- **Addressing the socio-economic impacts of mass return of migrants on development.** Negative impacts of mass exodus of migrants from a country in crisis may include the loss of manpower and needed skills and an increase in price of goods and costs of production because migrants involved in the production of goods have departed. In this context, changes to education programmes may be necessary to address these adverse effects and educate locals in skills and functions that migrant workers fulfilled.

Civil Society Organisations

- **Reintegration support.** Providing support to returnees through specific programs, including pooling of diaspora resources.

Diasporas

- **Recovery support.** Contributing through remittances and other financial and in-kind support to facilitate the recovery and reintegration of returnees and the development of the country of origin.

International Organisations

- **Supporting self-recovery.** Engaging in supporting the self-recovery of returnees and their families as well as addressing adverse impacts on countries by sharing knowledge, expertise, training and services. This may also include providing services that are provided to normally assisted populations, such as educating those who re-build their homes on how to build back better.

5.2 Considerations, Challenges, and Lessons

- **Remigration.** Participants highlighted the specific challenge of migrants who want to re-migrate immediately, most often due to their need to re-establish employment and remittances.
- **Support returning migrants.** One-stop shops for returning migrants to improve or update skills, receive psychosocial support, and receive training including on micro-finance should be established to support reintegration in countries of origin. Welfare programmes and activities (pension system, life insurance, etc.) for returning migrants should also be developed.
- **Diaspora support and remittances.** Resources pooled by diasporas was recognised as a potential source of support during and after a crisis, but several participants noted that contributions from diasporas may pose complex challenges to recovery. For example, (i) remittances are voluntary contributions and recipients should be left free to use them as they wish; (ii) the needs of affected populations should be matched with the voluntary contributions of diasporas or in other words needs should be connected with the offers; (iii) the use of diaspora contributions need to be monitored to avoid duplication; (iv) transparency and accountability on the use of contributions is crucial; and (v) the obligation to address basic needs of people, including returnees and their families, rests with the State and remittances should not be considered as a replacement for government's responsibility to assist and protect their nationals.

- **Link self-recovery to global humanitarian standards.** While a large portion of crisis affected populations rely on self-recovery to build back their lives after a shock, their efforts do not interface with the application of normally applied global humanitarian standards to build back better and safer. The knowledge generated by international organisations in this regard should be tapped in instances of self-recovery and governments should facilitate this potential synergy.

6. Cross-Cutting Topics

Key elements which enable effective preparation, response, and recovery measures by all stakeholders and should thus be strengthened include:

- **Accurate data collection and information sharing** on the location and profile of migrants abroad (including irregular migrants), contingency capacities (including maintaining an up-to-date database on shelters) and on returning migrants.
- **Layers of vulnerability** as well as migration trends within and from Asia, including the importance of irregular migration and increased urban-rural migration.
- **Comprehensive, multi-stakeholder strategies and partnerships**, including partnerships with international organisations, civil society (in particular diaspora/migrant groups), the private sector, academe and the religious sector, at an early stage.
- **Capacities** of governments, in particular consular services and local authorities and diaspora and migrant associations, to better address the needs of migrants in countries in crisis.
- **Cooperation** among the national/local authorities of the countries of origin and destination.

Clearer distinction between crises prompted by disasters and conflicts as these situations have different dynamics and may, at times, require different responses. In particular, preparedness and response for crises prompted by conflicts may require the development of specific response procedures. It was noted that when non-state actors are parties in a conflict, interventions for the protection of migrants are more complex.

7. Issues for further Consideration – Outlook and Conclusion

The MICIC Regional Consultation for South East, South and East Asian countries allowed for the sharing of experiences and the identification of promising practices on assisting and protecting migrants in countries in crisis, especially crises prompted by disaster. Recommendations as well as key issues for further consideration, which could be explored in future MICIC consultations as well as capacity building activities, include the following:

- **Respecting and protecting the rights of migrants in ordinary times strengthens their agency, resilience, and empowerment, in the event of a crisis.** Both rights-based and needs-based approaches should be put forward given their complementarity.

Strengthening the respect for, and protection of, the rights of all categories of migrants that are captured within the scope of the MICIC Initiative, prior to, during, and following a crisis, reinforces their resilience and enables them to help themselves and each other in times of crisis.

- **Supporting the role of civil society organisations and private sector actors, by building their capacities, and closely coordinating with them, enhances protection and assistance to migrants.** These actors have the capacity to locate/reach and assist certain categories of migrants during times of crises including those that may be in an irregular situation. In this sense, the MICIC Initiative co-chairs and the participants welcomed the organisation by the Migrant Forum in Asia of a parallel two-day civil society meeting on migrants in crisis and the input provided by this meeting to the MICIC Initiative.
- **Exploring innovative funding mechanisms,** including insurance schemes, and financial support for reintegration support to, and long term engagement with, returning migrants and their families and communities. Most governments have adopted welfare funds (such as the repatriation fund in the Philippines, mentioned earlier).
- **Documenting and sharing best practice,** including “success” stories relating to return, reintegration, provision of assistance, and preparedness, as well as existing knowledge, tools, and expertise such as standard operating procedures, contingency plans, etc. Such efforts would also be beneficial to the development of the ultimate guidelines produced by the MICIC Initiative.
- **Ensuring a high level of synergy with the Nansen Initiative,** which examines cross-border displacement resulting from disasters, given that there is some overlap between the MICIC Initiative and the Nansen Initiative in cases where migrants are displaced across borders because of disasters. During the regional consultation, the Nansen Initiative secretariat provided a note on Nansen input to the MICIC Initiative, which makes clear that the Nansen Initiative regards the MICIC Initiative as the appropriate mechanism to develop the guidance that is needed to effectively protect and assist migrants in countries in crisis.
- **Integrating issues relevant to the MICIC Initiative in all other relevant global debates,** as was done at the UN World Conference on Disaster Risk Reduction in Sendai in March 2015, and needs to be done with respect to the Post-2015 UN Development Agenda, negotiations arising under the United Nations Framework Convention on Climate Change, the 2016 World Humanitarian Summit, the Global Forum on Migration and Development, the International Law Commission’s activities relating to drafting articles on disasters, as well as pertinent activities of the Human Rights Council. Similarly, issues relevant to the MICIC Initiative should also be integrated into the agenda of regional fora such as the Abu Dhabi Dialogue and the Colombo Process.

8. Annexes

- ***Agenda***
- ***Final List of Participants***

***Migrants in Countries in Crisis (MICIC) Initiative
South East, South and East Asia Regional Consultation***

Final Agenda

23-24 March 2015
Dusit Thani Hotel, Makati City, Philippines

**Hosted by the Philippines
in collaboration with the European Commission and the United States**

March 22, 2015 (Sunday)

Arrival of participants and registration

March 23, 2015 (Monday)

8:30 – 9:00 Registration

Opening Ceremony (9:00 – 9:40)

9:10 – 9:15 Welcome Remarks of The Philippines
Secretary Imelda M. Nicolas, Chairperson of the Commission on Filipinos Overseas

9:15 – 9:20 Remarks by the Embassy of the United States to the Republic of the Philippines
Consul General Donna Blair

9:20 – 9:25 Remarks by European Union Delegation to the Republic of the Philippines
Ambassador Guy Ledoux, Head of Delegation

9:25 – 9:30 Remarks by the International Organization for Migration
Ambassador Laura Thompson, Deputy Director General

9:30 – 9:35 Remarks by the International Centre for Migration Policy Development
Lukas Gehrke, Director, Southern Dimension

9:35 – 9:40 *Official photo*

9:40 – 10:10 Coffee break

Plenary Session (10:10 – 12:30): Setting the Scene

Chaired by Administrator Hans Leo Cacadac, Philippine Overseas Employment Administration, Department of Labor and Employment

Introduction to the MICIC Initiative

10:10 – 10:30 Presentation of the MICIC Initiative and the general MICIC background paper
Michele Klein Solomon, Director of the MICIC Secretariat

10:30 – 10:50	Presentation of the regional discussion paper <i>Graziano Battistella, Scalabrini Migration Center</i>
10:50 – 11:10	Plenary discussion

Case Study Presentation

11:10 – 11:30	Case 1: Conflict scenario: Focus on countries of origin <i>Topic: Filipino migrants affected by the civil war in Libya 2011</i> <i>Presenter: Lorenzo Rhys Jungco, Special Assistant, Office of the Undersecretary for Migrant Worker Affairs, Department of Foreign Affairs, Philippines</i>
11:30 – 11:50	Plenary discussion
11:50 – 12:10	Case 2: Natural disaster scenario: Focus on countries of destination <i>Topic: Migrants affected by flooding in Thailand</i> <i>Presenter: Chainarong Vasanasomsithi, Director of Research and International Cooperation Bureau, Department of Disaster Prevention and Mitigation, Ministry of Interior, Thailand</i>
12:10-12:30	Plenary discussion

12:30 – 14:00 Lunch

Workshop Session 1 (14:00 – 16:00): Pre-crisis phase

Plenary session chaired by Gayatri Patel, Foreign Affairs Officer, Office of International Migration, Bureau of Population, Refugees and Migration, U.S. Department of State

In this session, the participants will be divided into three parallel working groups on specific sub-themes. The work in groups will start following three experts' presentations in plenary to introduce the topics and launch the discussions.

More detailed instructions for the participants and the working groups, as well as guiding questions, can be found below.

Topics of the Working Groups:

WG 1: Disaster risk reduction and preparedness

Presenter for the Plenary Session and Discussant for the Working Group: Karbela Rachman, Head of Section on the Protection of Economic, Social, Cultural and Development Rights, Directorate of Human Rights and Humanitarian Affairs, Ministry of Foreign Affairs, Indonesia

Working Group moderated by Brian Kelly, Senior Advisor in Emergencies and Post Conflict, IOM Regional Office Asia-Pacific

WG 2: Consular arrangements, including outreach to migrants and diaspora

Presenter for the Plenary Session and Discussant for the Working Group: Ly Quoc Tuan, Deputy Director General, Consular Department, Ministry of Foreign Affairs, Viet Nam

Working Group moderated by Dipak Adhikari, Officiating Director General, Department of Foreign Affairs, Nepal

WG 3: Role of employers and recruiters in preparedness

Presenter for the Plenary Session and Discussant for the Working Group: Loreto

Soriano, Chairman and President, LBS Recruitment
Working Group moderated by Chantal Lacroix, Programme Manager, ICMPD

14:00 – 14:50 Expert presentations (10 minutes each)

14:50 - 15:00 Breakout into Working Groups

15:00 - 16:00 Working Groups discussion

16:00 - 16:30 Coffee break

Plenary Session (16:30 – 17:30): Reporting from the Working Groups

Chaired by Gayatri Patel, Foreign Affairs Officer, Office of International Migration, Bureau of Population, Refugees and Migration, U.S. Department of State

16:30 – 16:45 Presentation of the outcomes of the three Working Groups of Workshop Session 1
(5 minutes each)

16:45 – 17:15 Plenary discussion

17:15 – 17:30 Wrap up and closing of the first day

March 24, 2015 (Tuesday)

8:30 - 9:00 Arrival for the 2nd day/registration

Workshop Session 2 (9:00 – 11:00): Emergency Phase

Plenary session chaired by Michele Klein Solomon, Director of the MICIC Secretariat

In this session, the participants will be divided into three parallel working groups on specific sub-themes. The work in groups will start following three experts' presentations in plenary to introduce the topics and launch the discussions.

More detailed instructions for the participants and the working groups, as well as guiding questions, can be found below.

Topics of the Working Groups:

WG 1: Coordination at national, regional and international levels

Presenter for the Plenary Session and Discussant for the Working Group: David Carden, Head of Office, UN OCHA - Philippines

Working Group moderated by Jeppe Winkel, International Relations Officer, DG Home Affairs, European Commission

WG 2: Assistance to migrants, with a particular focus on vulnerable groups

Presenter for the Plenary Session and Discussant for the Working Group: Brian Kelly, Senior Advisor in Emergencies and Post Conflict, IOM Regional Office Asia-Pacific

Working Group moderated by Bernard Kerblat, Country Representative, UNHCR - Philippines

WG 3: Role of civil protection authorities

Presenter for the Plenary Session and Discussant for the Working Group: Chandana Weerasena, Director, UN, MA, HR and Conferences Division, Ministry of Foreign Affairs of Sri Lanka

Working Group moderated by Chiara Milano, Migration Policy Officer, MICIC

Secretariat

9:00 – 9:50 Expert presentations

9:50 – 10:00 *Breakout into Working Groups*

10:00 - 11:00 Working Groups discussion

11:00 – 11:30 **Coffee break**

Plenary Session (11:30 – 12:15): Reporting from the Working Groups

Chaired by Michele Klein Solomon, Director of the MICIC Secretariat

11:30 – 11:45 Presentation of the outcomes of the three Working Groups of Workshop Session 2
(5 minutes each)

11:45 – 12:15 Plenary discussion

12:15 – 13:45 **Lunch**

Workshop Session 3 (13:45 – 15:45): Post-crisis Phase

Plenary session chaired by Lukas Gehrke, Director, Southern Dimension, ICMPD

In this session, the participants will be divided into three parallel working groups on specific sub-themes. The work in groups will start following three experts' presentations in plenary to introduce the topics and launch the discussions.

More detailed instructions for the participants and the working groups, as well as guiding questions, can be found below.

Topics of the Working Groups:

WG 1: Return and reintegration, and other sustainable solutions

Presenter for the Plenary Session and Discussant for the Working Group: Rajiv Wadhawan, Deputy Secretary, Ministry of Overseas Indian Affairs

Working Group moderated by Markus Sperl, International Cooperation Officer, DG Development & Cooperation, European Commission

WG 2: Measures to reduce the socio-economic impacts of migrants' returns on the development of countries of origin, transit and destination

Presenter for the Plenary Session and Discussant for the Working Group: Erlinda Capones, Director of Social Development Staff, National Economic and Development Authority, Philippines

Working Group moderated by Aurelie Sgro, Project Officer, ICMPD

WG 3: Contribution of migrants and diasporas to recovery

Presenters for the Plenary Session and Discussants for the Working Group: William Gois, Regional Coordinator, Migrant Forum in Asia and Andrea Luisa Anolin, Office of the Secretary, Commission on Filipinos Overseas

Working Group moderated by Gayatri Patel, Foreign Affairs Officer, Office of International Migration, Bureau of Population, Refugees and Migration, U.S. Department of State

13:45 – 14:35 Expert presentations

14:35 – 14:45 *Breakout into Working Groups*

14:45 - 15:45 Working Groups discussion

15:45 – 16:15 Coffee break	
Plenary Session (16:15-17:00) : Outcomes of Workshop Session 3 <i>Chaired by Lukas Gehrke, Director, Southern Dimension, ICMPD</i>	
16:15 – 16:30	Presentation of the outcomes of the three Working Groups of Workshop Session 3 <i>(5' minutes each)</i>
16:30 – 17:00	Plenary discussion
Final Plenary Session (17:00 – 18:00) : Conclusions and Closing <i>Chaired by H.E. Mr. Md. Shahidul Haque, Foreign Secretary, Ministry of Foreign Affairs, Bangladesh</i>	
17:00 – 17:20	Summary of the discussions <i>Ivy Miravalles, Officer-in-charge, Migrant Integration and Education Division, Commission on Filipinos Overseas</i>
17:20 – 17:45	Plenary discussion
17:45 – 18:00	Closing Remarks <ul style="list-style-type: none"> • <i>Markus Sperl, International Cooperation Officer, DG Development & Cooperation, European Commission</i> • <i>Gayatri Patel, Foreign Affairs Officer, Office of International Migration, Bureau of Population, Refugees and Migration, U.S. Department of State</i> • <i>Secretary Imelda Nicolas, Chairperson of the Commission on Filipinos Overseas</i>

Instructions for the Participants and the Working Groups

This annex provides guidelines to participants for preparation of their participation in the three Workshop Sessions.

Objectives of the working groups: The objectives of the working groups are to discuss and analyses specific sub-themes identifying priorities for action as well as gaps and needs in terms of cooperation at national, regional and international levels. Participants are asked to highlight specific examples of good practices in their country and/or area, which they consider relevant as concrete solutions. Where good practice does not yet exist, they are invited to suggest concrete proposals for how to tackle one or more of the challenges identified in the guiding questions.

Expected outcomes of the working groups: The participants are expected to define concrete action points and recommendations to address the challenges pertinent to the sub-theme of focus of their respective working groups. The outcomes of the working group will feed into the set of voluntary guidelines on the management of migration in countries in crisis that the MICIC Initiative aims to produce. These guidelines will lay out the roles and various levels of responsibility of States (origin, neighbouring, destination), international organisations, and other stakeholders (employers, NGOs, etc.) with a view to improve their ability and capacity to better manage situations where migrants find themselves in a country in crisis.

Guidelines for the working groups:

- For each workshop session, participants are divided into three working groups, composed of 20-30 participants. Participants signed up for their working groups prior to the consultation. As a result, the composition of the working groups change from one workshop session to another in order to maximise opportunities for exchange among the participants and enrich the debates.
- The working groups work in parallel.
- Each working group is facilitated by a moderator, who is supported by a rapporteur and a discussant.
- Three presentations addressing the three sub-topics of the working groups are delivered in plenary session before breaking out into working to launch the discussion.
- Plenary presenters then act as discussants in the respective working group. The discussants, together with the moderators, steer the discussion, provide responses to questions raised during the working group and contribute to the preparation of the outcomes of their respective working group to be presented in the plenary session.
- The working group moderators ensure that the discussions are aligned with the issues and guiding questions identified in this document and that focus is kept during the discussions on concrete solutions.
- For each working group, a rapporteur has been identified prior to the consultation. The rapporteurs or the moderators present the conclusions of their working group in the plenary sessions.
- The results and outcomes from the nine working groups will be compiled by the Philippines, with the support of ICMPD and the MICIC secretariat, and will be presented and discussed during a final discussion involving all participants.

Workshop Session 1: Pre-crisis phase

Working Group 1: Disaster risk reduction and preparedness

Asia is unquestionably both the world's most disaster-prone and a very diverse region. Asian countries have different experiences in disaster risk reduction and preparedness. Most countries have improved their preparedness legislation and strategies and have response systems that connect at all levels as well as contingency plans and procedures to deal with major disasters. Significant responsibilities have often been given to local authorities. In addition, both ASEAN and SAARC have become increasingly active in this field, which reflects a broader growing trend of intensifying regional cooperation. However, migrants are very rarely included as a specific group of focus both at national and regional levels. In addition gaps particularly remain in institutional capacity and in the translation of policies into action when it comes to assisting and protecting migrants in countries in crisis. This working group aims to further clarify roles and responsibilities as well as identify far-reaching measures to strengthen the assistance and protection of migrants in countries in crisis at the pre-crisis phase across Asia.

Guiding questions:

- *How can disaster monitoring and early warning systems as well as information-sharing be further improved, especially when it comes to trans-boundary risks, with a view to make them more migrant-sensitive?*
- *What measures should be adopted to strengthen migrants' awareness about disaster management plans at the pre-crisis phase (e.g. translation of essential information in various languages, dissemination of information through specific channels, use of graphic symbols/colour codes, involvement of migrants in relief exercises etc.)?*

- *What underlying risk factors, specificities and vulnerabilities need to be taken into account to accurately inform disaster risk reduction and preparedness as well as collective understanding of where and when migrants need assistance?*
- *What are the priority training and capacity building needs in order to improve the assistance and protection of migrants in times of crisis (e.g. in the field of monitoring and information, simulation exercises, including provision of community preparedness trainings and evacuation exercises, etc.)?*

Working Group 2: Consular arrangements, including outreach to migrants and diasporas

Consular authorities in Asia already play a crucial role in assisting and protecting migrants caught in countries in crisis. Their implication is particularly important at the pre-crisis phase in terms of planning, mapping migrants, preparation of cooperative arrangements with authorities of the country of destination and other relevant stakeholders, information-sharing (including with migrants themselves) and developing a communication and social media strategy. This working group will explore options to further enhance the role of consular authorities in the various above-mentioned areas of intervention with a special focus on outreach to migrants and diasporas.

Guiding questions:

- *What are the practical barriers to consular assistance to migrants caught in countries in crisis in Asia?*
- *How to further strengthen consular contingency planning in order to improve the protection and assistance to migrants in countries in crisis?*
- *What new technology-based support tools should be put in place at the pre-crisis phase in order to better reach and assist migrants in countries in crisis?*
- *How can regional cooperation be further improved in the area of consular contingency planning in Asia in order to better protect and assist migrants in countries in crisis?*
- *What are the key training and capacity building needs in the area of consular crisis management in Asia?*

Working Group 3: Role of employers and recruiters in preparedness

The private sector play an important role in the area of crisis preparedness and management beyond financial support – through tracking migrants, skills-sharing, long-term partnerships, and support to return and reintegration, to name a few strategic opportunities. This issue has long been debated in Asia with a focus on the emergency phase (see for example the outcomes of the Asia Regional Business Consultation on improving emergency response and collaboration with the private sector held on 1-2 December 2014 in Bangkok that focused on the critical initial days of a disaster). This working group will look at options to further collaborate with the private sector in order to build capacities and partnerships well before a disaster or a conflict occurs in order to address the needs of migrant workers in countries in crisis. Its aim to explore and discuss entry points for engagement as well as options to leverage core competencies and build partnerships between the private sector, in particular employers and recruiters, and governments / other relevant stakeholders at the pre-crisis phase.

Guiding questions:

- *Are you aware of good practices in terms of involvement of the private sector in assisting and protecting migrant workers in countries in crisis?*
- *What are the core competencies and contributions of employers and recruiters in the field of disaster reduction and preparedness governments and other stakeholders should tap into in order to address the needs of migrant workers in countries in crisis?*

- *What are the barriers to the engagement of the private sector, in particular employers and recruiters, when it comes to developing contingency plans including the protection and assistance to migrants at the pre-crisis phase?*
- *How could Asian governments engage more with employers and recruiters ahead of an outbreak of a crisis to be better prepared to collaboratively address the needs of migrant workers in countries in crisis both at national and regional levels? What would be the next steps to concretely strengthen the involvement of the private sector in this field (e.g. mapping regionally 'Who is doing what' in private sector; establishment a private-sector led disaster management committee; consultation with the private sector during the drafting of disaster risk reduction strategies; development of a regional framework for private sector involvement in crisis preparedness and management; need for an online platform to channel funds etc.)?*

Workshop Session 2: Emergency phase

Working Group 1: Coordination at national, regional and international levels

Most Asian countries have put in place structures to coordinate and monitor crises. Countries have also committed to cooperating in the field of crisis management at regional and international levels, including when it comes to assisting Asian migrants caught in crisis. However, recent crises shown that coordination, including with local authorities, could be further enhanced in order to address the specific needs of migrants in countries in crisis. This working group will explore possible avenues in this field, taking the experience of the 2004 tsunami as a case in point.

Guiding questions:

- *How to ensure that national coordination mechanisms are connected to provincial and local levels when it comes to assisting and protecting migrants in countries in crisis?*
- *How can bilateral agreements or MOUs with other countries better take into account the needs of migrants in countries in crisis?*
- *How existing regional initiatives to address crises can further integrate specific measures to ensure the protection of nationals from the member countries as well as the protection of nationals from non-member countries?*
- *How to create further synergies between international aid agencies and stakeholders at national and regional levels in Asia when it comes to assisting and protecting migrants in countries in crisis?*

Working Group 2: Assistance to migrants, with a particular focus on vulnerable groups

Migrants need to be provided with a wide array of services in times of crisis, including life-saving goods, facilities and services. Needs vary according to both the context and the type of migration. This working group aims to both shed light on the specific needs of migrants in countries in crisis and identify measures to address these needs. Special attention will be paid to vulnerable groups that represent a high portion of migrants in Asia/ Asian migrants, namely irregular migrants, migrant women and children as well as victims of trafficking and smuggled migrants.

Guiding questions:

- *What were the greatest obstacles in providing assistance to your nationals / non-nationals residing in your country during past crises? Consider the various categories of migrants the MICIC initiative looks at, namely tourists, business travellers, foreign*

students, marriage migrants, migrant workers and their families, victims of trafficking and smuggled migrants etc.

- *Given the high portion of migrant women in Asia as well as Asian migrant women, how can emergency interventions further take into account gender issues? What specific measures should be taken in this regard?*
- *How can emergency interventions further account for irregular migrants? What specific measures should be taken in this regard?*

Working Group 3: Role of civil protection authorities

Civil protection is first and foremost a national responsibility. However, given the trans-boundary nature of disasters, Asian civil protection authorities at local, regional and national levels increasingly cooperate and pool resources to provide common responses. This working group seeks to identify areas for gaps as well as areas for improvements and action points to enhance the assistance provided to migrants caught in crisis by civil protection authorities.

Guiding questions:

- *How can the role of civil protection authorities (local, provincial and national) of both countries of origin and destination be strengthened when it comes to protecting migrants in countries in crisis (including in terms of in-kind assistance, teams with equipment, sending experts for assessment and coordination etc.)? i.e. How to ensure the inclusion of non-citizen populations in civil protection authorities' response measures, including specific measures that may be needed to reach out to and communicate with non-citizens (i.e. to overcome language and cultural barriers, etc.) and to ensure the specific needs of specific categories of migrants are addressed?*
- *How can bilateral and regional cooperation between civil protection authorities to assist and protect migrants in countries in crisis be improved in Asia? Consider options from the political, legislative, administrative and operational point of views.*
- *How can capacities of civil protection authorities be improved to better assist and protect migrants in countries in crisis (e.g. training courses on intercultural communication and awareness for staff; recruit staff proficient in the languages spoken by the main migrant groups etc.)?*

Workshop Session 3: Post-crisis phase

Working Group 1: Return and reintegration, and other long term solutions

Planning for return and reintegration as well as other long terms solutions for migrants caught in countries in crisis is an essential component of recovery plans. Most Asian countries have developed programs to manage the process of return and reintegration of their nationals. However, such programmes need to be further tailored to post-crisis contexts and countries often lack adequate resources to effectively implement them. In addition, other forms of long terms solutions need to be offered to migrants caught in crisis, such as re-deployment to a safe area in the country of destination or relocation in a third country. This working group aims to define options to develop programmes and implementation means in order to address the long term needs of migrants in countries in crisis.

Guiding questions:

- *How can existing return and reintegration programmes in Asia be tailored to accommodate the specific needs of migrants in a post-crisis context, in particular in terms of migrants' awareness about these programmes, identity document and*

- registration upon return and access of migrants to local labour economy (taking into account the specific concerns of women migrant workers as well as low-skilled workers)?*
- *What other long term solutions to assist and protect migrants in the long run have already been implemented in the past in Asia? How can they be replicated and improved?*
 - *How can the division of work between government agencies, workers' and employers' organisations, international organisations and NGOs/CSOs in Asia in fostering social and professional reintegration of returning migrant in the post-crisis context be improved?*

Working Group 2: Measures to reduce the socio-economic impacts of migrants' returns on the development of countries of origin, transit and destination

Sudden mass returns of migrants in the aftermath of a crisis can have tremendous socio-economic effects on the development of countries of origin, transit and destination depending on the situation of the country. Such returns can severely impact food insecurity and create land and property challenges as well as problems regarding access to basic services, which may be a source of further or repeated displacement. This working group aims to identify forward-looking measures as well as cooperation mechanisms to reduce such adverse impacts on development.

Guiding questions:

- *What have been the key socio-economic impacts of mass returns of migrants after a crisis over the short, medium and long terms?*
- *What measures have been adopted following past crises to manage the socio-economic implications of a sudden mass departure of migrants / a mass return of your own nationals? How have labour shortages been addressed in countries of destination?*
- *How can regional and international cooperation be strengthened to mitigate the negative socio-economic impacts of mass returns of migrants on development in Asia?*

Working Group 3: Contribution of migrants and diasporas to recovery

Given its relative wealth and its important size, Asian diaspora has long significantly contributed to post-crisis recovery. This type of contribution, which depends on the prevailing conditions in both the country of origin and the country of destination, is often overlooked within broader national/regional recovery plans. This working group aims to highlight avenues to better frame and support the constructive role of migrants and diasporas at the post-crisis phase with a view to develop an enabled environment.

Guiding questions:

- *In which areas have contributions from migrants and diasporas to recovery been most significant in the past?*
- *How can the contribution of migrants and diasporas to recovery be supported at the post-crisis phase both at national and regional levels? What measures can both the country of destination and the country of origin adopt in this context? Consider the following approaches:*
 - o *Confidence building measures*
 - o *Migration and development policy framework (including measures to recognise diasporas as a recovery partner and integration policy)*
 - o *Measures to leverage remittance flows for recovery and development*
 - o *Measures to attract back skills*
 - o *Measures to build the capacities of diaspora organisations*

Final List of Participants

COUNTRY	NAME	INSTITUTION	DESIGNATION
Australia	Kenneth McArthur	Australian Embassy	Counsellor - Immigration and Border Protection
Bangladesh	Shahidul Haque	Ministry of Foreign Affairs	Foreign Secretary
Bangladesh	Iqbal Ahmed	Ministry of Foreign Affairs	Director, Foreign Secretary's Office
India	Rajiv Wadhawan	Ministry of Overseas Indian Affairs of Indians	Deputy Secretary
India	Lakshmi Siva Bhaskar Teegela	Ministry of Overseas Indian Affairs	CAO
Indonesia	Karbela Rachman	Ministry of Foreign Affairs	Head of Section of Protection of Economic Social Cultural and Development Rights
Indonesia	Rahmat Amine Lasim	Ministry of Foreign Affairs	Head of Section Directorate for the Protection of Indonesian Citizens Abroad
Indonesia	Susapto Anggoro Broto	Ministry of Foreign Affairs	Foreign Service Officer
Laos	Bounxou Thiphachanh	Ministry of Foreign Affairs	Deputy Director of General Affairs Division, Consular
Laos	Bounsouan Xaiyasinh	Ministry of Labour and Social Welfare	Technical Officer
Laos	Phoutthasone Taikheophithoun	Ministry of Foreign Affairs	Technical Officer, International Organisation
Malaysia	Raja Kamariah Raja Abdul Rahman	Ministry of Home Affairs	Principal Assistant Secretary, Immigration Affairs
Malaysia	Yuslina Kamarudin	Ministry of Home Affairs	Principal Assistant Secretary, National Registration Division
Myanmar	May Thu Nyo	Ministry of Labour, Employment and Social Security	Assistant Director, Department of Labour
Myanmar	Khaing Su Linn	Ministry of Foreign Affairs	Assistant Director
Myanmar	Myo Naing Thin	Ministry of Social Welfare, Relief and Resettlement	Staff Officer, Administration Branch Relief and Resettlement Department
Nepal	Dipak Adhikari	Ministry of Foreign Affairs	Officiating Director General, Department of Consular Services Officer
Nepal	Sagar Mishra	Ministry of Home Affairs	Section Officer
Pakistan	Taimur Zulfiqar	Embassy of Pakistan	Second Secretary / Deputy Head of Mission
Philippines	Imelda Nicolas	Commission on Filipinos Overseas	Cabinet-rank Secretary/Chairperson
Philippines	Hans Leo Cacdac	Philippine Overseas Employment Administration	Administrator

Philippines	Lorenzo Rhys Jungco	Department of Foreign Affairs	Special Assistant, Office of the Undersecretary for Migrant Workers Affairs
Philippines	Jens Noriel Cubos	Department of Foreign Affairs	Assistant, Office of United Nations and Other International Organisations
South Korea	Kim Ayeung	Ministry of Gender, Equality and Family	Director of Multicultural Family
South Korea	Lee Han Sang	Embassy of the Republic of Korea	First Secretary
South Korea	Jeon Yeji	Embassy of the Republic of Korea	Political Officer
South Korea	Ham Ruhoo	Embassy of the Republic of Korea	Staff
Sri Lanka	Chandana Weerasena	Ministry of Foreign Affairs	Director, UN, MA, HR and Conferences Division
Sri Lanka	H.P. Sumanasekara	Ministry of Foreign Employment	Senior Assistant Secretary
Sri Lanka	W.M.M.B. Weerasekera	Ministry of Public Order, Disaster Management and Christian Affairs	Controller, Department of Immigration and Emigration
Sri Lanka	H.M.G.R.R.K. Wijeratne Mendis	Embassy of the Democratic Socialist Republic of Sri Lanka	Chargé d'affaires, a.i.
Thailand	Chainarong Vasanasomsithi	Ministry of Interior	Director, Research and International Cooperation Bureau, Department of Disaster Prevention and Mitigation
Thailand	Pannapa Na Nan	Ministry of Interior	Plan and Policy Analyst, Research and International Cooperation Bureau, Department of Disaster Prevention and Mitigation
United States of America	Donna Blair	Embassy of the United States of America	Consul General
United States of America	Rachael Parrish	Embassy of the United States of America	Political Officer
United States of America	Gayatri Patel	US Department of State	Foreign Affairs Officer, Office of International Migration, Bureau of Population, Refugees and Migration
Viet Nam	Ly Quoc Tuan	Ministry of Foreign Affairs	Deputy Director General, Consular Department
Viet Nam	Nguyen Vinh Long	Ministry of Public Security of Vietnam	Officer, Immigration Department
Viet Nam	Nguyen Thanh Giang	Ministry of Foreign Affairs	Officer, Consular Department Ministry of Foreign Affairs

INSTITUTION	SURNAME	FIRST NAME	DESIGNATION
Commission on Filipinos Overseas	Miravales	Ivy	Officer-in-charge, Migrant Integration and Education Division
Commission on Filipinos Overseas	Alcanolin	Andrea Luisa	Executive Assistant, Office of the Secretary
Commission on Filipinos Overseas	Molano	Jose	Senior Consultant, Office of the Secretary
Commission on Filipinos Overseas	Rodriguez	Joanna Lyn	Emigrant Services Officer, Office of the Secretary
Commission on Filipinos Overseas	Pangilinan	Ma. Nicole	Technical Assistant, Policy Planning and Research Division
Commission on Filipinos Overseas	Garcia	Rodrigo	Officer-in-Charge, Policy Planning and Research Division
Commission on Filipinos Overseas	Tingga	Frencel Louie	Senior Emigrant Services Officer, Policy Planning and Research Division
Delegation of the European Union	Ledoux	Guy	Head of Delegation
Delegation of the European Union	Raynera	Margarito	Programme Officer
European Commission	Sperl	Markus	International Cooperation Officer, DG Development and Cooperation
European Commission	Kirkeskov-Winkel	Jeppe	International Relations Officer, DG Home Affairs
ICMPD	Gehrke	Lukas	Director, Southern Dimension
ICMPD	Lacroix	Chantal	Programme Manager
ICMPD	Sgro	Aurelie	Project Officer
ICMPD	Hendow	Maegan	Researcher
ICMPD	Markovsky	Kathrin	Project Assistant
MICIC Secretariat	Klein-Solomon	Michele	Director
MICIC Secretariat	Milano	Chiara	Migration Policy Officer
Georgetown University - Institute for the Study of International Migration	Weerasinghe	Sanjula	Research Associate
Asian Development Bank	Sugiyarto	Guntur	Senior Economist
International Organization for Migration - Regional Office for Asia and the Pacific	Kelly	Brian	Senior Regional Disaster Adviser
Migrant Forum in Asia	Gois	William	Regional Coordinator
Migrant Services Development	Tabet	Najla	Expert in Migration
Tamkeen Fields for Aid	Alkalash	Linda	Director
Batis Center for Women	Yap	Gina	Executive Director

Blas Ople Center and Training Institute	Sespene	Jenny	Case Officer
Blas Ople Center and Training Institute	Orcelada	Jianne	Case Officer
Department of Labor and Employment	Dicang	David	Labor Attaché
Department of Social Welfare and Development	Dagulo	Rosalie	Division Chief, Special Operations Office
Department of Social Welfare and Development	Shalim	Dulfie	Director, Protective Service Bureau
International Justice Mission	Cisnero	Maria Roda	National Advocacy Director
International Organization for Migration / Manila (Global) Administrative Office	Boasso	Marco	Chief of Mission
International Organization for Migration	Casco	Ricardo	Mission Coordinator and National Programme Officer
International Organization for Migration	Sese	Marilou	National Executive Officer
International Organization for Migration	Gitti	Giulia	Security Officer
Joint Migration and Development Initiative Phase 2	Roma	Golda Myra	Focal Point - Philippines
LBS Recruitment	Soriano	Loreto	CEO and President
Nansen Initiative	Siahaan	Kara Devonna	Adviser to Southeast Asia
National Economic and Development Authority	Capones	Erlinda	Director, Social Development Staff
National Economic and Development Authority	Papa	Maurene	Senior Economic Development Specialist, Social Development Staff
National Reintegration Center for Overseas Filipino Workers	Mantilla	Chona	Director
National Reintegration Center for Overseas Filipino Workers	Cabato	Dennis	Officer-in-charge, Policy, Program and Management Division
Overseas Worker Welfare Administration	Calzado	Rebecca	Administrator
Overseas Worker Welfare Administration	Valenciano	Albert	Director of Policy and Program Development Office
Philippine Airlines	Quinto	Jacquelin Anne	Legal Counsel

Philippine Migration Network	Tigno	Jorge	Member
Philippine Migration Network	Go	Stella	Chair
Philippine Overseas Employment Administration	Reyes	Amuerfina	Deputy Administrator
Philippine Social Science Council	Magbitang	Myrna	Co-Researcher
Scalabrini Migration Center	Battistella	Graziano	Director
Scalabrini Migration Center	Asis	Marla	Director of Research and Publication
Scalabrini Migration Center	Mendoza	Valentin	Associate Director
UN High Commissioner for Refugees	Kerblat	Bernard	Country Representative
UN Office for Coordination and Humanitarian Affairs	Carden	David	Head of Office, Philippines
Western Union	Riingen	Patricia	Senior Vice President for South and East Asia
Commission on Filipinos Overseas	Alog	Irish Arra	Administrative and Finance and Division
Commission on Filipinos Overseas	Ardiente	Esmeraldo	Technical Assistant, Management Information Systems Division
Commission on Filipinos Overseas	De Ocampo	Sharmaine	Technical Assistant, Policy Planning and Research Division
Commission on Filipinos Overseas	Delos Reyes	Alexis	Technical Assistant, Management Information Systems Division
Commission on Filipinos Overseas	Duron	Cherry Lou	Administrative Assistant, Projects Management Division
Commission on Filipinos Overseas	Gregorio	Michael	Information Systems Analyst, Management Information Systems Division
Commission on Filipinos Overseas	Lampa	Veberly	Administrative and Finance and Division
Commission on Filipinos Overseas	Mareposque	Jennifer	Emigrant Services Officer, Migrant Integration and Education Division
Commission on Filipinos Overseas	Matias	Mary Hazel	Administrative and Finance and Division
Commission on Filipinos Overseas	Montero	Florence	Administrative and Finance and Division
Commission on Filipinos Overseas	Pestano	Leonard	Technical Assistant, Migrant Integration and Education Division
Commission on Filipinos Overseas	Poledario	Anjette	Administrative and Finance and Division
Commission on Filipinos Overseas	Rodriguez	Mary Lolyn Jade	Technical Assistant, Projects Management Division
Commission on Filipinos Overseas	San Pedro	Cindy	Senior Emigrant Services Officer, Administrative and Finance and Division