

## G 07: ESTABLISH COORDINATION AGREEMENTS IN ADVANCE TO LEVERAGE STRENGTHS AND FOSTER TRUST



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### WHY IS IT IMPORTANT?

States, private sector actors, international organizations, and civil society often work with fewer resources than required. Establishing partnerships and agreements, and maintaining routine coordination improves collective responses towards migrants, prevents duplication of efforts, and fosters trust between actors.

Each of these stakeholders has unique skills, resources, and strengths. Involving migrants and civil society – including at the local, national, regional and international levels – can help identify the specific needs of migrants. Coordination can prove critical during crisis situations and establishing arrangements in the preparedness phase provides the opportunity to anticipate challenges and leverage unique skills, resources and strengths of different stakeholders.

Coordination agreements may encompass a wide range of activities relevant to the needs of migrants both during and after an emergency. This includes collection of data and information sharing, consular services, the provision of humanitarian relief, evacuation operations, services to referral systems and others. Arranging relevant services and resources that will be high in demand when a crisis hits, will enhance effectiveness of response.

#### Lessons from the conflict in Libya (2011)

There were approximately 1.8 million migrant workers in Libya before the crisis erupted in 2011, forcing about 800,000 migrants to flee across international borders in only a matter of months. Coordination was required and key both to facilitate people's movement out of conflict-affected areas (using all of the available transportation options) and to manage assistance to those who had reached the borders.

The role of IOM and UNHCR in the evacuation of thousands of migrants stranded in Libya was vital, particularly to support countries that did not have the capacity to assist their nationals. With the support of these Organizations, States' responses to the crisis took place within a wider global operational mechanism. At the beginning of March 2011, IOM and the UNHCR joined forces to coordinate evacuation efforts and set up the Humanitarian Evacuation Cell (HEC) at the headquarters level.

# RECIPROCAL CONSULAR ASSISTANCE AND REPRESENTATION AGREEMENTS

## STATES OF ORIGIN

Bilateral or multilateral reciprocal consular assistance and representation agreements may be an effective way to address gaps when States do not have a consular presence in a country, or have limited capacity to assist their citizens. These agreements can address a wide range of aspects, including evacuation, transportation, shared use of assets, as well as the provision of consular assistance for citizens of non-represented States. Standard operating procedures should also address information sharing, reporting and liaison mechanisms in crisis situations.

### [Joint contingency plan for the Nordic embassies in Kathmandu, Nepal](#)

Nordic embassies in Nepal developed a joint contingency plan covering Danish, Swedish, Icelandic, Finnish and Norwegian citizens present in the country. The plan provides general advice to Nordic citizens on how to prepare for an emergency situation as well as providing general directions and advice for crisis situations. The plan has not been prepared as a result of any expected or present emergency situation, but is part of the routine planning done by each mission abroad.

### [TRICAMEX Initiative - Central America](#)

In 2015, the consulates of Mexico, El Salvador, Guatemala and Honduras launched the initiative “TRICAMEX” in the city of McAllen, USA. The Consular group was set up with the aim of strengthening coordinated actions between the four Central American countries to better serve their citizens living in McAllen. The group promotes communication, the notion of synergies, exchange of experiences and lessons learned in the field of protection and consular services. The TRICAMEX will be implemented in other cities where all four consulates are present, including Houston, New York, Chicago, Atlanta, Los Angeles, San Francisco and Seattle.

# CIVIL SOCIETY COORDINATION ARRANGEMENTS AND PLATFORMS

## CIVIL SOCIETY

Arrangements among civil society actors at the local, national, regional and international levels can cover a wide range of activities, including information sharing on migrants and their need; joint advocacy, mutual capacity-building, awareness-raising and service provision. Such agreements can promote responsibility-sharing and establish trusted relationships prior to crisis.

### [Farmworker CARE Coalition, United States of America](#)

The inter-agency coalition has the mission to bring together agencies and community-based organizations dedicated to improving the living and working conditions of agricultural workers and their families in the North San Diego County region. The Coalition focuses on minimizing the disparities through social justice efforts in the areas of disaster preparedness, education and public health through coordination, communication, advocacy, access, research and empowerment. The coalition's Disaster Preparedness Working Group focuses on testing and implementing response strategies which are appropriate for migrant farmworkers in order to mitigate the impacts of future emergencies. It does so by fostering new and strengthening existing partnerships with first responders and local entities in the emergency preparedness realm by means of better preparedness through enhanced collaboration.

### [The Emergency Network of Los Angeles, United States of America](#)

The Emergency Network of Los Angeles (ENLA), a voluntary coalition of nonprofit organizations, along with government and private-sector partners, provides a platform to facilitate knowledge and resources sharing throughout the disaster cycle-preparedness, response, recovery and mitigation. Its overall objective is to help disaster survivors and their communities by enabling more efficient services through the four C's-communication, coordination, cooperation and collaboration.

# BILATERAL AGREEMENTS ON MIGRANT WORKERS

## STATES OF ORIGIN, HOST STATES AND PRIVATE SECTOR

States or other actors can enter into bilateral agreements to protect migrant workers' rights in ordinary times, including specifying employers' as well as migrants' rights and duties. They may also enter into agreements to coordinate the protection of migrants in the event of a crisis, or on emergency procedures and evacuations. Agreements may designate roles and responsibilities of each relevant partner to the agreement for the assistance to, and evacuation of, migrant workers in crisis situations.

### Memorandum of Understanding between Trade Unions, Cambodia and Thailand

In 2013, and with the intention of facilitating joint activities to protect migrant workers' rights, Cambodian and Thai trade unions signed a bilateral Memorandum of Understanding (MoU). The outline of the MoU is guided by the trade union manual, "In Search of Decent Workers – Migrant Workers' Rights" by the International Labour Organization Bureau for Workers' Activities and various resolutions concerning labour migration. The MoU ensures the parties' commitment to initiate pre-departure and orientation training, to set up a helpdesk in their respective unions, to address occupational safety and health in key sectors dominated by migrant workers, and to lobby the Thai government to provide Khmer translation services and visual advocacy materials.

### Memorandum of Cooperation on Emergency Evacuation Support Services, IOM

IOM, the UN Migrant Agency, entered into cooperation agreements with a number of States on emergency evacuation support services for their nationals. These agreements are not legally binding but provide a useful framework between both sides on cooperation and facilitation of evacuations in the event of a crisis. A MoC can also help identifying potential bureaucratic and operational issues between institutions. Under these agreements, IOM provides a number of services to assist governments in facilitating the evacuation of their nationals. Services include, but are not limited to, the registration and determination of potential evacuees and their willingness and ability to travel, the facilitation of travel documents and documentation for transit visa as well as the arrangement of in-country and international transportation, assistance to evacuees.

## COORDINATION ARRANGEMENTS BETWEEN CONSULAR POSTS AND HOST STATES

### HOST STATES

Host states can facilitate the provision of assistance to migrants in the event of a crisis by establishing cooperation mechanisms with foreign consular posts. This can be done for instance, by setting up regular meetings with consular officials, by organizing briefings on national and local emergency procedures, and through regular exchange of information. The creation of a rapid support mechanism that can be activated during crisis, could support foreign consular missions in localizing their citizens in a timely manner in the event of a crisis.

### Cooperation agreement between the Canadian Embassy and the National Office of Emergency, Chile

The Canadian Embassy in Chile and the National Office of Emergency of the Ministry of Interior (ONEMI) signed a cooperation agreement to formalize their collaboration to enhance prevention and preparedness through awareness-raising. Under the terms of this agreement the Canadian Embassy will provide English and French translations of existing awareness-raising materials and brochures that are handed out to Canadian citizens residing in or travelling to Chile. ONEMI will deliver emergency preparedness trainings to Canadian communities in Chile.

### EU Directive on consular protection, European Union

With the objective of easing cooperation between consular authorities and strengthening European citizens' access to consular protection, European Union Member States adopted a new directive on 20 April 2015. The "Directive on consular protection" for European citizens living or travelling outside the EU clarifies when and how EU citizens in distress in a country outside the EU have the right to receive assistance from other EU countries' embassies or consulates. It also foresees specific rules to better protect and assist unrepresented citizens in crisis situations.

# IOM MEMORANDUM OF COOPERATION ON EMERGENCY EVACUATION SUPPORT SERVICES

A number of States have entered into cooperation agreements with IOM, the UN Migration Agency, on emergency evacuation support services for their nationals from a country experiencing crises. These agreements can help identifying potential bureaucratic and operational issues between relevant institutions and resolving them well in advance of an emergency situation – or at least creating a less contentious and problematic basis for service delivery when a crisis hits.

The Memorandum at a glance:

## Memorandum of Cooperation between the International Organization for Migration and XXXX on Emergency Evacuation Support Services

### 1. Introduction

- a. The Memorandum of Cooperation (MOC) provides a framework between the “sides” of the agreement for cooperation and facilitation of the emergency evacuation for XXXXX nationals, including, but not limited to, locations where no XXXXX representations exist.
- b. The MOC does not create any legally binding obligation, and will be carried out subject to the availability of the respective financial resources.

### 2. Commencement

### 3. Services

- a. On request from XXXXX, IOM will provide the following services to nationals, in order to facilitate their safe and orderly evacuation:
  - I. Registration and determination of potential evacuees’ willingness and ability to travel;
  - II. Arrangement of in-country transportation to the airport of departure;
  - III. Organized international transportation by air, land or sea;
  - IV. Facilitation of travel documents and documentation for transit countries;
  - V. Facilitation of exit permits;
  - VI. Waiver of payment of departure fees where such waiver can be obtained;
  - VII. Fitness to travel medical checks;
  - VIII. Assistance to evacuees with departure formalities (immigration, customs and baggage checks) at the point of embarkation;
  - IX. Advance notification of proposed passenger manifests;
  - X. Assistance en route;
  - XI. Provision of medical/operational escorts;
  - XII. Notification of the passengers’ departure.
- b. XXXXX recognizes that, depending on the characteristics of the actors involved and of the situation, there is no guarantee that IOM can provide all services in all locations.
- c. IOM ensures that its own personnel tasked with performing the services maintain a standard of conduct consistent with that expected by XXXXX.

### 4. Payment of costs and fees

### 5. Confidentiality and intellectual property

### 6. Dispute resolution

### 7. Modifications and termination

The Guidelines in Action present implementation examples and tools to support the operationalization of the MICIC Initiative Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster. Practices and tools may be relevant for one or more stakeholders. Find more examples of practices in the MICIC Guidelines and in the online Repository of Practices on our website.

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