

GUIDELINES

TO PROTECT MIGRANTS IN COUNTRIES
EXPERIENCING CONFLICT OR NATURAL DISASTER



MICIC Save Lives
Increase Protection
Decrease Vulnerability
Improve Response

MIGRANTS IN COUNTRIES IN CRISIS INITIATIVE

© June 2016 Migrants in Countries in Crisis (MICIC) Initiative

The Guidelines are available in all UN official languages.

For more information and to download an electronic version of the Guidelines, please visit:
<http://micicinitiative.iom.int/> or contact the MICIC Initiative Secretariat at micicsecretariat@iom.int.

Cover

Migrants being evacuated from Libya 2011 © IOM Nicole Tung

Back cover

Typhoon in the Philippines 2012 © IOM Billy Jamisolamin

Stranded Sri Lankan migrant workers are assisted by IOM to leave Lebanon 2006 © IOM

Destruction after the earthquake in Ecuador 2016 © IOM Juliana Quintero

Migrants being evacuated from conflict in Libya 2011 © IOM Nicole Tung

Migrant waiting for evacuation from conflict in Libya 2011 © IOM Nicole Tung

Chadians being evacuated from conflict in the Central African Republic 2014 © IOM Craig Murphy

GUIDELINES

**TO PROTECT MIGRANTS IN COUNTRIES
EXPERIENCING CONFLICT OR NATURAL DISASTER**

***Foreword to the MICIC Initiative Guidelines by the Assistant Secretary of State of the United States
Bureau of Population, Refugees, and Migration, Anne C. Richard***

The launch of the Migrants in Countries in Crisis (MICIC) Initiative Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster in New York and Geneva in June 2016 represented the culmination of an ambitious and robust international consultation process led by the United States and the Philippines. Over the past two years, through each step in the process, I have been impressed by the commitment of so many people, including representatives of States, civil society, international organizations, and the private sector to share promising practices, frame and acknowledge existing challenges, and offer the expertise and commitment needed to improve our collective response. Of particular note was the invaluable involvement of civil society organizations, led by the Global Coalition on Migration and the International Catholic Migration Commission, which greatly improved the outcome of the Initiative with their dedicated participation and constructive input.

The Libya crisis in 2011 was a significant impetus for the MICIC Initiative, but other crises, like Hurricane Sandy in the United States, the Tohoku triple disaster in Japan, and the current crisis in Yemen, remind us that no country is immune to the effects of conflict or natural disaster, and that such calamitous events can happen with little warning. We have seen unprecedented numbers of people in all parts of the world fleeing protracted conflict, brutal human rights abuses, severe natural disasters, and extreme poverty. Many risking their lives on perilous journeys are not refugees as defined by the 1951 Refugee Convention relating to the Status of Refugees. They are migrants. We hope the Guidelines are welcomed broadly and, more importantly, implemented widely to improve our collective response to the needs of migrants in conflict or natural disaster.

The MICIC Initiative supports the 2030 Agenda for Sustainable Development's goal of reducing inequality (Goal 10), including through (Target 10.7) facilitating safe, regular, and orderly migration through well-managed migration policies. We hope the Initiative serves as a solid blueprint of how State-led efforts, developed in consultation with impacted stakeholders, can lead to the adoption of concrete, practical migration solutions, much like the Nansen Initiative did on cross-border displacement due to disasters and climate change. While the MICIC Initiative did not result in a new treaty, international law, or binding requirements promulgated to States, it provides Guidelines that can help all countries and actors save lives and improve protection for migrants. While the Initiative only focused on conflict and natural disaster, it provides stakeholders with principles, guidelines, and practices that can be employed to improve protection and assistance for migrants in the wider scope of the many challenges we face today. As such, I encourage all actors to view the Initiative and its Guidelines as a starting point in our work to constantly seek out and employ the innovative tools, policies, and forms of cooperation that can most directly and humanely protect and support migrants in their greatest times of need.

Foreword to the MICIC Initiative Guidelines by the Chairperson of the Commission on Filipinos Overseas, Secretary Imelda M. Nicolas

As the six-year term of Philippine President Benigno S. Aquino III ends on 30 June 2016, we, who belong to his official family, are proud to leave to the global community as part of his legacy, these Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster.

In a very real sense, the provenance of the Guidelines long precede the announcement at the UN of the Migrants in Countries In Crisis Initiative (MICIC) Initiative three years ago. The Philippine contribution to the Guidelines is based on our own four decades of human mobility, with some 10 million people—10 percent of our population—now present in more than 200 countries.

Many overseas Filipinos have heart-breaking stories of the anguish and suffering brought about by wars and natural disasters they have experienced as international migrants. This human suffering associated with migration explains why the safety, well-being, and rights of overseas Filipinos are accorded primordial importance by our country.

Our government has created mechanisms, policies, and programs to address these crisis situations. We have recognized that all stakeholders, including migrants, migrant communities in host States, civil society, and the private sector have critical roles to play.

Given this backdrop, we can say that our country's input to the MICIC Initiative Guidelines, especially to the practices, comes from the blood, sweat, and tears of our migrants, and from lessons learned by our front liners in the field: from our Department of Foreign Affairs to the Department of Labor and Employment, from the Department of Social Welfare and Development to the Overseas Preparedness and Response Team that President Aquino instituted in 2011.

These efforts have not been perfect, by any means, and there is still so much to be done. The Philippines remains committed to creating vast opportunities of employment and investment at home so that migration will become a choice rather than a necessity. We will continue to work to maximize the benefits of migration for our people and minimize its cost.

In moments of crisis, we realize again and again that one cannot do it alone—governments, international organizations, the private sector, and civil society must come together to assist migrants quickly and flexibly: to save lives, increase protection, decrease vulnerabilities, and improve responses. These are the mantra of the MICIC Initiative.

Finally, let me quote from a recent commencement speech delivered by Lin-Manuel Miranda, creator of the hit Broadway play *Hamilton*: “In a year when politicians traffic in anti-immigrant rhetoric, there is also a Broadway musical reminding us that a broke, orphan immigrant from the West Indies built our financial system. A story that reminds us that since the beginning of the great unfinished symphony that is our American experiment, time and time again, immigrants get the job done.”

***Foreword to the MICIC Initiative Guidelines by the Special Representative of the United Nations
Secretary-General for International Migration, Peter Sutherland***

When I first proposed this initiative, shortly after the Libyan civil war erupted in 2011, I knew that the United States and the Philippines would be ideal partners to lead it. But I must admit that I am surprised by the true excellence, speed, and diplomacy that characterized the process they led and the product they created. The Migrants in Countries in Crisis (MICIC) Initiative and the Guidelines that the Initiative produced are profoundly important to me for many reasons, but allow me to highlight three.

First, the Guidelines are deeply grounded in common sense, a value that is so achingly absent from our prevailing political debates around migration. It bears testament to what a group of well-intentioned States and committed individuals can achieve when they focus on solving real-world problems. Working together and with purpose, States, employers, international organizations, and civil society have produced guidance that will, quite simply, reduce human suffering.

Second, the Guidelines are heartening evidence of the value of what I call mini-multilateralism. Rather than wait around for a consensus to emerge among 193 member States, a small group of pioneers decided to take responsibility for making progress on an issue of global concern. This model of mini-multilateralism is one that I believe must be the backbone of progress on international cooperation in the coming decade, given that so many national governments seem either reluctant to engage on the global level or more generally paralyzed by fear in addressing migration.

Third, and above all, I am moved by the fact that the Guidelines begin with three simple, bracing words: “First, save lives.” That eloquent command captures the spirit of this endeavor and the essential humanity that must inform all our work. Those words also are a beacon in this time of extremism, when migrants are ruthlessly exploited by populists who aim to divide our societies through seductive, destructive calls for us to eschew the “other,” and to discriminate on the basis of skin color, ethnicity, or faith. In times of crisis, we are reminded of what we have in common—that we are members, first and foremost, of the human race. It is this fundamental identity that must guide our actions and reactions.

The MICIC *Initiative Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster* should be seen as part of greater efforts needed to close the broader protection gaps faced by migrants at risk. I would like to congratulate the United States and the Philippines and their working group for putting these excellent, practical Guidelines together. It is now incumbent on us all not to let this guidance collect dust on bookshelves, but to put these Guidelines into practice around the world to reduce the suffering and despair of migrants affected by crises—situations of real despair we have witnessed too many times in recent years.

Finally, I would like to commend the MICIC Initiative secretariat at the International Organization for Migration (IOM) for providing critical expertise and professionalism in supporting this government-led Initiative. Such international public servant support is precisely what we expect as an international community from the institutions we have charged to work on behalf of migrants and the member States responsible for their protection and assistance. I am confident that we can count on IOM to continue to be our reliable, expert partner in working to improve the lives of migrants and assist States in addressing migration in more humane ways.

***Foreword to the MICIC Initiative Guidelines by the
Director General of the International Organization for Migration (IOM), William Lacy Swing***

The Migrants in Countries in Crisis (MICIC) Initiative and its Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster are both timely and significant. Migration is a mega-trend of this century. All countries host migrants and all countries have citizens abroad. Migration—whether internal or international—will undoubtedly increase as the world becomes more globalized. Migrants are caught up in virtually all conflicts and natural disasters, and are among the most vulnerable.

Migrants can fall between the cracks of existing protection mechanisms and they are not always taken into account in frameworks and programs on crisis preparedness and emergency responses, even though they face vulnerabilities above and beyond those faced by citizens of a country experiencing a crisis. After IOM's experience in bringing more than 230,000 migrants caught in the conflict in Libya to safety, we took concrete steps to be better prepared for the future. We developed the Migration Crisis Operational Framework, an operational tool to improve IOM's ability to support States and other actors in responding to the needs of crisis-affected, vulnerable populations. We also created the Migration Emergency Funding Mechanism, which enables IOM to provide urgent, life-saving assistance at a moment's notice. There is more to do, however, including incorporating migrants and their needs into humanitarian and development policies and plans. The Guidelines provide practical advice on how all of us can be more effective at managing the mobility dimensions of crises and in protecting migrants.

Migration contributes to economic development in both origin and host countries, and enriches the social and cultural fabric of our communities. These benefits can be frustrated, however, when a crisis hits. Economies that rely on migrant workers can suffer if migrants leave because of a crisis, making recovery even more difficult. Communities faced with mass returns from countries experiencing a crisis can experience social tensions and strains on local resources and services. The Guidelines provide recommendations on how migration can contribute to resilience, recovery, and the well-being of our communities and societies.

I would like to thank the governments of the Philippines and United States and the other members of the MICIC Initiative working group who have demonstrated strong leadership through this Initiative. I would also like to thank them for the faith and trust they placed in IOM to serve as the Secretariat. The MICIC Initiative is a great example of how States and other stakeholders can work together to develop better approaches to governing migration, drawing on the perspectives, expertise, and experiences of all the many actors working with and on behalf of migrants.

The inclusive, consultative process used to develop the Guidelines ensured that governments in all regions of the world, partner intergovernmental entities, the private sector, including employers and recruiters of migrants, civil society, including migrant and diaspora associations as well as migrants themselves, all contributed in an open manner to the discussions and development of the Guidelines. The result is Guidelines that are both principled and practical. They can and must be translated into action.

We have a collective responsibility to improve our actions and decrease the vulnerability of migrants. I therefore urge all of you to use these Guidelines to save lives, increase protection, and respond to crises in a way that ensures the safety, dignity, and well-being of migrants and society.

TABLE OF CONTENTS



| | |
|--|-----------|
| FOREWORDS | 3 |
| INTRODUCTION | 11 |
| SCOPE AND PURPOSE | 15 |
| PRINCIPLES | 18 |
| GUIDELINES | 22 |
| I. CRISIS PREPAREDNESS | 23 |
| GUIDELINE 1: Track information on conflicts and natural disasters, and the potential impact on migrants | 23 |
| GUIDELINE 2: Collect and share information on migrants, subject to privacy, confidentiality, and the security and safety of migrants | 24 |
| GUIDELINE 3: Empower migrants to help themselves, their families, and communities during and in the aftermath of crises | 25 |
| GUIDELINE 4: Incorporate migrants in prevention, preparedness, and emergency response systems | 26 |
| GUIDELINE 5: Involve migrants in contingency planning and integrate their needs and capacities | 27 |
| GUIDELINE 6: Communicate effectively with migrants | 28 |
| GUIDELINE 7: Establish coordination agreements in advance to leverage strengths and foster trust | 30 |
| GUIDELINE 8: Build capacity and learn lessons for emergency response and post-crisis action | 31 |
| II. EMERGENCY RESPONSE | 32 |
| GUIDELINE 9: Communicate widely, effectively, and often with migrants on evolving crises and how to access help | 32 |
| GUIDELINE 10: Facilitate migrants' ability to move to safety | 33 |
| GUIDELINE 11: Provide humanitarian assistance to migrants without discrimination | 34 |
| GUIDELINE 12: Establish clear referral procedures among stakeholders | 35 |
| GUIDELINE 13: Relocate and evacuate migrants when needed | 36 |

| | |
|---|------------|
| III. POST-CRISIS ACTION | 37 |
| GUIDELINE 14: Address migrants' immediate needs and support migrants to rebuild lives | 37 |
| GUIDELINE 15: Support migrants' host communities | 38 |
| PRACTICES | 40 |
| I. PRACTICES TO SUPPORT CRISIS PREPAREDNESS | 42 |
| Practices to implement Guideline 1 | 42 |
| Practices to implement Guideline 2 | 46 |
| Practices to implement Guideline 3 | 51 |
| Practices to implement Guideline 4 | 61 |
| Practices to implement Guideline 5 | 65 |
| Practices to implement Guideline 6 | 71 |
| Practices to implement Guideline 7 | 76 |
| Practices to implement Guideline 8 | 81 |
| II: PRACTICES TO SUPPORT EMERGENCY RESPONSE | 92 |
| Practices to implement Guideline 9 | 92 |
| Practices to implement Guideline 10 | 98 |
| Practices to implement Guideline 11 | 102 |
| Practices to implement Guideline 12 | 110 |
| Practices to implement Guideline 13 | 113 |
| III: PRACTICES TO SUPPORT POST-CRISIS ACTION | 119 |
| Practices to implement Guideline 14 | 119 |
| Practices to implement Guideline 15 | 126 |
| GLOSSARY | 130 |
| ACRONYMS | 133 |

INTRODUCTION



Background to the Migrants in Countries in Crisis Initiative

When conflicts or natural disasters erupt, they can disproportionately affect migrants living, working, studying, traveling, or transiting in the country experiencing the crisis. The earthquake and tsunami in Tohoku, Japan (2011), the floods in Thailand (2011), hurricane Sandy in the United States (2012), and the outbreak of conflicts in the Central African Republic and in Yemen in recent years are but a few examples of crises in which migrants were among those seriously affected. While they are resilient and resourceful, a variety of factors create particular vulnerability for migrants in the face of such crises. Language barriers, restrictions on mobility, irregular immigration status, confiscated or lost identity or travel documents, limited social networks, isolation, and attacks and discrimination are some of the factors that hinder the ability of migrants to access protection, move out of harm's way, or otherwise ensure their own safety and wellbeing. The Migrants in Countries in Crisis (MICIC) Initiative was conceived to address these challenges.

Today, more people than ever before live in a country other than the one in which they were born. In 2015, the number of international migrants surpassed 244 million, growing at a rate faster than the world's population. Many more are present temporarily. Most are in a regular immigration status while others may be in an irregular immigration situation. The majority work, study, or stay with their families. Some are in transit, on their way to other destinations. Some are on short-term business or leisure trips. Some are exploited as victims of trafficking, including in bonded labor, or in other abusive arrangements. Some are in detention. Some have fled natural disasters or violence in their State of origin. Others are nomadic, pastoralists, or indigenous populations who move across international borders as part of their traditional way of life.

Migrants are present in all countries in the world. In 2015, nearly two thirds of all international migrants worldwide lived in Europe (76 million) or Asia (75 million). North America hosted the third largest number of international migrants (54 million), followed by Africa (21 million), Latin America and the Caribbean (9 million), and Oceania (8 million). Between 2000 and 2015, Asia and Oceania experienced the fastest average annual growth in numbers of migrants, followed by Latin America and the Caribbean, and then Africa.

No country is immune to conflicts or natural hazards. Recent and ongoing conflicts in Libya, Yemen, Ukraine, South Sudan, Syria, and elsewhere illustrate that such situations can affect countries at different stages along the development spectrum. Natural hazards can be even less predictable. Floods, hurricanes, earthquakes, and the like result in disasters that indiscriminately wreak havoc in countries around the world, from the United States to Costa Rica, Philippines to Bangladesh, France to Tajikistan, Ethiopia to Kenya, and Australia to Fiji.

International human rights belong to all persons, including migrants, and States have assumed obligations to respect, protect, and fulfill migrants' human rights. But migrants in countries experiencing conflicts or natural disasters can be overlooked in responses. Host-State actors and other responders do not always readily identify or understand migrants' unique needs. Traditional humanitarian responses have not consistently provided migrants

with effective access to help. Little guidance exists to clearly identify specific roles and responsibilities of States and other key actors to protect migrants in countries experiencing conflicts or natural disasters. In this context, such migrants can ‘fall between the cracks’. This gap is a concern for all countries.

The Libyan uprising, which descended into conflict in 2011 and forced some 800,000 migrants to flee across international borders in a matter of months, was a watershed event, drawing widespread attention to this gap. It led to multiple calls for action by States, UN representatives, international organizations, and civil society to better address the protection of migrants in the context of conflicts or natural disasters. The MICIC Initiative was born of this momentum.

The MICIC Initiative Process

Launched in May 2014 at the Global Forum on Migration and Development (GFMD) in Stockholm, following a call for action during the 2013 UN General Assembly High-level Dialogue on International Migration and Development, the MICIC Initiative is a government-led process co-chaired by the United States and the Philippines. It seeks to improve the ability of States, the private sector, international organizations, and civil society to prepare for and respond to the needs of migrants in countries experiencing conflicts or natural disasters, including by protecting their rights and dignity and by alleviating suffering. The co-chairs are assisted by a working group comprised of the governments of Australia, Bangladesh, Costa Rica, and Ethiopia; the European Commission; the International Organization for Migration (IOM); the United Nations High Commissioner for Refugees (UNHCR); the Office of the UN Special Representative of the Secretary General for International Migration; the International Centre for Migration Policy Development (ICMPD); and the Georgetown University Institute for the Study of International Migration (ISIM). IOM serves as the Secretariat.

Following the launch of the MICIC Initiative, the co-chairs and the working group followed a broad and inclusive evidence-gathering and consultative process. Regional consultations, funded by the European Commission, were held with States and other key representatives from South, East, and South-East Asia, Eastern Europe and Central Asia, West and Central Africa, Latin America and the Caribbean, North Africa and the Middle East, and East and Southern Africa. Civil society also provided consolidated input gathered from a series of parallel regional civil society consultations. The United States and Australia funded targeted stakeholder consultations with a broad range of actors from civil society, international organizations, and the private sector, and with participating States and ‘friends’ of the Intergovernmental Consultation on Migration, Asylum, and Refugees (IGC). Side events at global gatherings, such as the 2015 Sendai World Conference on Disaster Risk Reduction, the 2015 GFMD in Istanbul, and the 2016 World Humanitarian Summit in Istanbul, garnered additional perspectives. Webinars, issue briefs, and other avenues for sharing practices shed further light on crucial issues, bolstered the evidence base, and helped to identify the roles and responsibilities of key actors and practical measures each can take to better protect migrants in countries experiencing natural disaster or conflict.

The MICIC Initiative Principles, Guidelines, and Practices

These non-binding and voluntary *Principles, Guidelines, and Practices* are the culmination of the efforts described above. They reflect the principle that States bear primary responsibility for protecting migrants in countries experiencing conflicts or natural disasters. States experiencing conflicts or natural disasters have responsibilities towards those present in their territory, including migrants, regardless of their immigration status. States of origin also bear responsibility for the safety and welfare of their citizens, even when those citizens are living, working, traveling, or transiting in other countries. Other States, including those in the same region as the country experiencing a crisis may be called to provide support.

Yet, as past crises have shown, States cannot do this alone. Employers and recruiters play a significant role in protecting and assisting migrant workers and in shaping their experiences before, during, and in the aftermath of crises. Private sector actors also make significant contributions as essential providers of services, innovators, and partners in crisis preparedness, response, and recovery. International organizations have technical expertise and capacity. For example, IOM's Migration Crisis Operational Framework identifies fifteen sectors of humanitarian, development, and migration management assistance that can be provided during all phases of a crisis. International organizations employ their knowledge, skills, and experiences to mobilize resources and support and serve States and migrants. Civil society actors are a critical bridge between governments and migrants. They are among the first responders and migrants' trusted allies and advocates. They gather and share data, knowledge, and information and provide direct assistance. Migrants, too, including in their capacities as civil society actors and leaders, play critical roles in ensuring their own safety and wellbeing. They inform States and other stakeholders of their needs. They assist each other and support other stakeholders to access migrant populations. The competencies and strengths of each of these actors should be leveraged for the benefit of migrants and societies.

Better responses by all stakeholders enable them to more effectively protect migrants' rights and meet the needs of migrants and their families, communities, and societies, during life-threatening emergencies and through recovery. The MICIC Initiative, with a wide range of input, developed these *Principles, Guidelines, and Practices* as an important first step to help strengthen local, national, regional, and international action to better protect migrants in countries experiencing conflicts or natural disasters. These *Principles, Guidelines, and Practices* may also be helpful if applied to other crisis situations, including disasters triggered by human-made hazards, such as nuclear accidents.

At all times, our collective aim must be to save lives, increase protection, decrease vulnerability, and improve responses.

SCOPE AND PURPOSE



These *Principles, Guidelines, and Practices* apply to situations in which migrants are present in a country experiencing a conflict or natural disaster. They relate to crisis preparedness, emergency response, and post-crisis action.

For the purposes of these *Principles, Guidelines, and Practices*, the term ‘migrant’ means a non-citizen who is present in a country during a conflict or natural disaster regardless of: (a) the means of or reasons for entry; (b) immigration status; or (c) length of or reasons for stay. The term ‘migrant’ does not refer to refugees, asylum-seekers, and stateless persons, for whom specific protection regimes exist under international law, although these groups are addressed in certain places in the *Principles, Guidelines, and Practices* and referred to as such.

The *Principles, Guidelines, and Practices* provide practical, non-binding, voluntary guidance for States, private sector actors, international organizations, and civil society to protect migrants. In addition to these stakeholders, other actors may benefit from this guidance. These *Principles, Guidelines, and Practices* can be used to plan, prepare, and assess actions and to improve responses for the benefit of migrants, their families, and societies.

Each element of the *Principles, Guidelines, and Practices* serves a different purpose.

- The **Principles** are fundamental, cross-cutting precepts, drawn, in some instances, from international law. The Principles are intended to inform, underpin, and guide actions to protect migrants.
- The **Guidelines** are targeted suggestions, organized by theme, that identify in broad terms the actions needed to better protect migrants. Stakeholders can use the Guidelines to inform and shape crisis preparedness, emergency response, and post-crisis action.
- The **Practices** are a non-exhaustive selection of examples that illustrate ways to implement the Guidelines and address the needs of migrants. They are based on existing practices as well as recommendations and can be adapted to suit particular contexts and priorities. Stakeholders can share actual practices through the MICIC Initiative website: <http://micicinitiative.iom.int/>.

Many areas of international law are relevant to protecting migrants in countries experiencing conflicts or natural disasters, including human rights, humanitarian, and labor law, as applicable. Nothing in the *Principles, Guidelines, and Practices* should be read as creating new international law obligations, new norms, or as limiting or undermining any legal obligations that a State may have undertaken or be subject to under international law. Similarly, nothing in the *Principles, Guidelines, and Practices* should be read as limiting, undermining, or detracting from domestic legal obligations or other standards that apply to States, international organizations, private sectors actors, or civil society to better protect migrants.

These *Principles, Guidelines, and Practices* are based on the understanding that States retain the sovereign discretion to determine which non-citizens may enter and remain in their territories and under what conditions, in accordance with their obligations under international law.

The MICIC Initiative does not aim to replace or supersede existing legal frameworks that address the protection of refugees and stateless persons. Rather, the MICIC Initiative complements those existing protection frameworks. The 1951 Convention relating to the Status of Refugees and its 1967 Protocol set forth the legal protections and assistance that States are obligated to provide to refugees who are entitled to receive them. In addition, the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness establish a legal framework for States Parties to address the protection of stateless persons. States providing assistance to non-citizens during conflicts or natural disasters should identify refugees, asylum seekers, and stateless persons. States should establish appropriate cross-referral mechanisms for refugees, asylum seekers, and stateless persons as well as for migrants. Moreover, regardless of whether they are a party to the Refugee Convention or Protocol, States should implement specific safeguards to ensure that refugees and asylum seekers are protected against *refoulement*, including in the context of organized return. Additional vulnerability may arise for individuals who enter a country as migrants, but who may be unable to safely return to their country of origin, due, for example, to a change in circumstances by virtue of which they become a refugee or asylum seeker. Stakeholders should ensure that information and assistance on how to apply for asylum or other forms of protection are appropriately and effectively communicated, and accessible to affected populations.

PRINCIPLES



These Principles are fundamental, cross-cutting precepts, drawn, in some instances, from international law. The Principles are intended to inform, underpin, and guide actions to protect migrants in countries experiencing conflicts or natural disasters. This includes implementation of the Guidelines and Practices by States, private sector actors, international organizations, and civil society at the crisis preparedness, emergency response, and post-crisis phases.

- 1. First, save lives.** Respect for the inherent humanity and dignity of migrants means all possible efforts should be taken to save lives. Conflicts and natural disasters present complex and distinct challenges; nonetheless, humanitarian assistance must be prioritized and provided in an uncompromising and non-discriminatory manner. The immigration status of migrants should not be used as a basis for denying assistance in emergencies. Ensuring migrants are able to move to safety and enjoy their right to leave any country, as provided under international law, is essential to saving lives and protecting dignity.
- 2. As human beings, all migrants are entitled to human rights, regardless of their immigration status.** At all times, the human rights of migrants should be respected, protected, and fulfilled in a non-discriminatory manner and in accordance with applicable international law. This means that all actions relating to crisis preparedness, emergency response, and post-crisis should be undertaken in a manner consistent with the human rights of migrants. Effectively protecting migrants' human rights requires understanding of how discrimination and differences, including those based on immigration status, gender, age, disability, sexual orientation, race, nationality, or other characteristics can constrain access to resources and safety. A rights-sensitive approach to policy and programming requires that migrants are provided with sufficient and relevant information and are able to participate in processes and frameworks that implicate them. The principle of *non-refoulement* should be fully respected at all times.
- 3. States bear the primary responsibility to protect migrants within their territories and their own citizens, including when they are abroad.** Host States and States of transit have responsibilities towards all persons within their territories, including migrants, regardless of their immigration status. States of origin bear responsibilities towards their citizens, even when they are living, working, studying, traveling, or transiting in other countries.
- 4. Private sector actors, international organizations, and civil society play a significant role in protecting migrants and in supporting States to protect migrants.** To appreciate and realize this potential, approaches to protect migrants should involve the unique knowledge, skills, and capacities of private sector actors, international organizations, and civil society. Barriers that inhibit them from protecting migrants should be eliminated or minimized. Clarifying the critical roles of all stakeholders, before the next crisis erupts, also enhances the ability of States to carry out their responsibilities towards migrants.

- 5. Humanitarian action to protect migrants should be guided by the principles of humanity, neutrality, impartiality, and independence.** The purpose of humanitarian action is to protect life and health and ensure respect for human beings. Humanity means that human suffering must be addressed wherever it is found. Neutrality means that humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious, or ideological nature. Impartiality means that humanitarian action must be carried out on the basis of need alone, without discrimination, giving priority to the most urgent cases of distress and making no distinctions on the basis of immigration status or other grounds. Independence means that humanitarian action must be autonomous from the political, economic, military, or other objectives of actors taking such action.
- 6. Migrants are rights holders and capable actors, resilient and creative in the face of adversities.** They are not merely victims or passive recipients of assistance. While crises affect individual migrants differently, they have the capacity to take charge of their own safety and wellbeing and should be responsible for doing so, provided they have access to the necessary information and support. Stakeholders should create the conditions necessary for migrants to realize this potential and help them to enjoy their rights. Stakeholders should promote the participation and empowerment of all migrants, including migrants of different ages, genders, and abilities in efforts related to crisis preparedness, response, and recovery so migrants can mitigate risks and take charge of their wellbeing.
- 7. Migrants strengthen the vitality of both their host States and States of origin in multiple ways.** As mothers, fathers, brothers, sisters, sons, daughters, students, and workers at all skill levels, migrants provide for and contribute to their families, communities, and societies. Anti-migrant rhetoric can increase in times of crisis and migrants may face increased levels of discrimination, hostility, and xenophobia. Positive communication about migrants promotes tolerance, non-discrimination, inclusiveness, and respect toward migrants. This can include, for example, ensuring that the language used in referring to migrants avoids the term ‘illegal’. Migrants are people, and people are never ‘illegal’ even if they are in an irregular immigration status. Highlighting the positive economic, social, and cultural contributions of migrants can ground public debate in reality and counteract unfair and negative stereotypes and discriminatory and xenophobic attitudes. Building on migrants’ resilience and promoting their effective integration in host communities can enhance responses to crises.
- 8. Action at the local, national, regional, and international levels is necessary to improve responses.** Effective responses require all stakeholders to take actions not only at the international and national levels, but also at the regional and local levels. Local authorities and non-State local actors, including local communities and community leaders, are particularly well placed to understand and address needs during crises, given their proximity to migrants and their access as first responders. Regional engagement creates opportunities to address regional priorities and dynamics that relate to the protection of migrants, including populations who move across international borders as part of their traditional way of life.

9. Partnerships, cooperation, and coordination are essential between and among States, private sector actors, international organizations, civil society, local communities, and migrants. Partnerships foster trust, enhance the effectiveness of limited resources and capacity, and improve responses.

10. Continuous research, learning, and innovation improve our collective response. Regular assessments and evaluations of past experiences in protecting migrants in countries experiencing conflicts or natural disasters can inform planning, preparation, and responses. Through continuous and shared research, learning, and innovation, States, private sector actors, international organizations, and civil society can improve approaches, policies, and tools to better protect migrants.

GUIDELINES



These Guidelines are targeted suggestions, organized by theme, that identify in broad terms the actions needed to better protect migrants in countries experiencing crises. States, private sector actors, international organizations, and civil society can use the Guidelines to inform and shape crisis preparedness, emergency response, and post-crisis action.

The sample practices provided below each Guideline are a non-exhaustive selection of brief examples that illustrate ways to implement the Guidelines. They are based on recommendations as well as existing practices identified through consultations held with a wide range of stakeholders and are described more fully in the next section on Practices.

I. CRISIS PREPAREDNESS

Efforts to better protect migrants in countries experiencing conflicts or natural disasters require comprehensive, tailored, and tested crisis preparedness measures. Good preparation mitigates the scope and scale of interventions required during the emergency phase and in its aftermath. Crisis preparedness interventions must cover diverse areas in order to thoroughly address vulnerability and the needs of migrants, promote their resilience, and leverage their strengths and capacities.

GUIDELINE 1: Track information on conflicts and natural disasters, and potential impact on migrants

To protect migrants, States, private sector actors, international organizations, and civil society need to understand risks and exposure to crises in regions, countries, and localities. They also need to understand the ways in which crises can affect people, including migrants, and their assets. The period before the onset of a full-scale conflict or natural disaster is a critical time to undertake efforts to protect and assist people, including migrants, and to secure essential resources and infrastructure.

Not all conflicts and natural disasters are entirely unpredictable. Conflicts may be preceded by various signs, including protests, xenophobic violence, and civil unrest. Local actors, close to the source of an impending conflict, and with the experience to interpret signs and events, may often possess the most timely and accurate information. They can be an important source of knowledge for others.

Understanding regional, national, and local natural disaster risks and overlaying this information with information on the location and characteristics of migrants can inform preparation and response efforts. As in conflict situations, local sources of knowledge may also be important. While many natural disasters occur with great immediacy, different regions, countries, and localities are prone to specific types of natural disasters. Those related to weather events often occur with

some forewarning. Some are cyclical and recurrent and the warning signs will be familiar to those who have experienced them before. A number of early warning systems exist to forecast and monitor natural disasters and alert stakeholders and communities of impending crises.

Sample Practices

- *Early warning systems for natural disasters adapted and tested to reach migrants in multiple languages.*
- *Assessments to understand the potential effects of natural disasters on migrant communities and their assets.*
- *Inclusion of migrant characteristics in disaster vulnerability assessments by analyzing how factors, such as immigration status, language proficiency, or gender reduce access to information, resources, or protection.*
- *Community-based risk assessments that engage migrants in the identification of natural disasters, vulnerability, and capacities.*
- *Inclusion of migrants' presence and vulnerability in early warning and early action mechanisms.*
- *Structures to share information on developing civil unrest or conflict.*

GUIDELINE 2: Collect and share information on migrants, subject to privacy, confidentiality, and the security and safety of migrants

To protect migrants when conflicts or natural disasters erupt, States, private sector actors, international organizations, and civil society need information about migrant populations. Aggregated data on the municipal, national, regional, and international scale of migration and the demographics of migrants, such as gender, age, and nationality, enable stakeholders to understand the nature and scope of needs in the case of a crisis. Local-level migrant community profiles help stakeholders target responses. Some stakeholders collect detailed information on the location of migrants, how to contact individual migrants, emergency and family contacts, and specific vulnerability and needs. Recruitment and placement agencies collect information on the location and situation of labor migrants they deploy to other States and can be a useful source of information.

Migrants play a key role in sharing and updating their information to enable stakeholders to contact and assist them in the event of a conflict or natural disaster. That said, migrants in an irregular immigration status in particular may have reservations about putting themselves at risk by becoming more 'visible' and sharing contact and other information with stakeholders, especially State authorities. Such migrants are also more likely to be highly mobile and move from one temporary residence to another. Efforts to collect and share aggregated information on migrants in an irregular situation should address these barriers. Engaging civil society can help mitigate such challenges.

In cases where States, private sector actors, international organizations, and civil society collect personal data, they should respect privacy rights and confidentiality with a view to ensuring the safety and security of the migrants (and where relevant, other stakeholders) on whom they collect and share information. In collecting and handling information containing migrants' personal details, stakeholders need to act in accordance with applicable law and standards on individual data protection and privacy. Stakeholders should also ensure informed consent. Stakeholders can adopt clear guidelines that define the type of personal data to be collected and the ways in which such data will be handled, including circumstances in which data can be shared.

Sample Practices

- *Registration systems for citizens abroad that enable States of origin (or family, community, or civil society, where practical and appropriate) to contact migrants in the event of a crisis and provide them with information on the crisis and available assistance.*
- *Measures to encourage citizens to register, such as user-friendly, online registration systems that highlight the benefits and services that become available through registration.*
- *Host State registration systems to collect information on migrants upon arrival.*
- *Aggregated data and research on migration trends and demographics, including the purpose and routes of migration and nature and characteristics of migrants.*
- *Information on migrant community profiles, migrant networks, and focal points.*
- *Databases of migrant workers that include information on accompanying family members.*

GUIDELINE 3: Empower migrants to help themselves, their families, and communities during and in the aftermath of crises

In order to help themselves and others and to enjoy their rights, migrants need access to identity documents, basic public services, and financial and other resources. Migrants' ability to help themselves and enjoy their rights can be undermined by factors related to their entry and stay, means of arrival, connections to local populations, and conditions in the host State, including in workplaces. These factors can in turn undermine emergency response and recovery efforts.

States, private sector actors, international organizations, and civil society can promote migrants' resilience and empower migrants to help themselves during and after a crisis by addressing underlying conditions of vulnerability. Respecting, protecting, and fulfilling migrants' human and labor rights in ordinary times advance these goals as do efforts to ensure migrants are able to access information, basic services, and administrative, judicial, and other redress mechanisms.

Legal, policy, and operational factors that constrain protection should be addressed. Examples of obstacles include laws, policies, and practical barriers that arbitrarily restrict the movement

of migrants, enable arbitrary detention, discriminate between migrants and citizens in the provision of humanitarian assistance, or permit exploitative employment or recruitment practices.

In times of crisis, fear of immigration enforcement can inhibit migrants, particularly those in an irregular immigration status, from accessing necessary help. In this context, it is important to separate immigration enforcement actions from those that promote migrants' access to services, humanitarian assistance, identity documents, and movement.

Stakeholders can provide migrants—prior to departure from the State of origin, upon arrival in the host State, and during their stay in the host State—with pertinent information related to country-specific conflict or natural disaster hotspots, rights and potential rights violations or abuses, ways to access timely, credible, and regular information, emergency contact points, and what to do and where to go in the event of a crisis. Building migrants' skills to communicate in the host-State language and increasing migrants' financial literacy may prompt migrants to invest in savings, take out micro-insurance, and better prepare for navigating unforeseen circumstances.

Sample Practices

- *Pre-departure and post-arrival training for migrants that includes crisis-related information.*
- *Positive communication about migrants, including through migrant role models and campaigns to promote tolerance, non-discrimination, inclusiveness, and respect.*
- *Financial products, including micro-insurance, savings accounts, and fast-cash loans that target migrants' needs, including low-income migrants.*
- *Measures that respect, protect, and fulfill migrants' human and labor rights, including addressing barriers that inhibit migrants' ability to enjoy their rights.*
- *Identity cards for migrants in an irregular immigration status to promote their access to services.*
- *Ethical recruitment processes and accreditation, and integrity certification schemes.*
- *Community-based alternatives to detention for migrants.*

GUIDELINE 4: Incorporate migrants in prevention, preparedness, and emergency response systems

States and other stakeholders have laws, policies, and programs on prevention, preparedness, and emergency response to reduce the impact of crises. Taking into account the presence of migrants, their vulnerabilities, and their potential needs in prevention, preparedness, and emergency response frameworks, including on disaster risk reduction (DRR), can promote resilience in the event of a conflict or natural disaster. Clear laws and policies on migrants' eligibility for different types of assistance in the event of a crisis promote certainty. If the

presence of migrants is not known or is inadequately incorporated in planning, stakeholders may overlook migrants in their responses. If stakeholders fail to appreciate factors that make migrants vulnerable, such as language barriers, isolated working conditions, irregular immigration status, or mistrust of authorities, responses may be ineffective. When laws and policies are unclear, responses towards migrants can be unpredictable and insufficient.

Migrants themselves and civil society may be in the best position to assist States and other stakeholders to appreciate the presence of migrants, their vulnerability, and needs. In this respect, involving migrants and civil society in the development of prevention, preparedness, and emergency response measures can be helpful. Such actions also build trust between migrant populations and State and non-State actors who provide protection.

Migrants and civil society also have capacities and resources that they can contribute to preparedness and emergency response. Their language abilities, first-hand knowledge of migrant populations, understanding of cultural norms within their communities, and ability to foster greater trust toward State authorities and other actors can be leveraged to create more comprehensive and effective systems and programs.

Sample Practices

- *Platforms to facilitate the engagement of migrants in the design and implementation of prevention, preparedness, and emergency response systems.*
- *Taking migrants into account in national and local frameworks on prevention, preparedness, and emergency response, including by recognizing migrants as a specific group with needs and capacities.*
- *Recruitment of migrants as staff or volunteers in prevention, preparedness, and emergency response mechanisms.*

GUIDELINE 5: Involve migrants in contingency planning and integrate their needs and capacities

States, employers, recruiters and placement agencies, international organizations, and civil society have contingency plans and procedures to react to and mitigate the risks associated with crises. Many States of origin have contingency plans to assist their citizens abroad. If contingency plans do not exist, they should be developed during the pre-crisis phase to provide sufficient time to consider and test options.

Contingency plans should take into account and integrate migrants' presence, potential needs, and capacities. Plans should anticipate migrants' requirements for relocation, evacuation, communication, emergency shelter, food and non-food relief, health care, and psychosocial support. Plans should address ways to identify and respond to the needs of particularly

vulnerable populations, such as migrant children, including unaccompanied and separated children, children of migrants in an irregular immigration status, migrant victims of trafficking, elderly migrants, and migrants with disabilities. Plans should also address the protection of migrants in detention. Contingency plans should be flexible, actionable, clear, and adapted to relevant regional, national, and local dynamics.

Involving migrants and civil society in the preparation of contingency plans can be particularly useful. Migrants and civil society can identify circumstances where targeted approaches are necessary to address the specific needs of migrants, such as language requirements. Employers and recruitment and placement agencies should be involved in contingency plans for migrant workers and their families.

Regularly updating and testing contingency plans can also be helpful to identify gaps and weaknesses in actions towards migrants and to ensure those charged with protecting migrants have the authority and capacity to do so. Joint contingency planning between emergency response actors and those working primarily with migrant populations can facilitate resource sharing and common understanding of risks, migrant populations, and local infrastructure. Contingency plans can include a crisis management structure that identifies responsibilities of different actors.

Sample Practices

- *Multi-stakeholder contingency plans to share resources and capacities to assist migrants, including by undertaking multi-stakeholder asset mapping exercises.*
- *Crisis alert systems that monitor crises in host States and direct authorities to act based on the intensity of the crisis, such as obligation to evacuate migrants.*
- *Evacuation plans that set out clear rules and criteria for carrying out evacuations, such as document requirements and eligibility for evacuation.*
- *Emergency drills involving migrants to test contingency plans and identify obstacles and challenges.*
- *Inter-agency contingency plans that take into account migrants' potential needs in crises.*

GUIDELINE 6: Communicate effectively with migrants

Migrants need to understand potential risks associated with a crisis, where and how to obtain assistance, and how to inform stakeholders of their needs. Stakeholders should find appropriate channels to communicate with migrants and to identify their needs and capacities. To do so effectively, States, private sector actors, international organizations, and civil society should address language, cultural, and other barriers. The effects of crises, such as power failures, loss of internet and satellite communication systems, and even the deliberate spread of

misinformation (for instance, by people smugglers) may disrupt or constrain communication with migrants.

Communication efforts should also take into account the diversity among migrants present in host States. Diverse, multiple, formal, and informal methods of communication can help overcome barriers to effective communication with migrants. Women migrants are a large majority of domestic workers worldwide. Due to the isolated nature of this work, women in domestic work are extremely vulnerable to abuse and exploitation, including physical and sexual abuse, forced labor, and confinement. In times of crisis, this vulnerability is exacerbated and they can be hard to reach via traditional communication channels. Fear of being detected, detained, or deported may inhibit migrants in an irregular immigration situation from accessing available communication channels. Migrant children can become unaccompanied or separated. They absorb information and communicate their needs in different ways than adults. Elderly migrants sometimes lack host-language capabilities. Migrants with disabilities may need braille, audio cues, and other disability-sensitive interventions. In the chaos that can ensue during crises, migrants in detention may be overlooked. Efforts to communicate with migrants should be sensitive to the predicaments of migrants in different circumstances.

Communication channels can take advantage of social media, places of worship, and migrants' connections with their families and communities in their States of origin. Enlisting and involving migrants and faith-based and other civil society in establishing communication methods, and promoting their ability to communicate with each other, can facilitate communication with migrants, including hard-to-reach and hard-to-engage populations. Health or outreach workers who are already present in the community may be able to communicate in the languages migrants speak and understand different cultures in the community. Engaging and training them may be an effective method to deliver information to migrant communities.

Sample Practices

- *Multiple traditional and innovative communication channels to reach diverse migrant populations and minimize the effects of possible communication disruptions.*
- *Multiple mediums for communication in the languages migrants speak, at diverse literacy levels, to accommodate ways in which people absorb information, including accessible formats for persons with disabilities.*
- *Mobile applications and social media as a cost-effective, user-friendly, and widely accessible mechanism to provide crisis-related information.*
- *Helplines, hotlines, and call centers as an accessible and low-tech means through which one-way or two-way communication with migrants can be facilitated.*
- *Communication by civil society, especially migrant networks, diaspora, and faith-based actors with migrants in an irregular immigration status and others who may be hard to access.*

GUIDELINE 7: Establish coordination agreements in advance to leverage strengths and foster trust

States, private sector actors, international organizations, and civil society often work with fewer resources than required. Each of these stakeholders has unique skills, resources, and strengths. Working together to build partnerships, entering into agreements, and establishing routine coordination improves collective responses towards migrants, and prevents duplication of efforts. Such arrangements are best entered into before the next conflict or natural disaster, when stakeholders have the opportunity to anticipate challenges and leverage unique skills and strengths. Joint planning and coordination maximizes resources, improves the effectiveness of responses, and fosters trust between stakeholders. Involving migrants and civil society, who have first-hand knowledge of the specific needs and challenges faced by migrants, can improve the effectiveness of efforts to protect migrants in countries experiencing crises, including at the local, national, regional, or international levels.

These arrangements may relate to a range of activities relevant to the needs of migrants during the emergency phase and its aftermath—from collection of data to information sharing, consular services to identity assessments, awareness-raising to strategic communication plans, provision of humanitarian relief and services to referral systems, capacity-building to evacuation and reintegration assistance, and much more. This may include coordination and information sharing among anti-trafficking experts and humanitarian assistance providers to ensure screening for trafficking and referral to appropriate services. Additionally, by developing systems to identify refugees, asylum-seekers, and stateless persons, States can better ensure that these persons are appropriately referred to the available refugee and other protection mechanisms.

Stakeholders can often arrange in advance key services and resources that will be in high demand when a crisis hits, including transportation, shelter, food, health care, and timely and accurate information. Establishing and maintaining clear channels of communication between consular posts and relevant agencies of the host State is important. Such channels of communication could prove critical during crisis situations.

Sample Practices

- *Pre-arranged agreements among stakeholders, such as agreements between States and international organizations for identity verification, shared use of assets, family tracing, and deployment of experts and humanitarian personnel.*
- *Multi-stakeholder agreements for relocation and evacuation that set out roles and responsibilities of partners and provide guidance on allocation of costs.*
- *Cross-border cooperation on crisis preparedness, taking into account particular needs of migrants, especially at a local level for communities that straddle borders.*
- *Reciprocal consular assistance and representation agreements to address gaps in situations where States do not have a diplomatic or consular presence in a country or have limited capacity.*

GUIDELINE 8: Build capacity and learn lessons for emergency response and post-crisis action

Limited resources, funding, and technical skills can all affect the robustness of emergency and post-crisis responses. Understanding and assessing these limitations is a critical first step towards overcoming them. Stakeholders' investment in their own capacity to improve emergency response and post-crisis recovery for migrants is critical.

Capacity building may relate to such varied areas as consular services, training for responders, resource allocation, funding mechanisms, insurance schemes, relief goods and services, border and migration management, and relocation and evacuation. Many of these areas are relevant for both the emergency and post-crisis phases. Stakeholders should also consider addressing potential reintegration challenges for migrants, their families, and communities, facilitating re-employment, income generation, and safe remigration, and supporting migrants to access outstanding wages, assets, and property left in host States.

States, private sector actors, international organizations, and civil society should assist one another to build and improve their capacity to respond. Undertaking advocacy, monitoring and evaluations, raising awareness, conducting training, sharing information, building research and knowledge, and supporting and learning from each other all help to improve collective efforts to protect migrants.

Sample Practices

- *Training and capacity building of stakeholders, such as on effective ways to access migrants and identify vulnerability and needs.*
- *Dedicated funding to protect migrants, including budget lines, loans, and funding platforms.*
- *Referral mechanisms that map rosters of experts who can address diverse needs of different migrants.*
- *Peer-to-peer exchanges for capacity building and learning on tackling challenges associated with protecting migrants.*
- *Training for consular officials, such as on collecting information on citizens and crisis management, including evacuation.*
- *Monitoring and evaluation of crisis responses that includes analysis of responses towards migrants.*

II. EMERGENCY RESPONSE

During the emergency phase, stakeholders will ideally activate the kinds of crisis preparedness measures described in the previous section. Even if they have however, States, private sector actors, international organizations, and civil society will inevitably need to make decisions and enter into ad hoc arrangements to address unanticipated complexities and meet emerging needs as the emergency unfolds.

GUIDELINE 9: Communicate widely, effectively, and often with migrants on evolving crises and how to access help

Multiple formal and informal communication systems should be activated once a conflict or natural disaster erupts. Migrants should receive information on the evolving nature of a crisis and on ways to access assistance. In addition, those affected by conflicts or natural disasters often have clear ideas about how to improve their safety and security in an emergency. They are an important source of information about risks, local needs, and gaps in protection.

Stakeholders can communicate information to and receive information from migrants and other stakeholders. Repeat messaging, using multiple channels, and different mediums (infographics, audio, and print) can help expand coverage. This is particularly important to reach migrants in an irregular immigration status, those working in isolated and remote conditions, and those who lack access to social and other networks. Communicating and engaging with a diverse representation of migrants, including with marginalized groups, improves needs assessment.

All stakeholders also benefit from timely information as crises evolve and new issues arise. In conflicts, for example, fighting may break out in new geographic areas and affect different migrant populations. In natural disasters, such as earthquakes, aftershocks may cause new damage. It is important to continue to assess these shifting patterns and adapt responses to changing needs.

Different stakeholders are often privy to unique information. Sharing information and knowledge on the evolution of crises and on available assistance can support efforts by all stakeholders to protect migrants and can mitigate confusion that might otherwise arise. For example, some States may obtain information on particular aspects of conflicts or natural disasters helpful to informing actions by other stakeholders, including humanitarian actors. Stakeholders may find value in developing consistent messaging on risks and status updates during crises.

Sample Practices

- *Regular crisis updates and information on where and how to access assistance through multiple communication channels in relevant languages.*
- *24-hour call centers with linguistically diverse and trained staff offering information and services.*
- *Dedicated outreach through volunteers and grass-roots actors to disseminate information on*

risks, logistics, and assistance to those in an irregular immigration status or working in isolated conditions.

- *Migrant support centers to disseminate information to migrants.*
- *Migrants as a source of information on local conditions, on sources of assistance, and challenges.*
- *Briefings and situation updates by host State authorities.*

GUIDELINE 10: Facilitate migrants' ability to move to safety

In the immediacy of a conflict or natural disaster, migrants, like many other affected populations, will seek to flee to safety by relocating within the host State to areas unaffected by the crisis, across borders to States of transit as a temporary haven, or back to States of origin. Normal immigration processes are disrupted by crises and States may need to clarify how disruptions affect such processes.

Migrants may need support to reach safety. Identity and travel documents can be destroyed, lost, or left behind in the chaos or intensity of a crisis. Some migrants, particularly victims of trafficking or migrants in other exploitative situations, may have had their identity and travel documents confiscated. Yet others may have arrived in the host State without authorization and never possessed valid documentation.

Access to valid identity and travel documents is crucial for migrants seeking to cross international borders to escape harm. Migrants may be required to present such documents in order to flee to safety within the host State or to obtain assistance. States of origin depend on identity and travel documents to determine citizenship and to assist citizens to evacuate or return to their homes.

Migrants seeking safety may face barriers in meeting visa requirements, securing immigration exit visas, paying immigration fees or penalties for overstay, and fulfilling entry requirements (particularly in States of transit). Migrants' ability to move to safety may be limited by visa and work permits that restrict them to particular geographic areas or employers. Waiving restrictions or lifting penalties for violating restrictions during a conflict or natural disaster can help save lives and improve migrants' access to help.

In addition to dangers in a crisis that prevent all affected populations from fleeing (insecure areas, blocked ports of exit, destroyed transportation infrastructure), migrants in detention are particularly vulnerable. If custodians of detention facilities flee their posts, migrant detainees may be unable to get out of harm's way and access humanitarian assistance.

Sample Practices

- *Waivers or exceptions to exit, stay, and entry requirements.*

- *Timely issuance of laissez-passer and replacement of other identity and travel documents.*
- *Deployment of consular assistance teams to borders, airports, or other transit points.*
- *Provision of temporary or humanitarian protection status for migrants.*
- *Evacuation plans for detention facilities and migrant shelters.*
- *Advocacy with and among States on keeping borders open to facilitate movement to safety.*

GUIDELINE 11: Provide humanitarian assistance to migrants without discrimination

In the collective effort to protect migrants caught in countries experiencing conflicts or natural disasters, there is no greater imperative than to save lives and alleviate suffering. Humanitarian assistance should be provided to people affected by a conflict or a natural disaster, including migrants, on the basis of need, without discrimination, and regardless of immigration status, nationality, ethnicity, gender, age, disability, or other differentiating characteristics.

Some migrants, just as with affected citizens, may need assistance to address their particular needs and circumstances. Domestic workers and others working in isolated conditions, migrants in an irregular immigration status, and migrants in detention may require specific assistance from States, international organizations, and civil society. Some migrants may be unwilling to leave host States due to incapacitating financial burdens; they may owe money to recruiters or employers. Others may lack access to the necessary financial resources to leave, because their wages are withheld, their employers are unable or unwilling to pay for their return, or they work in exploitative situations. Pregnant women, persons with disabilities, and the elderly may face mobility challenges.

Migrants' needs will not remain static during the shifting dynamics of a crisis. Organized criminal networks may take advantage of marginalized migrants in a crisis, exacerbating their vulnerability. A change in circumstances in a migrant's State of origin may compel some people to seek asylum rather than return. Stakeholders should ensure access to asylum procedures in the host State or States of transit. States may consider providing migrants temporary and other forms of humanitarian protection during or in response to a conflict or natural disaster

Sample Practices

- *Displacement tracking mechanisms to identify migrant movements and needs.*
- *Tailored assistance to migrants that take into account needs that may arise from gender, age, disability, sexual orientation, gender identity and expression, immigration status, or other characteristics.*
- *Assessment tools to determine migrant-specific vulnerability and needs, including specialized screening for indicators of human trafficking.*
- *Targeted action to protect migrant children, including unaccompanied and separated children, and children with parents in an irregular immigration status.*

- *Services to trace and reunify family members and identify remains and missing migrants.*
- *Mobile response teams to reach and provide assistance to affected migrants.*
- *Separation of immigration enforcement from access to humanitarian services to promote access to life-saving assistance especially for migrants who fear authorities.*
- *Mechanisms to recover outstanding wages.*

GUIDELINE 12: Establish clear referral procedures among stakeholders

Certain stakeholders have mandates and unique skills to address the needs of different migrants. Referral procedures can help access these skills for those with particular needs.

Child migrants, for example, benefit from the assistance of actors versed in children’s rights and protection, including dedicated focal points in governments. Interventions targeted at domestic workers or victims of trafficking may benefit from the knowledge and experience of advocates and specialists on those populations. Civil society, such as migrant, grass roots, and faith-based actors, may be best placed to access migrants in an irregular immigration status. Consular officers and some international organizations may have the authority and capacity to assess identities and issue identity and travel documents. Host State local and national actors are often best placed to provide necessary services and international humanitarian actors should strive to provide assistance through local and national systems.

Stakeholders should establish referral procedures to ensure that those responding to the needs of migrants refer refugees, asylum seekers, and stateless persons to national and international protection mechanisms for those populations.

Sample Practices

- *Identification and rapid assessment of migrants with specific needs who require referrals to services and assistance.*
- *Referral of refugees, asylum seekers, and stateless persons to relevant protection mechanisms.*
- *Deployment of experts to host States to identify, assess, and address needs of migrants.*
- *Referrals to international organizations and civil society with specialized experience assisting victims of trafficking, children, and other vulnerable migrants.*

GUIDELINE 13: Relocate and evacuate migrants when needed

During some crises, stakeholders may be able to protect migrants where they are located in the host State. But this may not always be possible, especially in situations where the repercussions of a conflict or natural disaster envelop large geographic areas. Where protection cannot be provided locally, it may be necessary to relocate migrants to other parts of the host State or evacuate them to States of transit or the State of origin. Some migrants may make these journeys on their own. Many may rely on States, their employers, recruiters, or placement agencies, international organizations, civil society, and other migrants for support and assistance.

Evacuation is generally a last resort but absolutely essential if migrants cannot remain safely where they are and cannot be relocated safely to another part of the host State. Where comprehensive contingency plans and standing evacuation and relocation arrangements are not already in place, ad hoc arrangements may be needed to communicate evacuation information, determine eligibility for evacuation, establish modes of evacuation, and negotiate with States of transit and other actors. States, regardless of whether they are party to relevant international instruments, should implement specific safeguards to ensure individuals who face persecution, or, as appropriate, serious harm or other life-threatening situations in their States of origin or other States, including refugees, are protected against refoulement. Stateless persons may need specific assistance to take advantage of evacuation arrangements. Coordination between States and other stakeholders in carrying out evacuations can leverage resources, for example, to transport migrants to States of origin in the same region.

Sample Practices

- *Evacuation of migrants to States of transit or States of origin with their informed consent.*
- *Establishment of criteria for eligibility for evacuation.*
- *Multi-stakeholder cooperation on evacuation.*
- *Evacuation for family units who have family members of different nationalities.*
- *Deploying personnel to consular posts to assist with evacuation.*

III. POST-CRISIS ACTION

While often overlooked, post-crisis action is vital to ensuring that migrants are able to quickly resume safe, dignified, and productive lives. Migrants' immediate and longer-term needs, resilience, and capacities will be influenced by their demographic and socio-economic characteristics, physical and emotional well-being, experiences in the host State, how and with what assets they leave crisis-hit areas, and the reasons that led them to migrate in the first place. Efforts aimed at addressing migrants' post-crisis needs—whether they return to their State of origin, remain in the host State, or go elsewhere—should take into account effects on migrants' families, their host communities, and societies.

GUIDELINE 14: Address migrants' immediate needs and support migrants to rebuild lives

The dislocation and disruption created by conflicts or natural disasters can have significant and severe consequences for the socio-economic wellbeing of migrants and their families. Migrant workers often support themselves and their immediate and extended families, whether they are with them in the host State or in States of origin. Conflicts and natural disasters can stem the flow of income to migrants and curtail remittances to their families. Technical facilities to remit money can be disrupted. Currency devaluations and changes in exchange rates can affect migrants' savings and assets. Education opportunities for student migrants can be indefinitely suspended. Xenophobia and discrimination against migrants may increase. Post-crisis conditions in host States and States of transit may allow trafficking of persons and other exploitative arrangements to thrive.

Migrants and their families who return to States of origin after prolonged stays in a host State can experience difficulty finding employment and housing and reintegrating. Reintegration may be especially difficult for victims of trafficking, individuals who experienced sexual and gender-based violence in the host State, children born to migrants in host States who have no experience of the culture in the parents' State of origin, and migrants who have been abroad for extended periods of time. Possible interventions include cash assistance to address immediate needs, psychosocial counseling, health care, physical rehabilitation, family tracing services, assistance to recover outstanding wages, assets and property, compensation to address losses, and much more. Efforts to restore income for those migrants who return to their States of origin may include certification and recognition of skills, education, and training acquired abroad. Many migrants may seek opportunities to acquire new skills upon return. For various reasons, including to revive their incomes, others may seek opportunities to remigrate back to host States once the crisis has subsided or migrate to other countries.

Migrants who remain in their host States can also experience difficulty resuming their previous lives. They will require many of the same support services as migrants who return to their States of origin, such as cash assistance, health care, psychosocial and other counseling,

family tracing, compensation, assistance to recover outstanding wages, assets, and property, and efforts to restore income, employment, and education opportunities. Like citizens, migrants' post-crisis needs should be factored into host State recovery plans and programs at the national and local levels. States may decide to review immigration and visa rules to provide latitude for migrants who wish to remain in the host State to do so legally. Efforts that leverage the solidarity of migrants who remain in host States towards their host communities and societies could counteract xenophobic and discriminatory attitudes.

Sample Practices

- *Access to remedies to recover lost property and assets, outstanding wages, pensions, and other benefits.*
- *Engagement of migrants in host-State reconstruction efforts.*
- *Flexible immigration procedures to enable migrants to retain regular immigration status.*
- *Registration, assessment, and recognition of returned migrants' needs and skills.*
- *Immediate reintegration support, including cash and medical assistance.*
- *Income and employment regeneration assistance, including assistance with remigration.*
- *Certification mechanisms for skills, education, and training acquired abroad.*

GUIDELINE 15: Support migrants' host communities

Interventions should also address the impact on communities in the State of origin to which migrants return, host States from which migrants have fled, or States of transit to which migrants flee. Such communities may lack sufficient resources, services, and infrastructure to support migrants. If migrants receive assistance to the exclusion of members of host communities, perceptions relating to preferential treatment may create or exacerbate tensions and lead to discrimination, stigmatization, or social exclusion. An approach to post-crisis action that incorporates the needs of host communities is more likely to be successful than one that solely targets migrants and their families. Such an inclusive approach can foster community and social cohesiveness and stability in the long-term. This may be particularly important if migrants and their host communities continue to deal with the effects of crises years after they end.

The mass return of migrants to States of origin if not properly managed can also lead to adverse development impacts, including the loss of remittances, unemployment and underemployment, pressure on infrastructure, resources, services (including water, electricity, waste management, education, health, housing, and transportation), and increased poverty, all of which can cause broader societal tensions. Similarly, when large groups of migrants are evacuated or leave a host State in haste, their departure may create skill and labor shortages in host States. While migrants also contribute to States of transit, if they remain for unanticipated extended periods of time without effective integration, their presence may burden local

infrastructure and services.

Effectively managing migration is important in the wake of a natural disaster or conflict. Host States may want to encourage migrants to return as soon as possible to aid in reconstruction or stimulate the local economy, and towards this end may create flexible visa options to promote migrant return to host States. States of origin may see value in facilitating diaspora engagement in post-crisis action and recovery.

Sample Practices

- *Analysis of short, medium-, and longer-term socio-economic impacts of return following crises, at the local and national levels in States of origin and host States.*
- *Promotion of diaspora contributions through actions, such as matching grants and customs waivers to facilitate financial and in-kind support.*
- *Inclusion of returned migrants' needs in State of origin development plans.*
- *Engagement of and support to host populations through consultations and inclusive responses.*
- *Social cohesion programs addressing migrants, migrant networks, and host communities to prevent and mitigate tensions and foster reintegration.*

PRACTICES



These Practices are a non-exhaustive selection of examples that illustrate ways in which States, private sector actors, international organizations, and civil society can implement the Guidelines. The Practices are based on existing practices and recommendations for new action. The Practices provide examples of distinct ways to address the protection of migrants in countries experiencing conflicts or natural disasters at the crisis preparedness, emergency response, and post-crisis phases. As with the Principles and Guidelines, the Practices are non-binding and voluntary. Stakeholders can adapt them to suit particular contexts, priorities, and capacities.

These Practices should be read in light of the Principles and the Guidelines. The Practices are organized by reference to the Guideline to which they apply. Under each Guideline, the Practices are identified by stakeholder to correspond to the actor(s) most likely to implement a given Practice.

Stakeholders are organized according to the following categories: multiple stakeholders; States; host States; States of origin; States of transit; private sector actors; international organizations; and civil society. The ‘multiple stakeholders’ category includes Practices that apply to more than one stakeholder but not necessarily to all of them. Practices listed for ‘international organizations’ and ‘civil society’ are not necessarily relevant to all actors falling under those categories.

In some instances, where relevant, similar Practices are included under multiple phases, multiple Guidelines, or multiple actors. Additionally, many of the Practices described in the pre-crisis phase are not repeated in the emergency or post-crisis phases, on the assumption that they simply need to be activated or implemented during the latter phases.

The MICIC Initiative gathered a wide range of existing practices that experienced stakeholders shared through consultations, other events, and submissions. These existing practices, many with links and contact information to connect stakeholders directly with each other, are available in an online repository at: <http://micicinitiative.iom.int/>.

I. PRACTICES TO SUPPORT CRISIS PREPAREDNESS

PRACTICES TO IMPLEMENT GUIDELINE 1:

Track information on conflict and natural disasters, and the potential impact on migrants

States

Access to information on natural disasters and conflicts

States collect, analyze, and disseminate knowledge on natural disasters and conflicts and on risks faced by communities. They can use such data to develop and send warnings to citizens and migrants to prepare them in the event of a crisis. States could obtain information from other States and develop common understandings of risks by establishing arrangements for bilateral, regional, and international cooperation, access, and use of data and information.

Host States

Mapping migrants' exposure to natural disasters

Understanding the potential impacts of natural disasters on communities and their resources, including migrant communities and their assets, contributes to effective, targeted preparedness. The collection and analysis of information on migrants' exposure to natural disasters may be based on:

- Compilations of existing sources of data on exposure to natural disasters, including maps, disaster-loss databases, risk atlases, and data on migrants' presence, including immigration records and data from employers, recruiters, placement agencies, and tour operators;
- Multi-level analyses, that encompass nation-wide distribution and local-level assessments, in particular in high immigration areas;
- Consideration of long-term, seasonal, weekly, and daily trends as a key element of migrants' presence and distribution;
- Collaboration among relevant actors, including disaster management, immigration, and consular authorities.

Migrant characteristics in natural disaster vulnerability assessments

To understand potential impacts of natural disasters on migrants, risk assessments should capture characteristics of migrants that result in vulnerability in the face of such crises. This includes:

- Collecting and analyzing past natural disaster losses to identify patterns of vulnerability in high immigration, disaster-affected communities;

- Integrating data on language proficiency, immigration status, communication avenues, local networks, and the ways migrants respond to emergencies into vulnerability and risk assessment tools and analyzing whether and how these factors reduce access to information, resources, or protection during disasters.

Community-based risk assessments

At-risk populations, including migrants, can help produce assessments of natural disaster risk and should be involved in the identification of risks, vulnerability, and capacities. Community-based processes to collect and compile relevant information are low-cost, produce a detailed understanding of local patterns, and promote awareness of risks within communities. Such processes could include:

- Engaging migrants or migrant representatives to assess natural disaster risk and making sure they understand and support the purpose of the exercise;
- Fostering widespread dialogue, in particular with migrants and other minorities, who might be marginalized;
- Taking stock of and leveraging local capacities relevant for reducing risks;
- Respecting community views in the definition of priorities and follow-up actions;
- Respecting diversity of language, culture, and communication methods among migrants.

Incorporation of migrant observations in crisis monitoring

In setting up monitoring and forecasting systems, stakeholders can incorporate migrant community-based observations. To incorporate migrant information, States may:

- Reach out to migrant communities to explain early warning systems and solicit their cooperation;
- Provide training on recognizing indicators that are relevant to early warning of natural disasters and conflicts, particularly indicators on which migrants may be particularly knowledgeable (e.g., increases in violent attacks against minorities);
- Enable migrants to provide early warning information in their own language.

Early warning and alert systems for natural disasters adapted to reach migrants

Early warning systems in host States should be adapted to overcome migrants' conditions of vulnerability, such as limited language capabilities, lack of trust for authorities, differences in risk awareness and perceptions, and differences in access to media and communication channels. To adapt early warning systems, States could:

- Translate warnings into languages spoken by migrants through automated translation or by using bilingual workers or rosters of translators;
- Modify warnings to use clear, simple language, avoiding terms and idioms migrants may not understand, and providing specific information on how migrants can access assistance and services;
- Use media and communication channels that are used and accessed by migrants, including State of origin sources;
- Disseminate and validate warnings locally, including through door-to-door visits or

confirmation of warnings by actors whom migrants trust.

States of Origin

Mechanisms to share conflict or natural disaster analysis among stakeholders

States of origin can monitor and assess risks for citizens abroad, in particular by focusing on major countries of destination. Mechanisms to regularly share and exchange conflict or natural disaster analysis with other actors, including private sector actors and civil society, can facilitate informed decision-making. Measures to facilitate information sharing include:

- Establishing a central network involving State authorities, employers, recruiters, and other private sector actors, and civil society to monitor and exchange information on risks abroad;
- Establishing national or regional forums bringing together consular personnel with other relevant actors present in the host State to share timely information about security issues of mutual concern that pertain to citizens abroad in the context of crises;
- Creating a website to provide information on conflicts and natural disasters and links to other relevant websites, such as consulates and early warning systems.

International Organizations

Inter-agency early warning and early action mechanisms

Early warning, early action, and other crisis monitoring systems used by organizations could systematically integrate information on the presence and conditions of migrants. Migrants and migrant groups can contribute to the collection and analysis of relevant data. This information can be useful for analyzing risks for migrant populations and for informing preparation, including contingency plans. Relevant information may include:

- Number of migrants;
- Nationalities;
- Locations;
- Demographic profile, gender, and age breakdown;
- Data on the immigration status of migrants, including those in an irregular immigration situation;
- Vulnerable groups of migrants, including victims of trafficking, children, and disabled migrants;
- Information on risks that may affect migrants disproportionately, such as specific labor sectors.

Civil Society

Input from local civil society

Local civil society actors often have first-hand knowledge of incipient conflicts or natural disasters as well as knowledge on potential impacts on migrants. To incorporate civil society information into early warning systems, stakeholders could:

- Reach out to local civil society to explain early warning systems and solicit their cooperation in obtaining and relaying information;
- Provide training on identifying indicators that are relevant to early warning of natural disasters and conflict, including indicators that occur at a community level, on which civil society may be particularly knowledgeable (e.g., increases in attacks against minorities);
- Provide multiple means through which to communicate information about emerging crises;
- Incorporate feedback mechanisms to ensure civil society receive early warnings of crises that affect them and migrant communities.

PRACTICES TO IMPLEMENT GUIDELINE 2: Collect and share information on migrants, subject to privacy, confidentiality, and the security and safety of migrants

Multiple Stakeholders

Aggregated data and research on migration trends and demographics

Aggregated information on migration trends and migrant demographics can inform preparedness and responses. Data and research could include:

- Purpose of migration;
- Routes of migration;
- Nature and characteristics of citizens leaving States of origin;
- Nature and characteristics of migrants in host States;
- Quantitative and qualitative data and analysis;
- Presence and operation of trafficking and smuggling networks.

Information on migrant community profiles and migrant and diaspora networks and focal points

Detailed information on the profiles of migrant communities, networks, and focal points can inform preparedness, including contingency planning, and facilitate outreach, communication, and targeted responses. Information to gather could include:

- Geographic distribution of migrants in host States;
- Nationality, ethnicity, and linguistic compositions of migrants in specific localities;
- Potential conditions of vulnerability, including gender, age, disability, immigration status, language capabilities, and working conditions;
- Geographic distribution, skills, and characteristics of diaspora;
- Formal and informal migrant and diaspora networks;
- Information on migrant and diaspora community leaders.

Applicable standards on data protection and privacy

Collection and use of data requires special attention to data protection and privacy, including measures regarding personal consent from those providing the data, as appropriate. Guidance on data collection and use should address issues, such as lawful collection of information, specified and legitimate purposes, consent, confidentiality, transfer to third parties, data security, retention, oversight, compliance, remedies for misuse of data, and storage of data in secure physical facilities, including if collected electronically, in encrypted files on secure servers.

Arrangements to share aggregated data on migrant populations

Sharing aggregated data can be a useful way to ensure that all stakeholders have accurate, up-to-date information on migrants, their general location, and their needs. Arrangements to share such data could include provisions on:

- The circumstances under which information will be shared;
- The format of the aggregated data to be shared (e.g., tables, maps, graphs, and narratives);
- How regularly data will be updated;
- Circumstances in which special data runs will be aggregated on demand;
- Exceptions to the sharing of aggregated data (e.g., when the numbers in a particular location are too small to allow for anonymity);
- Accepted purposes for which the aggregated data will be used.

Publicly available aggregated data

States, international organizations, and civil society collect data on migration trends, migrant demographics, and migrant communities. Making aggregated data available to all can ensure common understandings among stakeholders of the size and nature of migrant communities.

Host States

Border management systems and registration systems upon arrival

Information on migrants arriving in the State, collected through electronic or paper border management systems, may become useful for protecting migrants in the event that a conflict or natural disaster occurs. Information collected could include:

- Biographic information, such as name, date of birth, nationality, gender, and where necessary, biometric data on the migrant and accompanying family members;
- Contact details;
- Place of residence;
- Emergency contacts;
- Nature of travel;
- Duration of stay, including dates of entry and other travel details;
- Passport and visa information, including nationality and expiration dates;
- Name of employer and place(s) of employment.

States of Origin

Registration systems for citizens abroad

States of origin can use registration systems to communicate with citizens abroad and provide them with information. Systems can allow for single-entry registrations or be interactive systems that allow citizens to create personal profiles that can be updated when circumstances change. Ways to implement registration systems include:

- Through paper, in-person, or electronic systems;
- Registration prior to departure or after arrival in a host State;
- Through voluntary recommendations or mandatory obligations;

- Through overseas consular posts.

Information that could be collected include:

- Biographic information, such as name, date of birth, nationality, gender, and where necessary biometric data on the citizen and accompanying family members;
- Contact details;
- Travel details, including country, place of residence, and duration of stay;
- Emergency contacts;
- Passport and visa information, including expiration dates.

Measures to encourage citizens to register

Registration systems work when citizens traveling abroad register and keep their information updated. States can raise awareness of available registration systems and increase registration rates by:

- Designing user-friendly, simple to update, online registration systems rather than paper forms and in-person procedures;
- Limiting the extent to which personal information, including on immigration status, needs to be submitted;
- Providing information on the purposes for and importance of registration;
- Providing clear instructions (with accessible links to registration systems) on how and when to register;
- Providing clear guidance on how data and information will be protected and handled;
- Offering registered citizens benefits, including updates on risks and conditions in host States;
- Disseminating information about registration systems through websites, social media, emails, traditional media, posters in airports, and travel centers;
- Providing information about systems during pre-departure training or post-arrival orientation.

Mapping citizens abroad

A comprehensive and up-to-date understanding of the number and characteristics of citizens abroad can enable States to plan and respond more effectively when a crisis hits. Mapping exercises can include:

- Collecting first-hand data from relevant agencies in host States, such as the interior ministry, immigration department, labor ministry, and census and statistics department;
- Mapping organizations, groups, and associations established by citizens abroad;
- Meeting with community leaders and groups who maintain data on citizens abroad;
- Coordinating with representatives of employers, recruiters, and placement agencies;
- Visiting worksites in host States;
- Undertaking mapping and profiling at the local level in host States.

The types of information that can be collected on citizens abroad through mapping includes:

- Full name;
- Passport, travel document, if available, or any document for purposes of identification;
- Contact details;
- Address in the host State;
- Employer details and contact;
- Address and contact details in the State of origin;
- Details of emergency contacts, including in the State of origin and in the host State;
- Social media or other platforms (whether websites, SMS, social media, applications) commonly used to access information.

Private Sector Actors

Data and databases on migrant workers

Employers, recruiters, and placement agencies in States of origin often collect data and keep databases on employees, including on employees deployed to other States. Employers in host States also collect data and keep databases on employees, including migrant workers. Much of this information is collected in the ordinary course of business activities, such as hiring, payroll services, and workplace insurance schemes. In the context of these data-collection activities, employers, recruiters, and placement agencies can gather information and documents helpful for protecting migrants. This could include:

- Biographic information, such as name, date of birth, nationality, and gender of accompanying family members;
- Identity and travel documents and visa information, including State of origin, host State, nationality, and expiration dates;
- Place of residence in host State;
- Contact information, including telephone numbers and email addresses of the employee and accompanying family members, and emergency contacts in the State of origin and host State;
- Electronic backup of documents, particularly identity documents.

International Organizations

Migration and mobility mapping

In line with their specific mandates and expertise, international organizations can support States and other stakeholders to collect and analyze data on migrants. Tools and methodologies to map migration and mobility include:

- Research on migration trends;
- Migrant registration systems;
- Migrant community profiles;

- Surveys on migrants' intended movements;
- Migration monitoring mechanisms;
- Creating local mechanisms for data collection, particularly in natural disaster-prone areas;
- Consolidating and maintaining databases on cross-border movements;
- Developing country-specific criteria and indicators to measure migrants' access to services;
- Mapping and assessing migrants' specific vulnerabilities that may affect their resilience in the face of crises, such as language and cultural barriers, immigration status, and access to social services;
- Establishing and leading national or regional, multi-stakeholder taskforces to monitor in-country and cross-border movements.

Stakeholder outreach mechanisms

In line with their specific mandates and expertise, international organizations can reach out to relevant stakeholders to share pertinent information on migrants. Ways to do this include:

- Mapping and reaching out to relevant consular posts;
- Mapping and reaching out to relevant civil society actors, including migrant associations;
- Mapping and reaching out to employers, recruiters and placement agencies, and relevant private sector industry groups and associations;
- Setting up information-sharing mechanisms;
- Creating and regularly updating contact lists.

Civil Society

Tools to encourage migrants to provide direct information

Local civil society actors that are close to migrant populations and have established relationships of trust may have more information or be well placed to gather information on migrants, in particular hidden or isolated migrants and other vulnerable groups. Activities to collect information on migrant communities include:

- Mapping less visible and other vulnerable groups, including children, migrants in an irregular immigration status, migrants in detention, and exploited workers and victims of trafficking;
- Establishing focus groups that target language and cultural minorities and isolated groups;
- Mapping migrant networks;
- Conducting door-to-door visits and other forms of grassroots outreach;
- Conducting interviews with migrant leaders, representatives, and key informants.

PRACTICES TO IMPLEMENT GUIDELINE 3:

Empower migrants to help themselves, their families, and communities during and in the aftermath of crises

Multiple Stakeholders

Positive communication about migrants

Migrants may face discrimination, hostility, and xenophobia in host States and States of transit. Positive communication about migrants promotes tolerance, non-discrimination, inclusiveness, and respect toward migrants. Ways to communicate positively about migrants include:

- Profiling migrant role models, giving migrants a voice, and putting a human face on migration;
- Establishing campaigns against xenophobia;
- Conveying migrant stories and positive images, including through online platforms;
- Partnering with social media companies to counter hate speech;
- Targeting educators in schools with information about migrants and migration;
- Highlighting migrant engagement in communities, crisis-response, and recovery;
- Avoiding referring to migrants as ‘illegal’ even if they are in an irregular immigration status;
- Celebrating International Migrants’ Day with activities that highlight the positive contributions of migrants to host societies.

Pre-departure and post-departure orientation

Orientation programs for migrants can be held prior to their departure from the State of origin or following arrival in the host State. Orientation programs can be mandatory or voluntary. They can be targeted at migrants or migrants and their families and delivered in partnership with other stakeholders. These programs could cover:

- Host State-specific information, including culture and local customs;
- Host State-specific conflict or natural disaster hotspots;
- The human rights landscape in the host State and constraints on the ability to enjoy rights;
- Risks of human trafficking and exploitation in the host State and where to seek help;
- Immigration, employment, and other relevant host-State laws;
- Relevant emergency procedures (e.g., where to go and what to do) and emergency contacts;
- Key roles played by consular posts and applicable consular contingency and evacuation plans.

Migrant-to-migrant learning

Through migrant-to-migrant programs, implemented prior to departure or upon arrival in a

host State, migrants can obtain knowledge and skills to prepare them for and mitigate risks associated with a crisis. These programs can cover diverse areas of crisis preparedness and management and persuade participating migrants to also become educators. Migrant-to-migrant programs may be helpful:

- To reach adolescents, women, groups for whom cultural norms may create barriers, and groups who share unique or similar experiences, or trauma;
- Where there is very limited or no funding available;
- In a closed or isolated community;
- When migrants are unable to receive information from other non-migrant actors for various reasons, including language barriers;
- Where migrants face constraints to travel to more formal programs, such as visa restrictions, fiscal constraints, or restrictive or demanding employment conditions.

Language training

Local language training can make migrants more resilient in the event of a crisis by improving their capacity to access information and services. Such programs could teach:

- Vocabulary needed to understand early warnings on natural disasters or conflicts, including any colloquial terms used in the host State;
- Vocabulary needed to understand advice provided in emergency preparedness alerts;
- Information about credible sources of early warning and emergency preparedness information.

Financial literacy training

Good management of financial resources and affairs enhance the resources available to migrants in the event of a crisis. When designing and implementing training programs for migrants, stakeholders could:

- Partner with banks and other relevant financial institutions and providers;
- Target training to suit the profile and characteristics of migrant populations with differing needs;
- Cover insurance and savings options;
- Enlist the assistance of civil society, including migrant networks and associations to encourage participation in the training;
- Leverage existing national government and consular campaigns to promote financial security and consumer protection;
- Partner with civil society in States of origin to conduct complementary trainings with migrants' families who remain in States of origin.

Financial products and services

Financial products and services that target migrants' needs, including low-income migrants, can build resilience and reduce dependence on social services and humanitarian aid. Financial products can be offered in the host State or the State of origin. Relevant financial products include:

- Insurance and micro-insurance, which are discussed in more detail below;
- Savings and investment mechanisms;
- Pension schemes;
- Fast-cash loans;
- Microcredit.

In designing and distributing products, stakeholder could consider:

- Creating products that are relevant in normal times and times of crisis;
- The affordability, flexibility, simplicity, and ease of use of products;
- Which needs to target for migrants;
- Working with migrants and other relevant organizations to understand migrants' needs;
- Adapting documentation requirements to suit migrants;
- Promoting cross-border accessibility and fast product access in crisis situations;
- Using non-traditional distribution channels to reach migrants, including partnering with employers, recruiters, and placement agencies, communities of origin, or diaspora;
- Educating and training migrants on available financial services, their use, and benefits.

Insurance and micro-insurance

Insurance can play a valuable role in mitigating migrants' risks before, during, or after a crisis. Insurance can offer coverage for specific crisis-related needs, such as property damage or the cost of evacuation, and can support migrants' broader risk management needs, such as health care, death, disability, or unemployment. In designing and distributing products, stakeholders could consider:

- Conducting exploratory research to determine salient risks, effective channels or approaches for distributing products, and the information and other support migrants need in order to avail themselves of benefits;
- Which insurance product models to use: insurance products based in migrants' host States, in States of origin, or hybrid models spanning both host States and States of origin;
- Which delivery models to use: sales directly to migrants, to States of origin or host States, or to employers, recruiters, or placement agencies;
- The tradeoffs that the variety of available options for product design and delivery entail, and how coverage and delivery options influence one another;
- Benefits of small, simple, affordable products when selling directly to migrants;
- Ways to monitor effectiveness of insurance products.

States

Respect for international law, including international human rights law and labor law

Respecting, protecting, and fulfilling migrants' human and labor rights promotes their empowerment. This can be done by:

- Ratifying relevant international and regional treaties;
- Adopting or reforming domestic laws, as necessary, to implement obligations relating to international law, including human rights and labor law;
- Complying with international obligations in practice, at the national and local levels;
- Addressing and mitigating barriers that inhibit migrants' ability to enjoy their rights;
- Investing in training, monitoring, and enforcement to promote compliance.

Specific legal and policy actions that promote migrants' resilience

A range of other actions, including adoption of specific legal provisions, can promote empowerment. Such provisions include:

- Clarifying the duty of care and other obligations of employers, recruiters, and placement agencies, including during crises, towards migrant employees in national employment and other relevant laws;
- Upholding migrants' right to associate, organize, and join unions or associations;
- Upholding the right of migrants and civil society to establish, register, and operate organizations and associations.

Ethical and fair recruitment processes

States can establish measures to help ensure that employers, recruiters, and placement agencies respect human rights, and refrain from practices that could potentially put migrant workers and their families in a situation of vulnerability. Measures to put into place ethical and fair recruitment processes include:

- Guidance on the responsibility for recruitment fees, including prohibition on migrants paying these fees;
- Recruitment and employment accreditation and integrity certification schemes;
- Promoting and engaging in international recruitment certification schemes;
- Creating excellence lists or rating systems for recruitment agencies;
- Establishing feedback and complaints mechanisms for migrant workers;
- Instructions on when recruitment and placement should halt deployment of workers because it is too dangerous and when to resume such activities;
- Adopting laws that impose criminal, civil, or administrative penalties on illegal or unethical recruiters.

Laws on duty of care for employers, recruiters, placement agencies, and through supply chains

States can clarify the duty of care toward migrant employees in national employment law, including for employers, recruiters, and placement agencies. Such laws could include:

- Guidance on the application of the duty of care principle for migrant populations;
- Guidance on the application of the duty of care principle when individuals are posted on overseas assignments;
- Guidance on whether and under which circumstances the duty of care principle extends to employees' family members;
- Available remedies when the duty of care principle is violated;

- Penalties to be applied when duty of care obligations are breached.

Measures to monitor employment conditions

States can monitor employers' compliance with employment laws and standards to identify abuses and undertake necessary reforms. State should monitor employment conditions to identify and address:

- Charging unreasonable employment related costs that leave migrants in debt;
- Withholding of passports and other identity and travel documents;
- Level of freedom and mobility provided to migrant workers, including domestic workers;
- The availability of occupational health and safety standards to ensure emergency procedure information is made available to migrants.

Portability of social contributions and pensions

Migrants' social contributions and pensions are often not portable; the inability to gain access to pensions and social contributions may make migrants unwilling to leave a host State to seek safety, or adversely affect return, reintegration, or remigration. Efforts to ensure portability include:

- Establishing measures through which employee contributions to pensions and other social contributions (sometimes referred to as defined contributions) are made mobile in the event migrants leave a host State in the context of a crisis;
- Bilateral agreements between host States and States of origin that specify ways to access pensions and social contributions if migrants leave the host State in the context of a crisis;
- Allowing access to pensions and social contributions from outside the host State;
- Offering assistance to repatriate pensions and social contributions;
- Creating funds that provide support for retirement as well as financial education, housing, and health care when migrants return to States of origin;
- Ensuring migrants in an irregular immigration status can benefit from portability arrangements.

Status-free migrant identity cards

People may be required to present identity cards to receive assistance and services during crises but furnishing such cards may be an obstacle for migrants without authorization to reside or work in a host State. States of origin and host States can make special provisions for migrants in an irregular immigration status to obtain identity cards that do not specify their immigration status in the host State. This could be done by:

- Authorizing consular posts to issue cards (States of origin);
- Verifying residence through documents that evidence utility and rent payments or affidavits;
- Laws and policies that attest to the validity of alternative documents to obtain identity cards and the presentation of such identity cards to obtain assistance and services.

Identity cards could include:

- A biometric identifier, such as a photograph or fingerprint;
- Name of the person;
- Basic demographic data, such as gender, height, and date of birth;
- Address in the host State;
- The authority that can verify the issuance of the card;
- A hologram or other feature that deters counterfeiting.

Measures to facilitate financial services

States of origin can support the development of financial products that meet migrants' needs by encouraging their development, establishing State-led insurance schemes, and offering products directly to migrants. This may include:

- Funding research and supporting pilot programs to test ideas and prove viability of financial services and products;
- Supporting mechanisms for employer contributions to savings, pension, and insurance programs for migrants in regular or irregular immigration status;
- Mandating or incentivizing product purchase or use;
- Purchasing or subsidizing migrant insurance policies;
- Acting as risk carrier (i.e. by undertaking or bearing risks);
- Facilitating cross-border accessibility;
- Regulating distribution to facilitate the viability of distributing to migrant communities;
- Regulating documentation requirements for accessing financial products and services to make these more accessible to migrants, including migrants in an irregular immigration situation;
- Mandating insurance schemes and packages for migrants that entitle members, at a minimum, to evacuation and medical assistance in the event of a crisis;
- Requiring migrant workers traveling abroad to have insurance, which covers risks, such as death, disability, and evacuation costs. Responsibility for purchasing the insurance may fall to the employer, recruitment or placement agency, or employee.

Host States

Separation of immigration enforcement from public services

Separation of immigration enforcement activities from access to assistance, services, administrative, judicial, and complaint mechanisms, and rights protection more generally removes barriers that inhibit access to assistance in the context of crises, particularly by those in an irregular immigration status. Measures that can be adopted include:

- Memorandums of understanding between government departments to ensure that reporting labor violations does not lead to repercussions from immigration enforcement;
- Legal provisions mandating access to education regardless of immigration status;

- Outreach to migrant children and their families, regardless of immigration status, to enroll children in school, provide a sense of normalcy post-crisis, and mitigate the heightened risk of violence and exploitation for children in emergencies;
- Legal provisions mandating access to urgent or essential health services and preventive care services, regardless of immigration status;
- Prohibitions on enquiring about immigration status in the context of access to services.

Migrants and detention

Migrants who are detained in the host State rely on authorities for their basic needs. Without adequate contingency planning, detainees, including migrant detainees may be at heightened risk of being denied basic necessities, such as food, water, and medicine during crises when attention is focused elsewhere. They also risk deteriorating conditions or treatment within the detention environment, including human rights abuses, which may go unnoticed by authorities during times of crisis. Actions host States can take include:

- Limiting the reliance upon detention as a border management tool, especially for immigration status offenses, such as irregular entry or stay;
- Taking steps to prevent the arbitrary detention of migrants;
- Facilitating access for legal counsel and advocates to migrants in detention;
- The adoption of laws and policies that prohibit or provide alternatives to the use of immigration-related detention for migrants in particularly vulnerable situations, such as children and families, pregnant and lactating women, victims of abuse, or migrants with medical and mental health needs;
- Proactively adopting alternatives to detention that allow migrants to remain in non-custodial, community-based contexts while their immigration status is being resolved;
- Enabling regular monitoring of facilities where migrants are detained by appropriate authorities as well as independent monitoring bodies;
- Requiring both public and privately managed migrant detention facilities to develop contingency plans for ensuring protection of migrants during crises, including evacuation when needed.

Private Sector Actors

Ethical and fair recruitment processes

Recruitment models that impose financial or other obligations on migrants exacerbate vulnerability. Even in the absence of legal or industry requirements, employers and recruiters can promote ethical and fair recruitment by:

- Avoiding fees or charges to migrants;
- Ensuring workers' identity documents and passports are not retained;
- Participating in accreditation and certification schemes;
- Promoting ethical and fair recruitment within industries and across sectors;
- Adopting codes of conduct on the use of recruiters;
- Enforcing standards on ethical and fair recruitment through supply chains;

- Using migrant-led rating systems and information on recruiters and employers.

Access to identity documents

Migrants must have access to their identity and travel documents to find safety and assistance during crisis. Measures that facilitate access to identity and travel documents for migrant workers and ensure their validity include:

- Sending reminders to migrants of document expiration dates;
- Establishing electronic backup systems to store and easily access copies of documents as a service to migrants;
- Refraining from withholding identity and travel documents any longer than the time strictly required;
- In States where employers are responsible for providing consent or exit permits to their migrant employees, establishing mechanisms to ensure that permits will be readily available in the event of a crisis if employees need or wish to be evacuated or leave.

Employers' duty of care

Employers have responsibilities towards all employees, including migrant workers that stem from obligations related to the duty of care. Due to their non-citizen status, the exercise of duty of care responsibilities towards migrant workers may differ from interventions necessary for citizen workers. Even in the absence of legal or industry standards, employers should consider:

- What actions may be necessary in the context of crises to comply with their duty of care;
- How to include provisions in contracts with internationally and locally hired migrant employees to comply with obligations stemming from their duty of care;
- Developing a code of conduct for suppliers to extend the company's duty of care policy throughout the labor supply chain;
- Determining whether and under what circumstances the duty of care extends to employees' family members.

Code of conduct for suppliers

Many companies have supplier codes of conduct. Supplier codes of conduct can ensure that suppliers enforce safe working conditions and guarantee human and labor rights, including for migrant workers. The following considerations may be valuable for modifying existing codes of conduct or developing new codes of conduct for suppliers:

- Including provisions on workers' health and safety, human and labor rights, ethical and fair recruitment practices, forced labor, and trafficking and exploitation;
- Including provisions on issues directly relevant for crises, such as contingency plans and procedures, identity document practices, and freedom of movement for employees;
- Establishing monitoring and enforcement mechanisms, including audits and clear procedures in case of violation;
- Establishing a supplier qualification process for supplier selection, ongoing evaluation, and assessments of suppliers;
- Providing training on the code of conduct to suppliers.

Mechanisms to recover outstanding wages

Migrant workers who have to be evacuated during a crisis might have earned wages that remain outstanding. Employers can establish mechanisms that enable them to assume responsibility to cover outstanding wages of migrant employees, including by:

- Unlocking wages in advance and facilitating recovery of outstanding wages;
- Providing hazard pay to support migrant workers' needs during a crisis and upon relocation or evacuation;
- Ensuring that wages are deposited into low-cost savings accounts to ensure transparent recording of deposits;
- Enrolling in insurance schemes that compensate for outstanding wages;
- Facilitating reverse remittances by waiving fees or otherwise helping to get money from relatives or communities in States of origin to migrants in host States.

International Organizations

Advocacy

Advocacy and awareness-raising with States, employers, and recruiters as well as other stakeholders can help them improve migrants' rights protection. Important areas of action include:

- Human and labor rights implementation;
- Access to social services, in particular health care, education, and legal counsel;
- Portability of pensions and other social benefits;
- Ethical and fair recruitment and employers' duty of care;
- Access to justice and compensation mechanisms;
- Anti-discrimination;
- Insurance and saving schemes for migrants.

Promotion of international standards on migrant protection

International organizations can play a valuable role in clarifying international laws and standards and in doing so, inform and guide the elaboration of national and regional laws and policies related to migrants' protection as well as their implementation. These efforts can cover a wide range of issues, including:

- Human rights of migrants;
- Labor rights for migrant workers;
- Ethical and fair recruitment processes;
- State obligations as they relate to migrants' immigration status.

The clarification and promotion of international standards can be done through a variety of means, including:

- Sample legal agreements that States can adapt to specific contexts;
- Model agreements for trade unions;
- International systems for certification and vetting of placement agencies, recruiters, and employers;
- Multi-stakeholder initiatives to promote dialogue and encourage the adoption of common standards.

Research and projects for migrants' empowerment

International organizations can promote migrant empowerment through advocacy, programs that directly target migrants, and through support to other stakeholders. Actions that international organizations may consider implementing include:

- Research and analysis on State compliance with international obligations relating to migrants;
- Research and analysis on migrants' inclusion within State laws, policies, strategies, plans, and programs relating to prevention, preparedness, and response to conflicts or natural disasters;
- Compilation of best practices on diverse and pertinent areas of action;
- Programs providing resources to help migrants prepare for a crisis, including communication tools (e.g., phones, prone credit) and emergency kits.

Civil Society

Migrant empowerment programs

Civil society, especially those operating locally, can be in a privileged position to understand and articulate the particular barriers that migrants face in a given community, including those that will prevent migrants from helping themselves, their families, or others during a crisis. Civil society can:

- Inform migrants of their human and labor rights;
- Provide training on a variety of subjects including language skills and financial literacy;
- Provide legal assistance and feedback and complaint mechanisms;
- Promote formal and informal network building, where networks can connect migrants to resources, services, and other relevant stakeholders;
- Help States, employers, or international organizations to identify challenges that migrants face within local communities and propose measures to address barriers that affect their resilience to crises.

Monitor places of detention

Independent monitoring bodies and other civil society can be given regular access to monitor places of detention, to provide services to detainees, and to understand the vulnerability and needs of detainees, including migrants. Ensuring civil society access to detention centers during crises can support efforts to better protect detained populations.

PRACTICES TO IMPLEMENT GUIDELINE 4: Incorporate migrants in prevention, preparedness, and emergency response systems

Host States

Inclusion of migrants in prevention, preparedness, and emergency response

Including migrants in national and local frameworks on prevention, preparedness, and emergency response, including DRR, reduces migrants' vulnerability and improves the capacity of host communities to respond to and recover from crises. Activities may include:

- Mapping and engaging with migrant organizations relevant for work on prevention, preparedness, and emergency response;
- Mapping and engaging with consular posts of relevant States of origin;
- Recognizing migrants in prevention, preparedness, and emergency response plans as a specific group, with particular vulnerabilities, needs, and capacities;
- Prohibiting discrimination based on nationality, language proficiency, immigration status, and other prohibited characteristics in laws and policies related to the provision of life-saving assistance and emergency services;
- Engaging migrants in local-level crisis management and planning;
- Organizing and facilitating regular meetings between migrant representatives and representatives of national and local authorities;
- Allocating sufficient resources for these activities.

Consultation on prevention, preparedness, and emergency response

Consultations in which all groups can voice their concerns and highlight needs build trust between authorities, local communities, and migrants, ensure that the needs of both local communities and migrants are known, and provide opportunities to work together on approaches and solutions. Relevant activities include:

- Identifying migrant leaders and representatives that can meaningfully speak to or for their communities;
- Setting up physical or virtual discussion spaces with broad accessibility;
- Ensuring participation of all groups, including by providing translation and setting up dedicated opportunities for marginalized groups;
- Minimizing costs of participation (e.g., lost time and transportation);
- Hosting public meetings or town halls, including in spaces where migrants meet.

Recruitment of migrants as staff or volunteers

Authorities can engage migrants by hiring them as employees or by organizing and retaining them as volunteers to foster direct engagement of migrants and migrant communities in prevention, preparedness, and emergency response management and planning. Authorities can engage migrants by:

- Carrying out recruitment campaigns targeting migrant groups that represent a priority (e.g., groups that are more numerous in the area or underrepresented in existing structures);
- Engaging migrant community leaders in recruiting migrant employees and volunteers;
- Engaging recruitment and employment agencies in identifying migrants with skills and capacities relevant to prevention, preparedness, and emergency response activities;
- Selecting migrants based on their merits and skills and tasking them with roles that value their skills and priorities;
- Highlighting to migrant communities potential benefits of becoming employees or volunteers, including skill development, employability, and increased networking and representation as well as better protection of migrants in the context of crises;
- Creating non-threatening environments for learning.

Awareness-raising for prevention, preparedness, and emergency response procedures

Awareness-raising campaigns for prevention, preparedness, and emergency response procedures can provide migrants with necessary information to protect themselves during crises. Integrating clear messages for migrants into materials developed to educate the general public about risks related to natural disasters can help save migrant lives. Relevant activities include:

- Providing natural disaster awareness websites, print, and broadcast materials in all necessary languages;
- Ensuring that audio and visual material convey messages in a manner that allow illiterate populations to understand;
- Identifying and tailoring messages to media outlets that migrants use;
- Working with the travel industry, schools, employers, recruiters, and civil society to develop multi-lingual materials (e.g., brochures, travel guides, posters, and short videos which are available in public areas, such as airports, consulates, malls or markets, and tourist hotspots) that take into account the needs of migrants, including information on disaster risks, where to go, what to do, and emergency contacts;
- Incorporating information about DRR and emergency response when visas are issued to migrants;
- Disseminating information through places that migrants frequent and actors that engage with migrants, such as religious and neighborhood organizations, migrant groups, media sources that target migrants, and travel agencies;
- Conducting education campaigns at the household level with a focus on migrant communities in locations prone to or at risk of natural disasters (for example, at the beginning of a hurricane season) or civil unrest;
- Encouraging employers and recruiters to distribute crisis-related information and procedures to their employees, including migrants.

International Organizations

Inclusion of migrants in the international humanitarian response system

Mainstreaming migrants into existing international humanitarian response systems and relevant preparedness and response tools will help factor migrants in crisis response. Standard tools used to assess vulnerability and the needs of crisis-affected populations may need to be adapted to prompt relevant actors to identify migrant populations, their specific characteristics and needs, and barriers to self-help and access to assistance. Important activities may include:

- Integrating the identification of migrant populations and their specific needs and vulnerabilities in disaster preparedness and response structures of the IASC humanitarian cluster system for responding to complex emergencies;
- Familiarizing donors, civil society, and States regarding the specific needs of migrants in countries experiencing conflicts or natural disasters;
- Training international organization officials on including migrants and migration and mobility considerations into humanitarian response plans.

Thematic guidance and operational tools

Migrants should be factored into specific guidance materials dedicated to the protection of particular groups, such as women, children, the elderly, people with disabilities, and victims of trafficking. Ways to do this include:

- Incorporating references to migrants in existing tools and guidance. This would include advice on identifying migrant populations who may be particularly vulnerable during a crisis, such as ethnic minorities, migrants in an irregular immigration status, and those in detention;
- Incorporating references to migrants in training for staff on IASC tools and guidance, including on how to identify migrant populations, the ways in which migrants' experiences of crises differ from those of citizens, and the types of assistance that migrants may require;
- Developing crisis-related communication tools to reach out to migrants before and during crises including messaging toolkits with messages translated into migrants' native languages.

Integration of relief, rehabilitation, and development

International organizations providing emergency response, rehabilitation, and development assistance can minimize the impacts of crises on migrants, their families, and communities, and maximize use of resources, including by:

- Coordinating internally and ensuring that migrants and their needs are integrated into plans and standard procedures on emergency response, rehabilitation, and development;
- Sensitizing donors and raising their awareness on the need to integrate migrants into emergency response, recovery, and development interventions;

- Sensitizing national and local authorities on the role migrants can play in building communities.

Assistance to others who protect migrants

International organizations can provide expert advice and technical assistance to States, recruiters, employers, and other stakeholders on how to incorporate protection and assistance to migrants into their prevention, preparedness, and emergency response systems. Some important activities include:

- Providing support to adapt or develop policies and procedures on prevention, emergency preparedness, and response systems so they take account of migrants and their needs;
- Providing support on how to operationalize the integration of migrants in prevention, preparedness, and emergency response systems, including by training of front-line responders;
- Facilitating coordination at the national and local levels;
- Helping migrant communities create groups or a representational structure that can be a point of contact for authorities or organizations in the event of a crisis.

Civil Society

Involvement of migrant communities in prevention, preparedness, and emergency response plans

Civil society, including migrant associations, community organizations, and faith-based groups can facilitate the engagement of migrants, including isolated and marginalized populations, in prevention, preparedness, and emergency response plans. Measures to enhance involvement of migrants in prevention, preparedness, and emergency response planning include:

- Advocating with relevant national and local authorities, including emergency response actors, to include migrants in prevention, preparedness, and emergency response planning and advising them on how to do so (e.g., identifying languages commonly spoken by migrants, explaining cultural or social barriers that need to be addressed for migrants to access assistance, identifying migrant-friendly community spaces for local planning meetings);
- Creating mutual support associations through diaspora organizations in different countries;
- Developing culturally and linguistically competent tools and mechanisms for migrants' engagement in prevention, preparedness, and emergency response;
- Conducting workshops or training on migrant-inclusive crisis preparedness plans.

PRACTICES TO IMPLEMENT GUIDELINE 5:

Involve migrants in contingency planning and integrate their needs and capacities

Multiple Stakeholders

Local level responses and coordination

Engagement and coordination with a variety of institutional and non-institutional actors is a core element of contingency planning efforts. Such actions allow stakeholders to share resources and leverage capacities. Relevant actors include:

- Consulates and other representatives of the migrants' States of origin in the host State (e.g., labor attachés);
- Non-governmental, community, and faith-based organizations working with migrant communities;
- Leaders and representatives of migrant groups and associations;
- Employers, recruiters, placement agencies, unions, and worker associations that are particularly relevant to migrant populations;
- Tour operators, hotels, and their associations;
- Translators, interpreters, and cultural mediators.

Support for multi-stakeholder contingency planning

International organizations and civil society may be well placed to lead joint contingency planning processes. Industry or employer associations could serve the same role with employers, particularly small businesses or individual employers who have limited resources for planning. Supporting multi-stakeholder contingency planning includes:

- Establishing multi-stakeholder platforms to coordinate contingency plans;
- Leading multi-stakeholder asset mapping exercises;
- Negotiating multi-stakeholder agreements with service providers;
- Developing standard plans that individual actors can join or adopt.

Drills and tests involving migrants

Drills to test contingency plans can serve multiple purposes. Such activities help to identify obstacles and challenges to implementation in the context of crises and raise awareness of preparedness and response measures amongst relevant stakeholders. In testing plans with migrant communities, factors to consider include:

- Timing exercises to facilitate maximum engagement;
- Providing incentives for participation;
- Coordinating the organization and advertisement of contingency plan drills with institutions migrants trust;
- Repeating drills to improve the knowledge and preparedness of short-term migrants, those in transit situations, and newcomers;

- Barriers faced by migrants in an irregular situation, including in the context of clandestine employment arrangements where employers restrict the ability of migrants to participate.

Regional and cross-border contingency plans

Bilateral or multilateral contingency plans on cross-border crisis coordination can improve responses. Such plans may be particularly valuable for areas that have nomadic populations, such as pastoralists or indigenous people who regularly cross international borders as part of their traditional way of life. Engaging cross-border populations and the communities who host them improves their sense of ownership of plans and can enhance responses. Mapping existing resources and pre-establishing joint asset pools can mitigate competition for resources during crises and leverage limited resources. In developing such contingency plans, factors to consider and incorporate include:

- Geographic maps of relevant areas;
- Distribution and relevant demographic characteristics of migrants;
- Illustrations of relevant routes for evacuations.

Host States

Contingency plans adapted to account for migrants' presence and potential needs

Contingency plans that are adapted to account for migrants' cultural, social, economic, and demographic characteristics can improve their level of preparedness and facilitate assistance to them during emergencies. Such plans should encompass a comprehensive understanding of the migrant population of concern, which could be based on community profiles that capture relevant features of at-risk communities, in particular in high-immigration areas as well as mobility patterns. Factors to consider in developing contingency plans include:

- The fact that migrants often live and work in particularly risky areas that are more exposed to natural disasters and environmental degradation, physically segregated from other communities, or lack basic infrastructure and services;
- Migrants' culturally-learned reactions to natural disasters, conflicts, and warnings;
- Which actors may be best placed to communicate and interact with migrants (e.g., if they mistrust authorities, considering how to reduce the presence of uniformed officials in evacuation areas);
- Dedicated transportation services, as migrants may have limited access to privately-owned vehicles;
- Multilingual speakers and signage to guide migrants to access services and assistance, including evacuation ;
- Identification of safe shelters to house migrants, including in the context of evacuation;
- Stockpiling resources that account for migrants' food, religious, privacy, or linguistic needs.

Contingency plans for protecting migrants in detention

Establishing contingency plans for protecting migrants in detention in the event of a crisis can ensure that migrants in detention are not forgotten and receive the support they need. In a crisis situation, some migrants in detention may need to contact their State of origin to request evacuation support. Others may need to be relocated out of harm's way. Contingency plans could take advantage of partnership agreements with civil society or international organizations providing services to migrants in detention.

States of Origin

Crisis alert systems

Alert systems that monitor crises in host States and direct authorities to act based on the intensity of the crisis provide certainty for authorities and for citizens abroad. Actions corresponding to the level of crisis may range from voluntary restrictions on travel, voluntary return, or mandatory evacuation or return. Phases of crisis alert systems can include:

A precautionary phase, where the response can include:

- Monitoring the situation;
- Assessing and updating contingency plans;
- Activating a crisis management team and other support structures;
- Coordinating with employers to ensure their preparedness to implement their respective contingency plans;
- Advising citizens to acquire or locate identity documents.

A restriction phase, where the response can include:

- Advising citizens to shelter in place with due regard to heightened risks;
- Mobilizing key personnel to relevant sites;
- Securing travel clearances and exit routes;
- Preparing for the return and reintegration of citizens.

A voluntary return phase, where the response can include:

- Implementing procedures for citizens to relocate elsewhere within the host State;
- Urging and assisting citizens to return to their State of origin.

A mandatory return phase where the response can include:

- Implementing evacuation and return procedures.

Local consular contingency plans

States of origin may have standard contingency plans for protecting citizens abroad but these may need to be adapted to the local context in host States. Mission-specific contingency plans can include:

- Data on citizens in the host State (e.g., number, location, characteristics);
- Crisis management team organization, functions, procedures, and specific roles

of team members for emergency response. Such teams can be established on a permanent basis at the mission level and, as appropriate, be headed by the ambassador or consul general, and be comprised of labor attachés, welfare officers, social welfare attachés, police attachés, military attachés, or political officers;

- Exit routes by air, land, or sea;
- Temporary relocation sites, including within the host State;
- Logistical requirements and cost estimates;
- Key contacts in the host and transit States and international organizations;
- Contact information of consular officials and staff;
- Contact information of transport, accommodation, and other key service providers;
- Details on capacities and resources for the relocation or evacuation of citizens;
- Cooperation mechanisms with other consular missions in the region;
- Cooperation mechanisms with consular missions of other States of origin.

Evacuation plans and guidelines

Clear rules and criteria for carrying out evacuations could include:

- Criteria for making the decision to evacuate;
- Eligibility criteria for who will be evacuated (e.g., whether evacuations cover citizens, non-citizen family members, internationally recruited staff, or nationally recruited staff);
- Documentation requirements to prove eligibility;
- Procedures to provide temporary documentation if identity or travel documents were lost, destroyed, or confiscated;
- Communication of evacuation procedures (e.g., including information on evacuation procedures in document packages that accompany issuance of passports, as a follow-up to registration of foreign travel, or on consular post websites);
- Mechanisms to request assistance;
- Responsibility for associated costs;
- Identification of evacuation sites, in the host State as well as neighboring or other States;
- Arrangements for particularly vulnerable groups, such as unaccompanied and separated children, persons with disabilities, and victims of trafficking or exploitation;
- Procedures to take personal belongings, including pets and personal property;
- Customs and other clearance processes;
- Identification of and liaison with recruitment and placement agencies sending workers abroad or major employers in the host State.

Crisis or rapid response teams

Crisis or rapid response teams can be established to be deployed on short notice in the event of emergencies to support structures in place in the host State. Such teams could include consular specialists and officers from appropriate agencies of the State of origin that are trained to undertake consular or humanitarian assistance. The roles and functions of teams can include:

- Updating and maintaining information on citizens in the host State;
- Gathering intelligence reports and providing local, real-time, independent and credible

- assessments of the political and security situation in the host State;
- Assisting in updating and implementing evacuation and contingency plans;
- Negotiating with host States, States of transit, employers, or other relevant actors, as necessary, to remove barriers to providing citizens with assistance;
- Assisting in locating citizens and relocating them to a safer and more secure area.

Private Sector Actors

Corporate contingency planning

The inclusion of all migrant workers in corporate contingency planning helps ensure that the greatest number of workers will be assisted and protected during crises. Corporate contingency plans are especially important for those employing large numbers of migrants. To the extent possible, corporate contingency plans should be consistent with contingency plans of State actors. Corporate contingency planning could include:

- Specifying which units and individuals are responsible for the protection of migrant employees;
- Criteria on eligibility for relocation and evacuation (e.g., whether family members of migrant employees are eligible);
- Specifying who has authority to trigger an evacuation, the decision making process, and the means for communicating decisions;
- Pre-standing arrangements with relevant service providers
- Understanding of available local resources and services;
- Key consular contacts;
- Training on and testing of contingency plans with employees, including migrant workers;
- Establishing mechanisms for communicating with employees, including migrant workers, in the event of a crisis;
- Clarifying procedures on and how to access outstanding wages, payroll and cash assistance, and insurance;
- Developing criteria to determine when it would be safe to resume or re-establish operations in the host State and for migrants to return.

International Organizations

Inter-agency contingency planning

Incorporating the specific needs of migrants in inter-agency contingency plans can help international organizations to better address migrants' needs during emergency responses. Important activities may include:

- Integrating migrants in national and regional contingency planning platforms;
- Providing instructions and guidance on how to integrate migrants and their needs in contingency planning and contingency planning tools;

- Engaging migrants and other relevant stakeholders in consultations on contingency planning;
- Translating prevention, preparedness, and emergency response material, including announcements and directions, into migrants' native languages.

Civil Society

Contingency plans for migrant communities

Local civil society actors can work with migrant communities to help them develop contingency plans. Community-based contingency plans can feed into institutional contingency plans at the local and national levels, in host States and States of origin. Measures to develop contingency plans for migrant communities can include:

- Collecting information on migrants, disaggregated by relevant characteristics, such as age, gender, nationality, ethnicity, disabilities, and languages;
- Conducting vulnerability assessments with a focus on migrants' vulnerabilities in preparing for and managing a crisis;
- Assessing migrant communities' levels of and capacities for crisis preparedness, including access to information and services and language, cultural, and other barriers;
- Mapping services and assistance available to migrant populations.

PRACTICES TO IMPLEMENT GUIDELINE 6: Communicate effectively with migrants

Multiple Stakeholders

Multiple communication channels

Multiple and targeted communication channels can ensure wide coverage of diverse migrant populations and minimize the effects of possible communication disruptions, such as power failures and loss of internet or satellite connections. Communication channels can be traditional or innovative, formal or informal, and should include ways for migrants to access information without revealing their identity, status, or location. Communication channels can include the following options, many of which are described in more detail in this section:

- Consular and other subscription services;
- Social media, mobile applications, and text messages;
- Websites and web-based news releases;
- Radio, television, and newspapers in host States and States of origin, including those specific to migrants;
- Hotlines, helplines, and call centers;
- Migrant networks, associations, focal points and leaders as well as door-to-door and other grass roots outreach;
- Support centers which are frequented by migrants, including shelters;
- Consular posts;
- Other civil society networks, associations, and focal points/leaders, including faith-based actors;
- Pre-established ‘communication trees’;
- Liaison and focal point networks, sometimes also referred to as ‘wardenship’ systems.

Multiple mediums for communication

Information provided through the mechanisms listed above should be simple and clear, avoid jargon and acronyms, be provided in languages migrants speak, reflect diverse literacy levels, and accommodate ways in which people absorb information, including accessible formats for persons with disabilities. The following types of mediums may need to be used:

- Written material;
- Audio and video material;
- Pictures, graphic symbols, and signs;
- Cartoons;
- Color codes;
- In-person interaction.

Content of information

Information provided could include:

- Location, contact details, and focal points at consular posts and at relevant State ministries and institutions, including identity and passport services;
- Other emergency focal points and contacts;
- Contact and location information of emergency services and assistance in host States, including hospitals, local police, helplines, counseling centers, shelters, and relief services and aid;
- Travel advisories and checklists;
- Bulletins, alerts, and warnings, including on crisis-related security, safety, and threats;
- How to act in the event of a crisis (e.g., where to go, whom to contact, and what to do), including information tailored to the cultural, social, and other particularities of host States;
- Rights and obligations in specific host States.

Websites

Websites that provide information for migrants regarding their stay or transit in host States can be a conduit to communicate crisis-related information. A large array of information can be published and regularly updated on dedicated websites. Information on disaster and security risks and helpful safety emergency tips may also be incorporated within existing travel-related websites, which are usually referred to or visited by migrants. When establishing websites, factors to consider include:

- Simultaneous use of different mediums (e.g., video, audio, pictorial, and written material);
- Availability of information in multiple languages;
- User-friendly layout and content;
- Regularity of updates;
- Links and contacts for additional information;
- Interface with other mechanisms, such as social media.

Social media

Social media is widely accessible and pervasive. It has the capacity to reach large migrant populations in real time. Migrants use social media to seek information and communicate with each other and with family and communities in their States of origin. Social media can sustain migrant networks and enable migrants to play a key role in the generation and dissemination of information. Social media can be used to:

- Allow migrants to follow hashtags about crises and respond in their own languages;
- Provide early warning and emergency response information;
- Create discussion or chat groups that migrants can join or follow;
- Create photo and video sharing sites that allow users to upload and geo-tag photos;
- Support crowd-sourcing projects that bring new and additional information into mapping and analysis of disaster needs and response availability.

Mobile applications

Mobile applications are a cost-effective, user-friendly, and widely accessible mechanism for communicating with migrants. Individually or in partnership with others, stakeholders could develop applications that target migrants' information needs. The content and features mobile applications can offer include:

- SOS messaging to emergency numbers chosen by the migrant;
- GPS location and tracking capabilities;
- Maps and navigation, including to available emergency services and consular posts;
- Information downloads and offline information storage;
- Platforms that allow migrants to share information and facilitate two-way communication;
- News feeds;
- Translations and currency converters.

Text messages

Similar to mobile applications, text messages are a cost-effective, user-friendly, and widely accessible mechanism for communicating with migrants. They can be linked to telephones, mobile applications, websites, social media platforms, and other mechanisms that can generate automatic messages when needed. Text messages are particularly effective for communicating warnings, threats, alerts, emergency contact information, and information on where and how to access assistance and services.

Helplines, hotlines, and call centers

Helplines, hotlines, and call centers are an accessible and low-tech means through which one-way or two-way communication with migrants can be facilitated. In establishing helplines, hotlines, and call centers, factors to consider include:

- Hours of operation-24 hours a day or less;
- Cost structure-toll free access or paid access;
- Language capacities of staff;
- Whether migrants can receive and provide information;
- The scope and content of information to be provided (and received)-information only or services, such as counseling, direct referrals, family tracing, and complaints.

Support centers

Migrant support centers can be established in host States and States of origin. Such centers can provide a wide range of information and services to migrants. Support centers can also target specific groups of migrants, such as irregular migrant workers, migrant domestic workers, or migrant victims of trafficking, and tailor information to accommodate the vulnerabilities and needs of such groups.

Measures to identify and engage local actors in outreach to migrant communities

Local organizations generally have the best and most up-to-date information on crises affecting their communities. They have the best contacts with migrant populations, especially migrants

in an irregular immigration status. They are the first responders, present and active before national and international actors arrive. Activities to leverage their strengths include:

- Mapping communities ahead of crises to identify migrant neighborhoods, organizations, and leaders that are respected by and representative of migrant populations;
- Establishing points of contact with migrant organizations and leaders;
- Helping points of contact establish communication trees and other methods of communicating with migrants within their communities;
- Forming partnerships with migrant organizations and leaders and specifying roles and relationships during crises;
- Helping migrant organizations obtain funding to support their crisis-related activities.

Liaison networks

Liaison networks in which migrant, consular, or other focal points are voluntarily engaged to care for groups of migrants and keep them informed of relevant information can ensure migrants, particularly those in an irregular immigration status, are connected and informed of crisis-related information. Liaison systems, sometimes also referred to as ‘wardenship’ systems, may also be important for migrants who, for various reasons cannot access other communication mechanisms, including consular channels. In establishing these networks, factors to consider include:

- Whom to select as focal points. Criteria to consider include access to migrants, respect and trust garnered, gender, and relationship with consular posts;
- Which migrants fall within the responsibilities of a given focal point. This could be based on geographic location or other criteria;
- What actions and services a given focal point should provide;
- Support to focal points, such as training and assistance in developing contingency plans.

States of Origin

Consular posts

Consulates are a key conduit for information dissemination to and communication with citizens abroad. Due to their presence in the host State, they have access to country-specific information. Many of the mechanisms listed above can be employed by consulates to communicate with their citizens. Other measures that consulates in particular could use to conduct active outreach to their citizens include familiarizing them with emergency contacts, procedures, and contingency and evacuation plans through special events at consular posts, such as on national holidays. Consular websites can amplify social media and other methods for citizens to contact their family members to update them on their safety and needs.

Private Sector Actors

Employers and recruitment and placement agencies

Employers often have the most ongoing contact with migrant workers. Establishing mechanisms, such as communication trees, to communicate with all of their employees, including migrant workers, during crises can be an efficient way to reach large numbers of people. Recruitment and placement agencies may also have contact with migrants after they have been placed with an employer. These private sector actors can get information to migrants about an emerging crisis, risks, and steps they need to take to protect themselves. This could include:

- Information on prevention, preparedness, and emergency response activities;
- Alerts on evolving conditions in host States;
- Information on steps to take when in need of evacuation.

Civil Society

Migrant and other civil society networks

Specialized local civil society actors may have strong relationships with migrant communities and networks, which can, among other things, facilitate two-way communication and foster understanding of migrants' needs. Migrant and civil society networks have the capacity to reach migrants in an irregular immigration situation and others who may be hard to contact. Important activities to leverage these links and capacities include:

- Mapping communication systems and tools used by migrants in specific contexts;
- Developing guidance and procedures for communicating emergency messages to migrants;
- Developing policies on enlisting migrants to facilitate communication;
- Organizing formal and informal events (meetings, conferences, or gatherings) to maintain contacts with migrant networks and discuss crisis-related communication issues;
- Advocating with other stakeholders and coordinating with them on crisis-related communication with migrants;
- Working with migrant representatives to develop guidelines on ways to communicate.

PRACTICES TO IMPLEMENT GUIDELINE 7: Establish coordination agreements in advance to leverage strengths and foster trust

Multiple Stakeholders

Pre-arranged service agreements

Stakeholders should arrange in advance, agreements to provide services to migrants. Such agreements could include:

- Support to evacuate migrants, including transportation and accommodation;
- Identity verification of persons claiming to be citizens of particular States and provision of temporary identity and travel documents;
- Shared use of assets to monitor a crisis and to communicate;
- Family tracing;
- Transportation to deploy emergency and humanitarian personnel, and to deliver emergency and humanitarian relief to migrants, including food, shelter, medical aid, and cash;
- Health care in hospitals and health care centers.

Multi-stakeholder agreements on relocation and evacuation

Multi-stakeholder agreements can promote responsibility-sharing and safe and orderly relocation and evacuation of migrants. A State, for example, may want to work with one or several other States, international organizations, civil society, or employers and recruiters in order to share and leverage resources. Such agreements could include provisions that:

- Set out roles and responsibilities of each relevant partner to the agreement;
- Establish criteria and processes for determining when and how relocation and evacuation of migrants will take place;
- Articulate processes for identity verification and issuance of temporary laissez-passer and travel documents;
- Give clear guidance on allocation of costs;
- Identify channels to communicate information on the process to migrants;
- Articulate reporting requirements;
- Make arrangements for particularly vulnerable groups, including unaccompanied or separated children, victims of trafficking, or disabled persons;
- Allow for joint training and exercises to test arrangements in advance;
- Require monitoring and evaluation of the arrangement.

Partners' roles and responsibilities may include:

- Monitoring conditions that may necessitate relocation or evacuation;
- Disseminating crisis alerts and relocation and evacuation information (e.g., gathering points and routes);

- Arranging transportation services, including to final destinations;
- Providing health assessments and care prior to and during travel;
- Providing food, water, and other basic needs during travel;
- Offering translation services.

States

Cross-border cooperation on crisis preparedness

States can establish regional, cross-border cooperation on crisis preparedness and management taking into account the particular needs of migrants, including communities that straddle borders. Cooperation could include:

- Establishing binational or regional committees of local and national actors to plan and coordinate responses;
- Establishing an informal border committee of local leaders and key representatives of local communities to discuss cross-border issues;
- Establishing standard operating procedures for cross-border crisis cooperation;
- Carrying out joint simulations involving local and national crisis-response bodies, border services, fire fighters, and other relevant personnel;
- Signing memorandums of understanding between communities to govern hosting, movement, and resource management arrangements in case of crisis and large migratory movements;
- Establishing cross-border resource access and sharing arrangements between communities;
- Ensuring emergency response equipment and systems on both sides of a border are interoperable;
- Disseminating key information on crisis-preparedness, including location of shelters, hospitals, and consulates to migrants and other populations residing in the border area.

Bilateral agreements on migrant workers

States of origin and host States can enter into bilateral agreements or memorandums of understanding to regulate protection of migrant workers in the event of a crisis, or on emergency procedures and evacuations. Aspects these agreements can regulate include:

- Migrant workers' rights and duties;
- Migrant workers' equal treatment;
- Employers' rights and duties;
- Migrant workers' fair recruitment;
- Roles and responsibilities of employers, recruiters, and States for the provision of assistance to, and evacuation of, migrant workers in crisis situations;
- Emergency clauses in employment contracts that require employers to cover evacuation costs of migrant workers in a crisis situation.

Host States

Pre-established coordination arrangements between consular posts and host State

Host States can establish cooperation structures and mechanisms with consular posts to facilitate cooperation and coordination in providing assistance to migrants during a crisis. Measures to facilitate cooperation include:

- Setting up a central coordination structure that liaises with consular officials, communicates with them on a regular basis, and supports them in localizing their citizens and providing assistance in case of a natural disaster or conflict;
- Setting up regular coordination and communication mechanisms or meetings between host State authorities and consular posts to exchange information and strengthen relations;
- Providing briefings for consular officials on national and local emergency procedures, institutional focal points, and other relevant emergency actors and procedures;
- Creating a rapid support mechanism that can be activated during a crisis to support foreign consular missions to locate their citizens.

States of Origin

Reciprocal consular assistance and representation agreements

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. Reciprocal consular assistance and representation agreements could address:

- Evacuation, transportation, and other assistance;
- Shared use of assets for communication, including telecommunications and teleconference facilities, transportation, shelter, and other support;
- Coordination to share information in normal times and in times of crisis on citizens of non-represented States who approach the consular mission;
- Reporting and liaison mechanisms in crisis situations;
- Provision of consular assistance, including front line consular assistance and assistance with departures for citizens of non-represented States;
- Standard operating procedures to request assistance;
- Clear agreements and plans on financial responsibilities.

Private Sector Actors

Arrangements between employers and recruiters and security, evacuation, and relocation services

Employers and recruiters can establish partnerships with vendors and service providers before a crisis hits to ensure access to services during a crisis, and as part of comprehensive crisis management planning. Such arrangements can include:

- Transportation for the relocation or evacuation of employees by air, land, and sea;
- Safe accommodation;
- Security officers and escorts;
- Health care, with facilities and medical escorts in the host State and States of transit.
- Communication services, including radios, telephones, and the internet;
- Financial services for availability of cash, including in different currencies;
- Engaging with companies offering packages of assistance for planning, relocation, and evacuation;
- Engaging with local lawyers and interpreters.

Small or individual employers

Small and medium-sized enterprises and individual employers have limited capacity to protect their migrant workers during a crisis. Even so, implementing basic measures that do not require many resources will help migrants respond to crises. Such measures could include establishing relationships with relevant consular posts or foreign ministries. This would enable employers and migrants to receive emergency information and also facilitates migrant workers' access to assistance available through States of origin.

International Organizations

Evacuation and relocation assistance

States may need to rely on international organizations to relocate or evacuate migrants. Establishing arrangements with States in advance of a crisis can clarify roles, responsibilities, and terms of partnerships and improves preparedness. Such arrangements could include criteria for evacuation or relocation, responsibilities for costs and funding, and information on other services to be provided (e.g., screening to identify migrants with particular vulnerabilities and victims of exploitation, trafficking, abuse and violence as well as referral and specialist services for those with particular needs).

Centralized portal or clearing house to log requests for evacuation by migrants or States and facilitate multi-State or multi-stakeholder cooperation on evacuations

Not all States of origin have the capacity to assist migrants in countries experiencing crises. Addressing needs associated with a short-lived crisis when migrants are able to receive assistance in the host State, may be manageable, but when large numbers of migrants need to be evacuated, international organizations may be required to provide support. In order to manage requests from States of origin, international organizations could consider establishing centralized portals for States to:

- Request assistance;
- Provide information on migrants to be evacuated, including their location and needs;
- Access reports on contact with and location of migrants;
- Receive information on where to evacuate migrants, including locations in States of origin;
- Request additional assistance for migrants with specific needs, and confirm if migrants

have received it, including through referrals to specialized organizations or agencies in the host State;

- Request identity verification services;
- Post requests, messages, or enquiries from family members.

Civil Society

Coordination among civil society

Arrangements among civil society at the local, national, regional, and international levels can cover a wide-range of activities, including:

- Information sharing on migrants and their needs;
- Joint advocacy;
- Mutual capacity building;
- Awareness-raising;
- Service provision.

PRACTICES TO IMPLEMENT GUIDELINE 8: Build capacity and learn lessons for emergency response and post-crisis action

Multiple Stakeholders

Training and capacity building of State actors

State actors who could benefit from training and capacity building on different aspects related to better protecting migrants in countries experiencing conflicts or natural disasters include:

- Immigration authorities;
- Consular and diplomatic personnel;
- Labor authorities;
- Prevention, preparedness, and emergency response actors;
- Recovery and reconstruction actors;
- Security, border management, armed forces, and police;
- Welfare officers;
- Local authorities;
- Health care service providers.

Training and capacity building themes

State actors and other stakeholders may benefit from training and capacity building on a range of themes, including:

- Mapping migrant community profiles;
- Ways to reach out to migrant communities, including to those in an irregular immigration status;
- Assessing and addressing migrants' conditions of vulnerability and needs;
- Evaluating capacities and strengths of other stakeholders;
- Targeting responses to address needs of particular migrant populations, such as victims of trafficking, migrants with disabilities, elderly migrants, and child migrants, including unaccompanied or separated children;
- Engaging migrants in crisis preparedness and response;
- Developing contingency and evacuation plans that incorporate migrants;
- Mainstreaming migrants' protection in prevention, preparedness, emergency response, and post-crisis recovery, including developing or refining migrant-sensitive crisis preparedness and response laws, policies, and procedures;
- Creating registries of linguistically and culturally sensitive staff for communicating with and assisting migrants during emergencies.

Peer-to-peer exchanges for capacity building and learning

Peer-to-peer exchanges are usually designed to help stakeholders learn from similar actors or actors who have undergone relevant experiences. Peer-to-peer exchanges may benefit from:

- Different stakeholders tackling similar challenges from different perspectives, such as States, private sector actors, international organizations, and civil society;
- Personal relationships and trust among stakeholders that allow frank and open peer-to-peer exchanges;
- Mechanisms for sharing lessons.

Programs to build the capacity of migrant organizations to assist migrants, including through train-the-trainer programs

Migrant organizations have knowledge of the local community as well as language skills and familiarity with migrants' cultural norms. They have local connections that enable them to reach migrants who may be missed by others, including migrants in an irregular immigration situation. Activities to build the capacity of migrant organizations include:

- Offering training on prevention, preparedness, and emergency response;
- Encouraging exchanges about programs and practices implemented to help migrants during crises;
- Providing funding to enable migrant organizations to develop contingency plans;
- Forming partnerships between migrant organizations and local responders to enable more effective communication of information about crises;
- Offering 'training of trainers' to ensure knowledge is passed on within migrant organizations and networks.

Dedicated funds to protect migrants

Funding may be needed to address emergency phase needs, including evacuation, return, medical care, and temporary board and lodging as well as post-crisis needs, including reintegration assistance and services. Funding could be gathered through:

- Dedicated funds that seek voluntary contributions from employers, recruiters, placement agencies, and migrants;
- Online funding platforms that allow fundraising;
- Loans from financial institutions;
- Financial, in-kind, and asset donations or loans;
- Loans from States or international or regional banks and institutions, and private sector actors;
- Contributions from diaspora;
- Grants.

Referral mechanisms and access to asylum procedures during crises

During a crisis, migrants may require specialized services in the host State, in transit or, if relocated or evacuated, on arrival. Capacity building to prepare for crises could include developing the capacity to assess migrants with particular needs and identify special service providers as well as developing clear procedures to follow when making referrals. Capacity to make referrals may be required for migrants requesting medical assistance, unaccompanied or separated migrant children, victims of trafficking, migrants who have suffered psychosocial

trauma and migrants with disabilities, among others. Pre-establishing relationships between relevant actors responding to the needs of migrants and national or international protection systems for refugees and stateless persons ensures that referral procedures function well and smoothly during crises. In establishing a referral system, factors to consider include:

- Establishing a memorandum of understanding or standard operating procedures between stakeholders assisting migrants and the State’s asylum mechanism, detailing roles and responsibilities and facilitating predictable actions;
- Designating referral focal points to ensure swift communication;
- Ensuring preliminary screenings to enable rapid identification of needs;
- Training involved actors on the mechanism and its procedures;
- Putting in place safeguards to ensure best interest of the child is a primary consideration in the choice of referrals made for unaccompanied or separated children (e.g., through best interest assessments);
- Putting in place safeguards to ensure that referral procedures respect confidentiality of information and data.

Monitoring and evaluation of crisis response

Evaluations of responses to natural disasters or conflicts may not take into account migrants’ particular situation. As a result, evaluations specifically tailored to measuring the effectiveness of responses to migrants’ needs may be required. Those creating migrant-sensitive evaluations of crisis response could consider:

- Developing clear objectives related to the effectiveness of crisis responses as they pertain to migrants as a distinct population with specific needs;
- Including migrant populations in evaluations that assess the overall crisis response to ensure a sufficiently large number of migrants is included in any sample or survey;
- Involving migrant groups and civil society actors that work closely with migrant populations in evaluation exercises;
- The short-, medium- and long-term effects of crisis response on migrant populations, including needs related to evacuation and reintegration;
- Assessing institutional responses towards migrants, including coordination among multiple stakeholders involved in crisis response;
- Articulating lessons learned as they relate to migrant populations;
- Making recommendations to improve crisis-related responses for migrants;
- Developing simple feedback and complaint mechanisms to encourage the participation of migrants in crisis-related response evaluations.

States

Dedicated funds to address emergency needs

Many States have dedicated resources to be deployed during natural disasters and other crises to meet the emergency needs of their population. Earmarking funds to better address the needs of migrants would help ensure they are included in crisis responses and that their

special needs are addressed. Such funds could cover:

- Translation of materials into multiple languages;
- Interpretation support for first responders encountering migrants needing assistance;
- Support to migrant and diaspora organizations to engage their assistance in reaching migrants;
- Reimbursement of costs borne by first responders, including police, emergency rooms in hospitals, shelters, and other facilities, whose costs for assisting migrants, including migrants in an irregular status, are not otherwise covered by public or private funding;
- Resources for the evacuation of migrants who are unable to pay for evacuation costs.

Dedicated funds to address post-crisis needs

The establishment of reintegration funds or budget lines to support the immediate needs of migrants and their families affected by a crisis can support reconstruction, return, and reintegration efforts. Such funds are particularly relevant for States of origin with significant numbers of citizens abroad and whose economy relies on remittances. When it is not possible to set aside dedicated funds, States can identify these costs in fiscal planning and take other measures to access funding, including through international financial institutions. Aspects that States can consider in establishing funds include:

- Using funds to support migrants' return and reintegration efforts or directly allocating money to migrants;
- Allocating funds based on need and other pre-selected criteria, or following a competitive process;
- Voluntary or mandatory migrant contributions;
- Matching funds, where States and migrants both contribute;
- Whether to build partnerships with banks and other financial institutions, including international and regional financial institutions;
- The scope of coverage of funds (e.g., livelihood restoration upon return, housing and other basic needs, and reconstruction);
- Effective monitoring and accounting procedures.

Host States

Training for prevention, preparedness, and emergency response actors on incorporating components pertinent to the needs and vulnerabilities of migrants

Actors responsible for prevention, preparedness, and emergency responses, including DRR, do not necessarily have the skills to effectively respond to the needs of linguistically and culturally diverse populations. Local first responders in particular must have the means to enable them to communicate with everyone, including migrants in life-threatening situations. Training could include:

- Information about migrants living in local communities, including their origins, languages, cultural and religious beliefs, and other characteristics that may be

- pertinent to emergency response;
- Information about migrant organizations, local migrant leaders, social and cultural organizations, and religious institutions frequented by migrants;
- Information on how to deliver culturally and linguistically appropriate services when engaging with migrants;
- Information about how to access interpretation and translation services;
- The role of consular authorities in protecting and assisting their citizens;
- Eligibility of migrants with different immigration statuses for different types of services prior to, during, and in the aftermath of a crisis.

States of Origin

Laws and policies to protect citizens abroad

National laws and policies that articulate the State's responsibilities towards its citizens when they are abroad provide authorities with clear guidance on their obligations. Citizens also have a sense of what they can expect from State of origin authorities while they are abroad. Laws and policies need not be specific to crisis situations. Laws and policies could include provisions that:

- Mandate consular officers to assist citizens in their relations with the authorities of host States;
- Set out circumstances under which assistance will be provided to citizens abroad;
- Spell out the rights of those who hold multiple nationalities;
- Identify who bears the costs of services, including evacuations;
- Specify actions citizens can take when there is no diplomatic or consular presence in the host State.

Capacity building programs for national and local authorities

Capacity building programs for national and local authorities are required to help them prepare citizens pre-departure and to reintegrate them if they need to return in the context of a crisis. Such programs could include:

- Specifying organizational roles and responsibilities for preparing citizens pre-departure and reintegrating them when they return;
- Developing contingency plans for evacuation and reintegration of citizens;
- Putting in place funding mechanisms to support reintegration;
- Establishing peer-to-peer exchanges among national and local authorities and with other States experiencing similar challenges for discussion of best practices;
- Evaluating prior responses to identify areas in need of improvement;
- Developing referral systems for health services and building capacity of local health services to support citizens' needs;
- Identifying, addressing, and referring citizens with particular vulnerabilities;
- Collecting data on returned citizens at the local level, including demographics, location, contact and other pertinent information;
- Strategies for dealing with stranded citizens;

- Reintegrating returned citizens;
- Channeling enquiries about missing persons to consular posts trying to locate their citizens.

Training and capacity building programs for consular posts

Programs to enhance consular capacity to protect citizens may include:

- Training consular officials on collecting information on citizens in the host State;
- Training on crisis management, including evacuation and return, and provision of emergency identity and travel documents;
- Implementing consular crisis management software, covering registration, communication, and other emergency procedures, such as hospitalization, imprisonment, or loss of documents;
- Developing contingency and evacuation plans;
- Recruiting locals to enhance understanding of local knowledge and culture;
- Building and maintaining contact with citizens;
- Using public engagements to establish links with relevant communities;
- Ensuring ‘surge’ consular capacity through the deployment of consular and other expert staff.

Internet-based consular management systems

States implement registration, contingency plans, and crisis management systems with varying degrees of complexity. To limit the extent to which such systems may become outdated, States could develop systems that are deployed and operated on the internet, or ‘in the cloud’, where a State pays fees to use software instead of buying it outright. Data can be stored securely and in a manner that respects relevant standards on data protection and privacy, and a State can adapt services over time as needs change. In the case of crisis, additional capacity or services could be added very quickly as required. States could also consider collaborating and sharing their systems with other States, including with the assistance of a trusted third party, like an international organization. Such collaboration should be structured in accordance with relevant standards on data protection and privacy.

Bonds or deposits

A measure States of origin can take to ensure sufficient funds for evacuation or to compensate citizens for losses that result from evacuation is to ask for employers or recruiters, where appropriate, to post a bond or deposit funds with the State of origin or local consulate. The bond or deposit would be used only if the citizen is evacuated, and would otherwise be returned to the employer once the term of employment has ended. This could be useful particularly in the case of small or individual employers who have limited resources to offer support during a crisis. Factors to consider include:

- The amount of the bond or deposit;
- What the bond would cover (e.g., evacuation costs or lost, damaged, or irrecoverable assets and property, including outstanding wages);
- The circumstances in which the bond would be accessed;

- Who would access the bond (e.g., the citizen or the State of origin);
- How the citizen would apply for and receive proceeds from the bond, including how to assess eligibility for and the amount of proceeds.

States of Transit

Training and procedures for border officials

Training to promote the ability of border officials to address influxes of migrants could include:

- Plans and procedures to deal with mass arrivals of migrants in the event of a crisis;
- How to recognize, assist, and refer vulnerable migrants, including victims of trafficking, migrants with disabilities, elderly migrants, and child migrants, including unaccompanied or separated children;
- Referral mechanisms, including referrals for refugees, asylum seekers, and stateless persons;
- Rights of migrants.

Private Sector Actors

Internal capacity building programs

Capacity building could include:

- Establishing mandatory crisis management training for relevant personnel;
- Developing systems for providing redress in crisis situations;
- Developing contingency plans that account for migrants' presence and needs;
- Developing evacuation plans that account for migrant employees.

International Organizations

Migrant assistance funding mechanisms

Dedicated funding facilities to protect migrants can enable international organizations to start emergency operations and provide immediate assistance in the event of natural disaster or conflict as well as tailored reintegration assistance.

Emergency response policy development

Policies and procedures for emergency response should be developed with a view to standardizing responses to assist migrants in countries experiencing conflict or natural disaster. This should include mainstreaming migrant protection concerns, identifying vulnerabilities and needs, and clarifying referral mechanisms.

Including migrants in national development frameworks

International organizations can help States to integrate migration and mobility into national

development frameworks and UN development assistance frameworks (UNDAFs), and can integrate migration and mobility into related supporting documents and guidance tools. International organizations in consultation with States can identify migration as one of the strategic priorities of the UNDAFs and include outcomes and indicators on crisis migration or related issues. Important activities may include:

- Identifying migration as a priority issue to be encompassed in the national development frameworks and the UNDAFs;
- Identifying key migration outcomes, indicators, or baselines to include in the UNDAFs results matrix;
- Identifying agencies and partners that can implement measures to achieve UNDAF targets;
- Identifying capacity building needs for the provision of assistance to migrants in the event of a crisis;
- Advising on the integration of programming areas into UNDAFs;
- Providing sensitization and relevant background information on crisis migration to UN country team officials working on development and implementation of UNDAFs.

Technical support in information collection, management, and sharing

International organizations can provide stakeholders, States in particular, with capacity building and technical advice to increase their ability to collect, manage, and share information on migrants. Some of the features of these programs include:

- Understanding migrant populations through data collection, research, mapping, and statistics;
- Establishing networks and partnerships for data and information sharing;
- Establishing and improving online registration systems;
- Building and reinforcing infrastructure for registration;
- Establishing or strengthening border registration procedures and tools;
- Raising migrants' awareness on registration systems and encouraging them to register;
- Ensuring data harmonization, protection, and privacy, through guidelines and manuals;
- Ensuring knowledge and compliance with applicable laws on data protection and privacy.

Technical assistance on legal and policy development

International organizations can provide expertise and technical assistance regarding migrant protection in national laws, policies, and programs, including those relating to preparedness and response to conflicts or natural disasters. International organizations can play a key role in the development of standards and national policies in their areas of expertise. Relevant thematic areas of legal and policy development assistance include:

- Establishment of consular crisis response teams;
- Creation of financial facilities for evacuation assistance to migrants;
- Creation of financial facilities to assist migrants returning to the State of origin as a

- consequence of a crisis;
- Regulation of recruitment agencies with regard to ethical and fair recruitment;
- Provision of health and risk-related insurance to migrant workers;
- Regulation of employers with regard to duty of care obligations towards internationally and locally recruited migrant workers in the event of a crisis;
- Responsibility to map and monitor ethical and fair recruitment standards through the supply chain.

Technical assistance to employers and recruiters

International organizations can provide technical assistance and advice to employers and recruiters on integrating the protection of migrant employees into crisis preparedness, response, and post-crisis action. Relevant areas that may be covered include:

- Ethical and fair recruitment;
- Tailored pre-departure and post arrival training, with modules on crisis preparedness;
- Inclusion of migrants in corporate contingency plans;
- Coordination and collaboration on emergency response;
- Establishment of platforms for collaboration at the local level.

Technical assistance for crisis-related diaspora policy development

International organizations can provide technical assistance and advice to States on the development of policy to engage diaspora on the protection of migrants in countries experiencing crises. Relevant activities include:

- Establishing and strengthening national platforms for diaspora engagement;
- Including provisions on migrants affected by crises in diaspora policy development activities;
- Integrating returnees into diaspora activities advancing national development agendas (e.g., remittances, investments, or knowledge transfer);
- Supporting diaspora engagement through access to international networks;
- Supporting activities in the area of diaspora knowledge transfer (e.g., return of qualified citizens).

Internal capacity building programs

International organizations can invest in their own capacity to assist migrants as well as provide technical support and capacity building to other actors. Internal capacity building may include:

- Establishing funding mechanisms and other financial facilities to begin emergency operations and provide immediate assistance when a crisis hits;
- Creating unified portals to field and coordinate requests for evacuation and match against offers of assistance;
- Establishing dedicated agencies or departments to provide comprehensive and coordinated responses;
- Building networks and partnerships to share information and practices, promote common standards, facilitate communication, and implement joint programs.

Technical support and capacity building programs for other actors

Technical support and capacity building programs for other actors may include:

- Capacity building programs for government personnel (e.g., foreign service officers, consular officials, labor attaches, and welfare officers) to protect migrants in crisis situations through mandatory training on crisis management, publication of standard operating procedures, and creation of (online) training tools;
- Training and services for States of transit to manage mass arrival of migrants;
- Assistance to States in establishing and operating border management systems to streamline border processes and formalities in emergency situations and ensure referral of those in need of specific assistance and protection;
- Tailored exercises and field training for different stakeholders to minimize impacts of crises on migrants, including first aid and emergency responses;
- Training for media on crisis communication to migrants, including on terminology.

Civil Society

Training of local civil society

The competitive advantages of civil society actors include better access to and acceptance by migrant communities, access to areas inaccessible by international actors, and their ability to address gaps in humanitarian response. Inter-agency coordination on capacity building programs can avoid duplication and help harmonize training. Factors to consider include:

- Apolitical and non-discriminatory selection of partner organizations;
- Offering training of trainers to ensure knowledge is passed on within organizations and networks;
- Joint training for local civil society;
- Technical capacity building, including training on humanitarian principles, international and national legal frameworks, identification of vulnerable migrants, awareness-raising on migrants' rights and needs, referral mechanisms, and psychosocial support;
- Support for network-building with local civil society around the world to share practices and resources;
- Secondment of experienced personnel to support local partners.

Training for non-traditional service providers

Civil society can play a role in providing training on migrants' specific needs in the context of crises to actors who may not ordinarily be in the service of assisting migrants, but who may be well placed to identify or address migrants' vulnerabilities, make referrals, or support responses. These actors include:

- Flight attendants;
- National and local media in States of origin and host States;
- Interpreters or translators;

- Counselors and health care staff;
- Faith-based leaders and staff;
- School staff, as children of migrant families can be important intermediaries in transmitting pertinent crisis information.

II: PRACTICES TO SUPPORT EMERGENCY RESPONSE

During the emergency phase, stakeholders will ideally activate and implement the kinds of crisis preparedness practices identified in the previous section. In this context, many of the practices expanded on in the preparedness phase are not repeated in this section. Even if stakeholders have activated and implemented practices identified in the preparedness phase however, they will inevitably need to make decisions and implement ad hoc practices to address unanticipated complexities and meet emerging needs as the emergency unfolds.

PRACTICES TO IMPLEMENT GUIDELINE 9: Communicate widely, effectively, and often with migrants on evolving crises and how to access help

Multiple Stakeholders

Regular crisis updates and information on assistance

Migrants need information to make informed decisions during a crisis, including:

- Information on the development of the crisis, such as geographic areas affected, intensity and scale of the crisis, and damage and risks;
- Emergency contact points and personnel who can assist;
- Available assistance and where to access different types of services, including medical assistance, shelters, and other assistance centers;
- Available hotlines, helplines, and call centers;
- Rules on eligibility for different types of services and aid;
- Whether presentation of valid identity documents is necessary to obtain services and aid;
- Information on whom to contact for relocation or evacuation assistance, such as consulates of the State of origin, the host State's foreign ministry, or organizations collecting such requests.

Communication channels

Multiple communication channels that combine traditional and innovative mediums can increase coverage and reach of information. Communication mechanisms could include:

- Dedicated user-friendly websites in multiple languages with crisis-related information and regular updates, links, contact information, and interface with other media, including social media;
- Web-based news releases with maps of risk areas, evacuation sites, and assistance facilities;
- Digital or social media hubs that distribute virtually real-time information, with information sourced from the public, monitored and verified before being published;
- SMS and text alerts;

- Regular media briefings;
- Broadcast messages on national and local radio and television networks in host States and States of origin;
- Brochures and multi-lingual maps highlighting main areas at risk, evacuation sites, and disaster assistance facilities;
- Translated messages to facilitate communication in languages migrants understand, and using pictures or pictograms where possible.

Coordinated and consistent messaging between stakeholders

Consistent messaging among all stakeholders helps ensure that migrants, stakeholders, and the general public receive and act upon the same information. Consistent messaging also helps avoid misunderstandings and the spread of misinformation during crises. Stakeholders can take the following steps to ensure consistent and accurate messages:

- Identifying a lead agency to initiate information flow, including information on evacuation or relocation, eligibility of migrants for services, and any changes in immigration enforcement or visa requirements during the crisis;
- Reaching out to migrant associations and civil society to identify accessible sources of information that migrants trust;
- Establishing a clearing house to confirm the accuracy of information prior to sharing and dissemination;
- Using trained translators and interpreters who are able to convey agreed information accurately and effectively to migrant populations.

Dedicated outreach to disseminate information on risks, logistics, and assistance

For migrants, particularly those in irregular immigration status or working in isolated conditions, traditional approaches to communication can be supplemented by dedicated outreach through individuals who have access to migrant communities, or in places migrants gather. Aspects to consider are:

- Engaging multiple relevant actors, particularly those close to migrants. This could be either as volunteers, or in some cases, as employees. Such actors include: (1) community and faith-based organizations providing services to migrants; (2) migrant shelters; (3) migrant gathering places, such as restaurants or community centers; (4) news outlets, radio, television channels, and internet portals in States of origin, or those in host States targeting migrant populations; (5) private civil protection and emergency actors; (6) major employers of migrant workers, business associations, or unions; and (7) migrant focal points and leaders;
- Employing interpreters and translators for the languages spoken by affected migrants.

Receiving information from migrants

Migrants are also a source of information on local conditions, avenues for assistance, and challenges faced by other migrants. Ways to receive crisis-related information from migrants include:

- Establishing migrant focal points who can liaise with stakeholders and provide information;
- Providing migrants with phones to relay information;
- Establishing connections with migrants' families in the State of origin and creating avenues for them to share information received from migrants.

Positive communication about migrants

Anti-migrant rhetoric can increase in times of crisis and migrants may face increased levels of discrimination, hostility, and xenophobia in host States and States of transit. Positive communication about migrants promotes tolerance, non-discrimination, inclusiveness, and respect toward migrants. This can include, for example, ensuring that the language when referring to migrants avoids triggering hostile or xenophobic responses, such as using the term 'illegal' to refer to migrants.

24-hour call centers with linguistically diverse and trained staff

Hotlines, helplines, and call centers can offer one-way or two-way communication. If the latter, they can be staffed to answer calls and provide targeted information, receive location and identity information, and provide other services. Factors to consider are:

- Hours of operation—24 hours a day during the acute phase of a crisis;
- Cost structure—toll-free access or paid access;
- One-way or two-way communication—whether migrants can receive and provide information;
- Language capacity of staff or volunteers;
- Whether to limit use to migrants, their families or others, or leave open for general use;
- The content of information to provide and if applicable, receive;
- Additional services to provide, such as counseling, referrals, and family tracing.

Migrant support centers

Migrant support centers can provide a wide range of services and assistance to migrants, including:

- Dissemination of crisis-related information;
- First aid;
- Access to phones, phone credit, and phone charging stations;
- Access to the internet.

Host States

Briefings and situation updates by host State authorities

Where possible, host State authorities can provide regular briefings on the development and scope of a crisis, associated threats, available assistance, status of search and rescue operations, and other pertinent information on the crisis or migrants to consular officials, private sector actors, international organizations, and civil society. These briefings can take different forms, including:

- Public meetings and briefings;
- Direct engagement with consular authorities of States of origin;
- Operational coordination meetings with key stakeholders, including international organizations and civil society;
- Web-based updates and other virtual communications.

States of Origin

Consular posts as focal points to generate and disseminate information to citizens abroad

Consular services play a central role in delivering communication to citizens abroad. Information that can be provided includes:

- Crisis alert levels and recommendations for suggested actions;
- Travel advisories, restrictions, and bans;
- Situation updates;
- Evacuation plans and sites;
- Availability and location of temporary shelters;
- Ways to access available assistance.

Consistent messaging among States of origin

To the extent possible, States of origin should coordinate warning systems to avoid providing conflicting advice to their citizens in a host State. This may require, for example, agreeing with other States (regionally, or other States with a large citizen population in a particular host State or region) to adopt similar crisis alert levels.

Private Sector Actors

Mechanisms to enable migrants to communicate

Employers, recruiters, and placement agencies can facilitate communication between migrants and other stakeholders, including consular officials, international organizations, civil society, and families. This can be done by providing free access to phones, the internet, or other communication services.

Remittances and access to funds

Remittance sending companies can facilitate migrants' access to remittances sent from families in the States of origin and other States. These remittances can often enable migrants to remain safely in, or pay for transport out of, the host State. In prior crises, remittance companies have waived fees for funds sent to countries experiencing crises.

International Organizations

Migrant communication hubs

Setting up a two-way communication hub (e.g., within a crisis information center operated by the humanitarian community and coordinating communications with all affected populations) can provide timely and updated information on available assistance. Such hubs can host communications for multiple entities that provide information to migrants, including consular services, employers and recruiters, international organizations, and civil society.

Feedback and complaint mechanisms

Enabling migrants to provide feedback and make complaints helps to identify gaps in assistance and contributes to monitoring and evaluation efforts. Factors to consider in establishing feedback and complaint mechanisms include:

- Creating a physical or virtual feedback box where migrants can express concerns and provide feedback;
- Anonymity and compliance with applicable laws and standards on data protection and privacy;
- A fair and transparent verification and assessment process;
- Follow-up, including in terms of assistance and redress.

Support to other stakeholders, especially States

International organizations can help bridge communication gaps and challenges between migrants and States. This is particularly the case where international organizations have an established presence in the host State. Support can include:

- Identifying cultural or linguistic barriers faced by migrant populations in accessing assistance;
- Identifying trustworthy and representative community leaders, faith-based leaders, or other actors who can assist;
- Engaging migrants as volunteers or employees to search for and report on migrant populations, migrants stranded in remote locations, or migrants in detention;
- Supporting the dissemination of information for marginalized and isolated migrants, including through visits to detention centers.

Civil Society

The above-mentioned practices identified for international organizations are also relevant to civil society.

Grassroots efforts to reach out to migrant communities and communicate crisis-related information

Civil society can be well placed to conduct grassroots communication efforts, targeting more isolated and marginalized migrant communities. They can support other stakeholders to reach migrant populations by providing information on gaps in assistance, inconsistent

messaging, or gaps in communication strategies. The initiatives they can implement include:

- Door-to-door visits to engage with isolated communities with language, mobility, or other limitations;
- Free and easy-to-access hotlines, with linguistically and culturally competent and trained staff for communicating with crisis-affected migrants and their families;
- Information dissemination and awareness events in schools, restaurants, churches, and other venues frequented by migrants;
- Social networks and mobile applications to communicate with migrants;
- Using migrant 'agents of influence' for outreach and communication;
- Recruiting migrants as volunteers or staff for communication campaigns.

PRACTICES TO IMPLEMENT GUIDELINE 10: Facilitate migrants' ability to move to safety

Host States

Waivers or exceptions to exit and stay requirements

Crises often call for flexibility with regard to exit and visa requirements. Migrants seeking safety in a crisis may face barriers in meeting visa requirements, obtaining immigration exit visas, or paying immigration fees or penalties for overstay. Migrants' ability to move to safety may be limited by visa and work permits that restrict them to particular geographic areas or employers. Actions host States can take, particularly during the acute phase of a crisis, include:

- Facilitating the exit of migrants and their families through waivers or expedited provision of exit visas and other necessary documents;
- Waiving fees or fines relating to exit, overstay, or violations of restrictions on movement;
- Easing re-entry permits for affected migrants, including students and foreign workers;
- Facilitating and providing access to consular personnel from States of origin to visit, identify, and provide assistance to their citizens;
- Refraining from detaining migrants during crises, in particular children;
- Ensuring detained migrant families are not separated;
- Facilitating access to and the protection of detained migrants.

Travel documents to stateless persons to facilitate travel

In cases of evacuation and organized returns, stateless persons can be particularly vulnerable. Stateless persons who cannot return to their place of former habitual residence will require travel documents to facilitate travel outside the host State. Some States have obligations under international law to issue identity papers and travel documents to stateless persons.

States of Origin

Timely issuance of laissez-passer and replacement of identity and travel documents

Citizens abroad may be required to present identity documents in order to move to safety within the host State or to obtain assistance locally. Citizens abroad must have access to valid identity and travel documents in order to cross international borders. States of origin rely on identity and travel documents to determine citizenship and to assist citizens to evacuate, relocate, or return to their homes. Measures States of origin can take include:

- At consular posts, providing citizens with new identity or other documents, such as passports, temporary identity documents or travel documents if they are lost, have been confiscated by employers (particularly the case for domestic workers), or in case they never had them.
- Adopting a 'no questions' policy regarding immigration status in the host State;

- Requesting assistance from international organizations to provide identity documents to citizens;
- Issuing laissez-passer or other documents to enable evacuation and other assistance for family members, if they are not of the same nationality as the citizen applying for assistance to the State of origin.

Deployment of consular assistance teams to borders, airports, seaports, or other transit points

The deployment of specialized personnel to host States or States of transit to facilitate the provision of documentation can speed up the process of assessing citizens' needs and providing assistance. Measures States of origin can consider include:

- Opening temporary consular posts at borders;
- Deploying consular assistance teams to multiple locations, including at borders, airports, and transit points;
- Deploying teams specifically tasked with assessing and addressing citizens in need of particular protection, such as victims of trafficking, workers deprived of their documents by their employers, and children, including those that are unaccompanied or separated, and providing timely responses;
- Activating consular service agreements, if they exist, to request assistance from other States in assisting citizens;
- Coordinating with international organizations to receive technical assistance and additional personnel.

Negotiations with host States and States of transit regarding waivers and exceptions to exit, stay, and entry requirements

Legal and policy requirements in the host State may present barriers to relocating, evacuating, or transiting to a place of safety, or to otherwise receiving lifesaving assistance. States of origin can identify whether such barriers exist and negotiate (including in partnership with other States of origin) with host States and States of transit for temporary waivers or exceptions to barriers.

States of Transit

Waivers or exceptions to exit, stay, and entry requirements

Crises often call for flexibility with regard to entry, exit, and visa requirements. Migrants may need to cross international borders to escape harm or receive life-saving assistance. States of transit can undertake the following measures to facilitate migrant movements to safety:

- Waiving entry or exit visa requirements, penalties, or other restrictions that inhibit movement;
- Providing clear instructions and procedures to border officials on facilitating access to territory;
- Appointing a person or body with sufficient authority and emergency powers to make decisions on exceptions and border processes and formalities;

- Facilitating and providing access to consular personnel from States of origin to visit, identify, and provide assistance to their citizens;
- Moving migrants who are identified as needing protection away from border areas to enable greater security for these populations and to help decongest the border;
- Registering those entering and, for those without valid identity or travel documents, providing temporary documents to confirm registration, date and place of entry, minimal biographic information, and nationality;
- Providing temporary extension of visas or stay permits;
- Ensuring compliance with the principle of *non-refoulement*.

Temporary admission authorization for migrants transiting or returning home who cannot prove their identity

Migrants who have lost their identity documents may not be able to prove their identity and nationality to authorities of the State of transit. Provisions to address uncertainties in identity could include:

- Temporary admission to give migrants time to obtain new documentation or other proof of identity and nationality;
- Arrangements for consular authorities from States of origin to have access to their citizens seeking entry at border posts in order to facilitate identity verification, among other things;
- Acceptance of alternatives to formal identity documents, including affidavits by those who are willing to swear that they know the identity and nationality of migrants.

Temporary and humanitarian protection statuses

Mechanisms to provide appropriate and tailored forms of protection and status to people arriving from host States, including, at a minimum, in accordance with international law. ‘Exceptional’ provisions in national laws and changes in policy can be used to permit the entry or stay of migrants who do not qualify as refugees or cannot benefit from existing mechanisms for entry or stay. Possible statuses include:

- Temporary (humanitarian) protection status;
- Humanitarian protection status;
- Conditional protection status.

Private Sector Actors

Access to documents and movement to safety

Migrant employees may need identity documents and resources to access assistance or move to safety. Employers and recruiters can take the following actions:

- Returning any identity documents as soon as possible, at no cost and without reservation;
- Paying outstanding wages when migrants want to leave the host State in the context of a crisis;

- Relocating, evacuating, or repatriating migrant employees, including family members, or contributing to covering these costs;
- Communicating with consular posts to coordinate relocation and evacuation.

International Organizations

Temporary identity and travel documents

International organizations can support States in identifying their citizens and facilitating (or where necessary, providing) identity documents. Activities include:

- Supporting States with verification of nationality and screening procedures at borders;
- Verifying migrants' rights to residency;
- Assisting migrants, including at border crossings, to contact consular authorities of their State of origin to obtain required travel documents or laissez-passer documentation.

Advocacy with States on open borders

Advocating with States to keep borders open on humanitarian grounds to facilitate the safe and timely exit of migrants and their access to emergency assistance and services.

Civil Society

Advocacy with States and private sector actors to create conditions for migrants' safe movements

Civil society can advocate with States and employers for conditions that facilitate migrants' movement to safety. They can also directly intervene to support migrants to move. Actions that civil society can undertake include:

- Advocating with host States and States of transit to keep borders open on humanitarian grounds;
- Advocating with employers to provide conditions that enable migrants to flee to safety, including access to documents and outstanding wages and contact with consular authorities;
- Fostering understanding and respect among other stakeholders for migrants' preferences and choices with regard to movements;
- Providing direct assistance for migrants to move, including transport and temporary shelters en route;
- Establishing or activating arrangements with national or local authorities in the host State to access detention centers to assess the specific needs of detained migrants and provide them with assistance, including evacuation, when possible.

PRACTICES TO IMPLEMENT GUIDELINE 11: Provide humanitarian assistance to migrants without discrimination

Multiple Stakeholders

Displacement tracking mechanisms

Data on displacement helps to identify locations, demographics, resources, and needs of the populations affected by crises, including migrants, which in turn can guide the provision of assistance and coordination among stakeholders. Displacement tracking, depending on the needs and context, can be comprised of one or more data gathering methods, including:

- Site assessments to understand the profile of the population, their location, and access to services;
- Movement monitoring to understand patterns and trends;
- Registration to gain a detailed understanding of the population;
- Surveys to gather more qualitative data on a population.

Information that can be produced through displacement tracking mechanisms include:

- Aggregated raw data, available to all stakeholders that can be used for further analysis;
- Regularly updated site profiles to give a quick snapshot of a particular location where migrants are concentrated;
- Statistical reports, such as dashboards, produced frequently to cope with fast-changing figures to give close to real-time information as well as an overview of trends and patterns on a shorter timescale (days, hours);
- Thematic maps to illustrate information geographically;
- Reports to analyze the collected data and present a comprehensive picture;
- Web-portals to serve as central repositories for all stakeholders to access reports and documentation produced through tracking mechanisms.

Assessment of migrants' needs

Individual migrants may have particular needs that should be identified and addressed. Profiles of migrant populations, including information on age, gender, disabilities, and other characteristics, may have been created pre-crisis and can be used to understand migrants' specific needs and to adjust emergency responses accordingly. If not created pre-crisis, stakeholders could undertake minimal, ad hoc community profiling to assess particular needs, community demographics, migrants' location (including those in detention or working or living in isolated places), religious or cultural profiles, and whether needs are being met.

Tailoring assistance delivery to migrants' needs

Measures to ensure that assistance provided is tailored to migrants' particular needs include:

- Assistance to migrants in a manner that is culturally and religiously appropriate and

sensitive to and addresses the needs of migrants with disabilities, older migrants, migrant children, including separated or unaccompanied children, and migrants of all sexual orientations and gender identities;

- Measures to deliver targeted interventions to address different needs and specific vulnerabilities of migrant women, men, boys, and girls;
- Gender- and age-sensitive procedures in reception places, shelters, camps, and centers for migrants, or gender- or age-specific centers and services;
- Measures that take account of needs stemming from work in isolated conditions, lack of social networks, language or communication barriers, and lack of documentation.

Monitoring migrants' access to humanitarian assistance

Integrating migrants into mechanisms and activities on monitoring non-discriminatory access to humanitarian assistance can help to assess and address obstacles migrants may face in receiving relief. Feedback and complaint mechanisms can also provide opportunities for migrants to inform stakeholders about barriers to access.

Dedicated outreach to migrant communities

Applying a variety of approaches can increase the availability of assistance and facilitate outreach to the most vulnerable migrant groups. Specific approaches may be needed to ensure that migrants who may not self-identify or who find shelter on their own are also provided with protection, such as door-to-door visits in localities hosting migrant communities, employer housing sites, or visits to detention centers.

Mobile response teams to reach and provide assistance to affected migrants

When a crisis occurs, migrants' needs can be overlooked in the midst of large-scale displacement and widespread humanitarian assistance needs. The deployment of ad hoc mobile response teams can fill potential gaps. These teams can also access isolated locations where migrants are concentrated. Stakeholders can deploy mobile rapid response teams independently or in coordination with each other. These teams should comprise experienced and appropriately skilled personnel who are trained in, and aware of, migrants' particular needs and vulnerabilities. They can provide a wide range of services to migrants, including:

- Issuing passports or travel documents, or otherwise registering migrants or their needs;
- Supporting local authorities and international organizations with migrants' needs assessments and overall coordination;
- Distributing emergency supplies and offering medical assistance;
- Reaching out to isolated migrants.

Migrant support centers in host States

Migrants may not be able to access relief directed at the citizens of the host State. In addition to acting as a venue for communicating information, migrant support centers can provide:

- Access to phones and the internet;
- Counseling services in multiple languages;
- Evacuation information and referrals to pertinent authorities, other actors, and

- services;
- Non-monetary assistance, including blankets, food, water, and health care;
 - Monetary assistance;
 - Screening and referral of cases in need of special protection, such as victims of violence or trafficking.

Family tracing and reunification services

During crises migrant family members can become separated, leaving individuals, especially children, more vulnerable to violence, abuse, exploitation, and trafficking. Services to facilitate family tracing and reunification include:

- Deployment of specialized teams to provide expertise on assisting unaccompanied or separated children, manage the tracing process, and handle cases in need of special protection;
- Training for State and border authorities on how to conduct tracing, how to assist unaccompanied or separated children, and facilitate family reunification;
- Hotline and call centers to collect information and inform family members or refer them to the appropriate sources of information;
- Online tracing services (e.g., websites and mobile applications), including lists of names, information on hospital patients, persons sought, and relevant contacts. Interested migrants should be able to access these lists directly on a webpage or publish their own data and queries;
- Online registries to enable the public to report information relating to children who have been separated from their parents or families in order to assist law enforcement and consular officials as well as child protection actors with location and reunification;
- Identification of remains of missing migrants and establishing databases of missing migrants.

Assistance to unaccompanied or separated children

Targeted assistance to unaccompanied or separated children can include:

- Creating child- friendly spaces in reception places, shelters, camps, and centers for migrants to accommodate the psychosocial, health, and other needs of children;
- Providing access to basic services, such as health, education, food, psychosocial support, housing, education, and recreational activities;
- Setting up family tracing and reunification mechanisms;
- Identifying victims of trafficking and referring them to appropriate assistance services;
- Establishing referral mechanisms to other stakeholders;
- Preventing recruitment into armed groups through education and training to build resilience.

States

Crisis management structure

States may consider implementing structures that cover key emergency activities, to the extent that they are not covered by pre-existing plans and agreements. This could include:

- Identifying single points of contact at national and local levels, and a clear chain of command and decision-making authority;
- Activating inter-agency or inter-departmental coordination structures;
- Creating information desks and a coordination center;
- Engaging service providers, including at the local level, when services are required or in anticipation of needs;
- Identifying and deploying rapid response teams with a variety of expertise.

Inter-ministerial, interagency and multi-stakeholder coordination

Well-coordinated actions promote the cohesiveness and comprehensiveness of emergency responses for migrants and ensure resources, capacities, and strengths are leveraged to their maximum potential. Inter-ministerial, inter-agency, and multi-stakeholder coordination facilitates planned and timely responses. Factors to consider include:

- Which actors to involve—national ministries and departments, such as foreign affairs, immigration, consular services, preparedness and emergency response, local authorities, State institutions, international organizations, and civil society with mandates, expertise, and capabilities for assisting migrants;
- Decision-making authority;
- Operating procedures, including on information exchange;
- Mechanics, regularity, and logistics regarding meetings;
- Mechanics, regularity, and logistics regarding responses towards migrants.

Host States

Separation of immigration enforcement from access to humanitarian services

Irregular migrants, or those who otherwise distrust authorities, may be unwilling to access available life-saving assistance for fear of immigration enforcement, detention, and deportation. Ensuring non-discriminatory access to life-saving assistance during the emergency phase of a crisis may therefore require authorities to separate emergency assistance from immigration enforcement, including by:

- Disseminating public service announcements from immigration enforcement and emergency responders indicating that migrants should relocate or evacuate to safety and that officials will prioritize saving lives and refrain from checking immigration status and undertaking immigration enforcement activities, including detention and deportation, during the emergency phase of the crisis;
- Partnering with civil society, including migrant advocacy organizations to amplify

- and add credibility to these messages;
- Limiting requirements for proof of identity in emergency shelters or when providing emergency assistance like food, water, search and rescue, or emergency health care;
 - Relaxing requirements for regularization and compliance with other immigration requirements during an emergency;
 - Establishing a focal point for migrants and other relevant actors to report challenges in implementation, in order to strengthen accountability and build trust.

States of Origin

Emergency consular services

Measures to facilitate access to emergency consular services include:

- Ensuring that consular posts in host States and States of transit remain open and provide services for as long as possible;
- Deploying additional consular teams to transit areas, borders, and in locations with a high concentration of citizens;
- Activating consular agreements with other States that can implement consular functions in case of lack of presence in the host State or States of transit;
- Establishing rapid response teams that are specialized in crisis interventions and have the capacity to facilitate the protection and evacuation of citizens;
- Independently or in coordination with civil society and international organizations providing immediate assistance, including temporary shelters (including within consulate facilities), food, water, emergency kits, and translation and interpretation services.

Crisis or rapid response teams

During crises, States of origin may be required to bolster their capacity in host States and States of transit to enhance their ability to assist citizens. One way to do this is through the deployment of trained, multi-functional experts. Factors to consider include:

- Breadth of services citizens may need. This includes services related to consular, medical, transportation, evacuation, travel and identity document assistance, and identification of remains;
- Range of skills, knowledge, and capabilities necessary to assist citizens;
- Level of institutional and decision-making authority necessary for timely responses;
- Geographic location for deployments. This includes host States, transit points (including departure and arrival airports), evacuation areas, border points between the host State and States of transit, camps, and other major gathering sites.

Back-up plans, safety nets, and assistance for citizens who remain in the host State

In certain cases, citizens may decide to stay in the host State. States of origin can put in place measures to protect and assist citizens who remain, including by:

- Facilitating access to consular authorities and services;
- Establishing mechanisms that allow regular contact with citizens (e.g., through hotlines or call centers, including referring them to service providers when they request assistance);
- Facilitating communication between citizens and their families in the State of origin;
- Coordinating with the host State and employers to ensure citizens receive information on available assistance and can make direct queries to relevant stakeholders;
- Providing or sponsoring temporary shelters, access to emergency aid, and psychosocial assistance and counseling;
- Liaising with relevant civil society actors.

States of Transit

Assistance at borders

In particular crises, migrants' best or only option for obtaining life-saving assistance may involve moving across borders into neighboring States. Measures that States of transit can employ to provide services to migrants arriving from host States include:

- Providing transportation from border or remote areas to the capital, airports, or shelters;
- Establishing reception and transit facilities to identify and register migrants and provide them with shelter, food rations, and emergency medical care;
- Providing migrants with or referring migrants to services, including appropriate consular services, shelter, food, health care, counseling, and education;
- Coordinating with relevant consular missions in the State of transit to protect migrants;
- Training or assistance to border officials to identify refugees, asylum seekers, stateless persons, unaccompanied or separated children, victims of trafficking, and others needing particular assistance, and referring them to appropriate authorities or stakeholders.

Private Sector Actors

Providing emergency assistance

Employers can provide migrants with timely assistance, whether independently or in coordination with recruiters, placement agencies, consular authorities, or other stakeholders. This can include:

- Locating migrant workers and identifying their specific circumstances;
- Providing transportation, accommodation, health care, security, and communication assistance to ensure the safety, health, and wellbeing of migrant workers and their families;
- Liaising with migrant workers' team leaders to ensure emergency and contingency plans are being implemented in a manner that takes into account migrant workers' needs.

International Organizations

Integration of migrants in inter-agency needs assessment tools

Coordinated assessments in humanitarian crises need to systematically factor in affected migrant populations and migrants should be included in all relevant assessment guidelines. By including migrants in common operational datasets and sectoral indicators, assessments can account for migrants' specific needs and vulnerabilities and produce evidence and baselines for planning and monitoring of crisis and recovery responses. Affected communities, including migrants, should be provided with opportunities to participate in such assessments. Relevant inter-agency tools and products that would benefit from the inclusion of migrants as a specific group within the broader scope of affected populations are:

- Initial assessment for preliminary scenario definition;
- The multi-cluster/sector initial rapid assessment and the humanitarian needs overview;
- Single cluster or sector coordinated in-depth needs assessments;
- Damage and loss assessments, including the post-disaster needs assessment and the post-conflict needs assessment.

Transit points

International organizations can support States to set up and manage transit points and provide, temporary shelters for migrants, including camp-like settings, which may be particularly important in the context of evacuations.

Migrant reception centers at borders and in States of transit

Migrant reception centers at borders and in States of transit can provide life-saving services to migrants fleeing a crisis and crossing an international border. Services may include:

- Emergency shelter;
- Information;
- Food and non-food items;
- Medical care and psychosocial support;
- Onward transportation assistance;
- Documentation assistance, in close collaboration with consular services;
- Referrals;
- Family tracing and reunification assistance.

Civil Society

The above-mentioned practices on transit points and migrant reception centers identified for international organizations are also relevant to civil society.

Civil society engagement in humanitarian response

Actions civil society can take to assist migrants during a crisis include:

- Ensuring information about assistance is delivered to migrant groups, faith-based organizations, local leaders, and others with connections to migrants;
- Reaching out to these same local actors to identify gaps in assistance or coverage;
- Sharing information with humanitarian actors and emergency responders on local migrant populations and gaps in assistance;
- Involving migrants as volunteers or staff in the provision of assistance, as they can increase outreach and coverage and can ensure that assistance is delivered to migrants in linguistically attuned and culturally appropriate ways;
- Using the expertise, skills, and outreach capacity of different civil society to provide tailored assistance to meet the specific needs of particular migrant groups, including women migrant domestic workers, unaccompanied or separated children, victims of trafficking, and migrants with disabilities;
- Establishing safe spaces and centers for migrants generally and vulnerable migrants specifically where assistance can be properly tailored and provided in a sensitive and safe manner;
- Assisting with family tracing, reunification, and identification of remains of missing migrants.

Diaspora engagement in humanitarian response

Diaspora groups have access to migrants, networks, pre-established relations of trust and loyalty, and a vested interest in the protection of, and assistance to, vulnerable migrants. The ways in which diaspora, including diaspora organizations can be engaged in responses include:

- Generating funds for humanitarian assistance, such as fundraising events and voluntary contributions;
- Using pre-existing relationships of trust with migrants to negotiate and facilitate responders' access to migrant groups, register migrants for assistance, and assess their needs;
- Acting as intermediaries between migrant communities and authorities where necessary, especially for groups that may mistrust State actors;
- Providing direct services, based on their particular expertise and capacities, including translation services, cultural intermediation, and in-kind assistance;
- Volunteering with other stakeholders to assist migrants in the host State.

PRACTICES TO IMPLEMENT GUIDELINE 12: Establish clear referral procedures among stakeholders

Multiple Stakeholders

Identification of migrants with particular needs

The identification of migrants with particular needs is a prerequisite to the activation of referral systems. Migrants who may need specialized services include children (who may be unaccompanied or separated), pregnant women, chronically ill migrants, disabled migrants, elderly migrants, single-headed households, victims of sexual or gender-based violence, victims of trafficking and other forms of exploitation, ethnic, racial, religious, and other minorities, migrants in an irregular immigration situation, and migrants in detention. The following actions can help to identify migrants with special needs:

- Deploying specialized teams with technical expertise and skills to the host State;
- Designating focal points or units within organizations to address special assistance needs;
- Carrying out assessment and profiling exercises in at-risk locations, such as transit or holding points for migrants in irregular situations, informal places of employment, displacement camps, informal settlements, or formal and informal health facilities;
- Using targeted profiling and needs assessment tools;
- Establishing information sharing channels with hotlines and complaint mechanisms;
- Training staff providing direct assistance to crisis-affected persons and communities, including crisis response personnel, health practitioners, volunteers, case managers, camp managers, and staff conducting assessments or working on communication and awareness-raising.

Referral of refugees, asylum seekers, and stateless persons to relevant protection mechanisms

Refugees, asylum seekers, and stateless persons often move along the same routes as migrants. Stakeholders should establish functional referral procedures with national or international protection mechanisms for refugees and stateless persons. To ensure that referrals function effectively, factors to consider include:

- Defining relationships between stakeholders assisting migrants and the relevant State's asylum mechanism, through a memorandum of understanding or standard operating procedures where possible, or more ad hoc arrangements;
- Designating referral focal points to ensure swift communication;
- Disseminating multi-lingual, accessible, and illiterate-sensitive information on procedures to apply for asylum through leaflets, social media, or radio communications;
- Screening procedures to ensure rapid identification of needs. Preliminary screening requires a general assessment of whether a person seeking assistance is also in need of asylum;
- Emergency training for first responders (where such training has not been provided

during the pre-crisis phase), including relevant government authorities, international organizations, or civil society with relevant mandates;

- Procedures to refer stateless persons, who cannot return to their place of former habitual residence, to relevant national authorities or UNHCR;
- Adopting safeguards to ensure that best interest of the child is a primary consideration in the choice of referrals made for unaccompanied or separated children;
- Adopting safeguards to ensure referral procedures respect confidentiality, since information relating to persons referred to asylum systems should not be shared with State of origin officials;
- Adopting safeguards to ensure that referrals between stakeholders and either local asylum systems or UNHCR are based on the informed consent of the individual. Informed consent may also be required for the transfer of personal information between referring entities and third parties.

Referrals to civil society and international organizations with specialized expertise

Certain organizations have specific mandates and unique skills and expertise to effectively address the needs of particular migrants (e.g., to assist children or victims of trafficking). Factors to consider in establishing functional referral systems include:

- Identifying civil society or international organizations operating in the host State who have particular mandates or expertise and establishing procedures or ad hoc arrangements to refer cases and facilitate predictability;
- Designating referral focal points to facilitate swift communication;
- Creating screening procedures to ensure rapid identification of needs;
- Adopting safeguards to ensure that best interest of the child is a primary consideration in the choice of referrals made for unaccompanied or separated children;
- Adopting safeguards to ensure that referral procedures respect confidentiality and are made with the informed consent of the individual;
- Providing financial and logistical support to accommodate additional caseloads or services.

Referral mechanisms for unaccompanied or separated migrant children

Stakeholders should establish functional referral procedures with national and international authorities, and organizations with specific mandates to ensure children receive targeted assistance that addresses their specific protection concerns. Factors to consider in establishing functional referral systems include:

- Developing cooperation and referral procedures among relevant national and local authorities, civil society, and international organizations;
- Increasing authorities' awareness and understanding of referral procedures for unaccompanied or separated children;
- Establishing screening procedures to determine whether a child is unaccompanied or separated and to identify and verify relationships with accompanying adults;
- Ensuring immediate referral of identified unaccompanied or separated children to pertinent child protection actors in order to meet needs relating to care, safety,

- education, and health;
- Adopting safeguards to ensure that best interest of the child is a primary consideration in the choice of actions, referrals, and protection provided to unaccompanied or separated children, including consultation with the child according to age and maturity, assignment of a guardian, and where necessary, an interpreter.

Referral to local or host State service providers

Host State authorities or other local actors may provide services, such as temporary shelter, food, relocation, medical assistance, or facilities to contact family, to all those displaced by a crisis. Organizations, employers or States of origin who have contact with migrants can refer migrants to locally available assistance and services.

PRACTICES TO IMPLEMENT GUIDELINE 13: Relocate and evacuate migrants when needed

Multiple Stakeholders

Relocation of migrants

Relocation of migrants within the host State may be appropriate when conditions elsewhere are safe and likely to remain so. This option is more likely in cases of natural disasters than in conflicts when violence may spread to other areas. Relocation may be for short or protracted periods. In some cases, migrants may be relocated to areas that have been affected by natural disasters to assist with reconstruction. Stakeholders can consider:

- Determining criteria and eligibility for relocation within the host State, for evacuation, or to remaining in place;
- Assessing the safety and security of potential relocation sites, with particular regard to the reception of migrants in those locations;
- Identifying shelter for migrants in relocation sites;
- Providing food, drinking water, and other necessities until migrants are settled;
- Identifying employment opportunities if the relocation is likely to be protracted;
- Linking migrants to health services, psychosocial assistance, and other needed services in relocation sites;
- Helping families to enroll children in schools if the relocation is likely to be protracted;
- Creating facilities for communicating with family members;
- Identifying particularly vulnerable migrants who may need special care during relocations, such as victims of violence, disabled migrants, elderly migrants, child migrants, including unaccompanied or separated children, and victims of trafficking or exploitation.

Evacuation of migrants to States of transit or to States of origin

Evacuation is generally a last resort, but it is absolutely essential if migrants cannot remain safely where they are or cannot be relocated safely to another part of the host State. Aspects that stakeholders should consider in implementing evacuation operations (some of which are described in more detail below) include:

- Criteria for determining persons eligible for evacuation;
- Arrangements to evacuate migrants to holding centers or outposts in unaffected parts of the host State or to a State of transit as a midway point before subsequent evacuation to the State of origin;
- Communication channels to inform migrants about circumstances under which evacuation will be made available, evacuation points, and procedures;
- Obtaining the informed consent of the migrants to be evacuated;
- Respect for the principle of non-refoulement;
- Negotiations with host States or armed non-State actors controlling territory (e.g., to

- secure exit permits for safe passage out of the host State);
- Negotiations with States of transit to secure transit visas (e.g., to secure safe passage through their territory);
- Cooperation with other stakeholders;
- Measures that facilitate evacuation of whole families and avoid separating families, including if family members have different nationalities;
- Pre- and post-evacuation support;
- Measures to secure funds to carry out evacuations;
- Identification of particularly vulnerable migrants who may need special care during evacuations, such as victims of violence, disabled migrants, elderly migrants, child migrants, including unaccompanied or separated children, and victims of trafficking or exploitation;
- Compiling a directory of persons being evacuated with information on evacuation centers to enable family members to get in touch with each other in case they are separated.

Steps for undertaking an evacuation operation could include:

- Reaching out to migrants to provide information on evacuation operations and identifying those requiring evacuation;
- Appointing a body authorized to make decisions, manage, and oversee evacuation operations;
- Deploying technical teams comprising personnel with pertinent skills, including processing teams, liaison officers, movement officers, health specialists, and translators and interpreters;
- Gathering migrants at evacuations points, including providing transport;
- Issuing emergency documentation for migrants without necessary documentation;
- Providing humanitarian relief and assistance prior to evacuation, such as distribution of blankets, food, drinking water, medical supplies, and medicines;
- Registering evacuees and preparing travel manifests;
- Upon arrival in States of origin, providing immediate basic services, such as shelter, transport, and health care, including psychosocial counseling.

Multi-stakeholder coordination on evacuation

Coordination among States or between States and other stakeholders in carrying out evacuations can ensure effective use of resources, especially because transportation or other services relating to evacuations may be in high demand. If not established before the crisis hits, factors to consider in establishing ad hoc arrangements to cooperate on evacuations include:

- Criteria for determining persons eligible for evacuation;
- Roles and responsibilities of each partner, with clear designation of who will perform each task, where, when, and how the task will be performed, and how progress will be reported to others;
- Reporting and tracking tools, including web-based tools, to ensure partners have real time information on location of migrants and status of evacuation;

- Direction on how to deal with difficult cases (e.g., if family members have different nationalities);
- Modes of evacuation;
- Common standards for transport and interim services to evacuees.

Measures to facilitate evacuation of refugees and asylum seekers

When undertaking evacuations, stakeholders should bear in mind that any evacuation of refugees and asylum seekers needs to be carried out in accordance with the principle of *non-refoulement*, including by ensuring that refugees and asylum seekers are not evacuated to their country of origin, or to a third country, if they would be subject to persecution there.

Post-evacuation support in States of transit, including shelter, food, and medical assistance

Support to evacuated migrants may be required if migrants stay in the State of transit to await onward movement to the State of origin or re-entry to the host State. Post-evacuation support that stakeholders involved in the evacuation can provide includes:

- Temporary shelter;
- Food, drinking water, and other basic necessities;
- Medical and psychosocial assistance;
- Facilities for communicating with family members.

States of Origin

Deployment of additional personnel to assist with relocation and evacuation

Relocation and evacuation operations require close coordination and additional resources, including at consulates in host States as well as at the national and local level in States of origin. Measures that can be put in place include:

- Establishing or activating a central structure, at the national level in the State of origin, or in the host State;
- Seeking the assistance of local actors in host States, including private sector actors, international organizations, and civil society to implement specific aspects of operations, such as identifying citizens who need particular care;
- Deploying additional personnel.

Removing barriers to evacuation

Citizens may not want to leave a host State, even when there are risks to their own personal safety, if they have to leave family members behind (e.g., because family members have a different nationality) or abandon property or assets. States of origin can adopt emergency measures to remove barriers to evacuation, including:

- Waiving taxes or other restrictions that inhibit citizens from transferring home personal or business assets;
- Permitting evacuation for family units where family members have different

- nationalities;
- Permitting evacuation in some circumstances for employees of citizens, such as domestic workers, when those employees are migrants themselves and have a different nationality.

Deployment of consular assistance teams to borders, airports, or other transit points

The deployment of consular assistance teams to borders, airports, or other transit points in the host State during a crisis can allow States of origin to provide consular assistance to their citizens, including assisting with arrangements to evacuate or relocate from the crisis area. Borders, airports, and transit points are often congested and chaotic during a crisis and consular assistance teams can help citizens navigate this environment. In deploying a consular assistance team, factors to consider include:

- Language capacity;
- Resources and assets at the teams' disposal;
- Responsibility for costs incurred;
- The scope of services that will be provided to citizens in the crisis area, including undertaking identity verifications, issuing identity and travel documents, and securing employment releases or permission to maintain regular immigration status;
- Liaison with authorities and emergency services in the host State and in States of transit;
- Whether to deploy 'advance teams' who could alert authorities of the need for surge capacity;
- Coordination with other relevant stakeholders.

Criteria for determining persons eligible for evacuation

In determining how to undertake evacuations and whom to prioritize for evacuation, States could consider the following factors:

- Emergency medical needs;
- Age, disability, and other vulnerabilities;
- Maintaining family unity, including for those family members with different nationalities;
- How dual citizens will be treated;
- How employees of citizens, including those of different nationalities, will be treated;
- When to support other States of origin to evacuate their citizens.

Private Sector Actors

Facilitating relocation or evacuation: employers

Employers, recruiters, and placement agencies can support relocation or evacuation of migrant workers either independently or in cooperation with States and other stakeholders. Whenever possible and relevant, they can implement measures that privilege in-country relocation of personnel and operations in the event of a crisis, considering arrangements to evacuate the migrant workforce from a host State as a last resort life-saving measure and when in-country relocation is

not viable. Employers, recruiters, and placement agencies can provide specific support, including:

- Ensuring immediate access to identity and travel documents;
- Disseminating evacuation information from States of origin to migrant workers;
- Providing means to contact States of origin or international organizations to arrange evacuations;
- Providing temporary shelter and food until relocation or evacuation;
- Evacuating migrant workers by hiring transport or arranging for evacuation with States or international organizations.

Facilitating relocation or evacuation: service providers

Companies provide essential services during crises, including transportation, financial and insurance services, medical assistance, and evacuations. At the height of a crisis, service providers can consider waiving requirements or fees to facilitate relocations and evacuations. For example, transportation companies may take passengers to their State of origin without tickets, insurance companies can prioritize processing, and financial services companies could waive fees to send funds to pay for transportation or emergency services. Service providers could also waive fees on remittances or penalties to change airline reservations to enable migrants to exit crisis-affected areas.

International Organizations

Centralized portal or clearing house to log requests for evacuation by migrants or States and facilitate multi-State or multi-stakeholder cooperation on evacuations

Not all States of origin will have the capacity to assist migrants in countries experiencing crises. Temporary relocation within a State during a short-lived crisis in which individuals can receive assistance locally may be manageable for many; however, in those cases when large numbers of migrants from many States of origin need to be evacuated, international organizations may be called upon to assist. In order to manage requests from States of origin and migrants, international organizations could activate a centralized portal where States could, among other things:

- Request assistance;
- Provide information on migrants to be evacuated, including their location and needs;
- Access reports on contact with, and location of, migrants;
- View confirmations that a migrant will be evacuated and his or her destination;
- Request additional assistance for migrants with specific needs, and confirm whether migrants have received necessary assistance, including through referrals to specialized agencies;
- Make requests to verify identity and confirm results.

Onward transportation assistance

International organizations can provide migrants who arrive in States of transit with transportation assistance to reach their intended destination. In planning and implementing

such assistance, organizations can collaborate with States, including on the provision of identity and travel documentation, the place of destination, and reception and post-arrival assistance.

Civil Society

Support to evacuation operations

Civil society, including migrant associations, can play a useful role in supporting evacuation operations for migrants. They can contribute by:

- Identifying those in need of evacuation, including persons in isolated or remote locations or in detention;
- Assembling migrants to facilitate evacuations;
- Providing migrants with information related to evacuation operations;
- Supporting family tracing efforts.

III: PRACTICES TO SUPPORT POST-CRISIS ACTION

During the post-crisis phase, stakeholders will ideally activate and implement the kinds of post-crisis preparedness practices identified in the preparedness section. In this context, relevant practices expanded on in the preparedness phase are not repeated in this section. Even if stakeholders have activated and implemented practices identified in the preparedness phase however, they will inevitably need to make decisions and implement ad hoc practices to address unanticipated complexities and meet emerging needs.

PRACTICES TO IMPLEMENT GUIDELINE 14: Address migrants' immediate needs and support migrants to rebuild lives

Multiple Stakeholders

Access to remedies to recover lost property or assets

Stakeholders can assist migrants in accessing avenues to recover lost assets or property, including outstanding wages in the host State by providing legal support, including legal representation in the host State. Stakeholders can also advocate on behalf of migrants with host State authorities, employers, recruiters, and placement agencies to provide redress.

Host States

Temporary relaxation of immigration procedures

Crises may have disrupted normal immigration processes and affected migrants' ability to receive or renew visas or otherwise maintain a regular immigration status. Migrants or their employers may have lost identity documents, visas, or other paperwork during a crisis, or such documents may have been destroyed as a consequence of the crisis. Temporary relief for migrants and their employers include:

- Lifting enforcement of sanctions for employers or migrants who are unable to produce work permits or other documents as a result of the crisis;
- Allowing migrants to apply for temporary measures, such as an extension of regular immigration status even if the application was filed after the status had expired;
- Extending deadlines for regularization and rescheduling appointments;
- Extending humanitarian status for migrants previously granted this status;
- Expediting adjudication of employment authorization applications;
- Issuing work authorizations for student visa holders experiencing severe economic hardship;
- Replacing documents on an expedited basis, including to ease access to recovery assistance;
- Allowing fee waivers in relevant situations.

Engagement of migrants in local recovery and reconstruction

The engagement of migrants in post-crisis recovery efforts has several benefits: supporting migrants in the restoration of financial losses or related compensation, facilitating the reconstruction process, creating conditions for stronger future inclusion of migrants in crisis planning and preparedness, and filling any labor market gaps resulting from the crisis. It can be problematic, however, if conditions are unsafe and migrants are hired because citizens are unwilling to work under these conditions. Measures to ensure migrants are safely included in recovery programs include:

- Improving the understanding and awareness of migrants' contributions to the socio-economic vitality and resilience of host communities;
- Facilitating the re-entry of migrants who had to be evacuated during the crisis and are willing to return, including through multiple entry visas;
- Incorporating labor migration in post-crisis recovery programs;
- Extending or renewing on a timely basis expired visas or visas nearing expiration for migrants who stayed during the crisis;
- Monitoring working conditions to help ensure the safety of migrants engaged in recovery efforts.

Access to reconstruction and recovery assistance without discrimination

States that have experienced crises may offer recovery assistance to individuals who have suffered losses, either with their own resources or in conjunction with international financial institutions or other organizations. Shelter support, loans, housing replacement, and other reconstruction services created for citizens can also be made available to migrants, in particular those who are long-term or permanent residents, or who will contribute to reconstruction and economic recovery in the communities affected by the crisis.

Access to remedies to recover lost property or assets

As a consequence of a crisis, migrants may lose assets or property, including outstanding wages. Migrants may have legitimate legal claims to recover their assets or property, but if migrants have left the host State, they may not have direct access to redress mechanisms. Factors to consider in assisting migrants to recover assets and property include:

- Establishing administrative processes to examine claims for recovery of assets and property, including outstanding wages from migrants who are no longer resident in the host State;
- Providing assistance, including legal support, to migrants to inform them of their rights and to help them negotiate the systems in place for recovering assets and property;
- Mandating employers to transfer outstanding wages to migrants who have left the host State.

States of Origin

Needs and skills assessments of returnees

Some citizens may return with few or no assets, while others may return having acquired skills or assets abroad. Assessing returnees' profiles and needs can inform the design of appropriate assistance and reintegration assistance. These assessments can be undertaken in several ways, including:

- Registration systems at borders and points of arrival;
- Creation of dedicated national, local, or municipal structures;
- Analysis of citizens' key socio-economic characteristics, skills, and qualifications;
- National registration and profiling procedures;
- Skills registration databases for returning workers.

Reintegration support

The disruption created by conflicts or natural disasters can severely and negatively affect the socio-economic wellbeing of returned citizens and their families. Upon their return to States of origin, citizens and their families may need diverse and multiple forms of support and assistance to accommodate their immediate and medium-term needs. Reintegration support services for returned citizens (some of which are described below) could include:

- Cash assistance;
- Medical and psychosocial services;
- Counseling;
- Family tracing services;
- Temporary and long-term housing;
- Referrals for specific services;
- Social benefits, including unemployment, disability, and low-income benefits;
- Access to education for children and youth;
- Assistance to reacquire employment and generate income in the State of origin;
- Assistance to remigrate including information dissemination on legal migration opportunities;
- Assistance to obtain identity documents and citizenship (e.g., for children born abroad);
- Targeted services for particularly vulnerable groups, such as women, children, victims of trafficking, and other persons experiencing trauma;
- Assistance to access local services.

Factors that stakeholders may consider in implementing reintegration programs include:

- Mandating a dedicated agency to support return and reintegration efforts;
- Combining several services in comprehensive return and reintegration packages;
- Creating national and local reintegration centers to assist citizens reintegrate.

Access to social services and other return assistance

Citizens may have resided abroad for lengthy periods and not be eligible for or unable to

access social services. Some returned citizens may require specialized assistance, in particular children, victims of trafficking, persons who experienced trauma, and those that had been in an irregular immigration status in the host State. Services could include:

- Family tracing services;
- Temporary housing and access to health care and education;
- Referrals for specific services (e.g., medical, psychosocial, and services for unaccompanied or separated children, disabled persons, or victims of trafficking);
- Waivers on residency requirements for certain social benefits, including unemployment, disability, and low-income benefits;
- Assistance to obtain identity documents and proof of citizenship, including for children born abroad.

Psychosocial counseling

Health and psychosocial counseling can be a crucial service for returned citizens, particularly those who faced trauma during their migratory journey. Citizens and their families who return to States of origin after prolonged stays in a host State can experience difficulty reintegrating into the culture, traditions, and gender roles of host communities. This may be especially difficult for children born abroad. Support programs could include trauma counseling, social counseling, family counseling, and individual counseling. Such counseling can be aimed at helping the returned citizen to adapt to their new reality, defining their role in the community, or ensuring psychosocial stability.

De-stigmatization of returnees

In some situations, such as when a returned citizen may have been a victim of trafficking or other forms of exploitation, forcibly recruited into extremist or combatant groups, or been victims of sexual abuse, they may experience stigmatization in the community to which they return. De-stigmatization and community reconciliation programs to facilitate successful reintegration could include identifying pressures on returnees, mitigation of family conflicts, or information campaigns in communities to raise awareness of difficulties returned citizens faced.

Certification mechanisms for skills, education, and training acquired abroad

Returnees who have acquired skills abroad might have lost relevant documentation as a result of the crisis, or their State of origin might not recognize qualifications or certificates acquired abroad. Certification mechanisms for skills, education, and training acquired abroad could include:

- Providing returnees with information about how to register and get their skills recognized;
- Establishing skill certification services through a government agency or setting standards and accrediting private service providers to provide returnees with affordable assessment services;
- Establishing a cooperative process to include employers or workers associations, private employment services, education and training institutions, professional and regulatory bodies, national skills or qualifications certifying agencies, and relevant civil society;
- Assisting returning workers if overseas employers do not provide evidence of skill

- acquisition;
- Developing skill assessment procedures to recognize and certify non-certificated learning (e.g., in assessment centers through certified assessors);
- Providing gap-filling training leading to full occupational certification;
- Mutually recognizing vocational qualifications between States of origin and host States.

Income and employment regeneration

Citizens who return will have lost their jobs and potentially their savings and may not be able to support themselves or their families. Finding new sources of income for high and lesser-skilled workers is necessarily a key component of return assistance. Those new sources of income could come from employment locally, new business development, or remigration opportunities. Services to support these ends include:

- Training to develop and upgrade skills, including financial literacy and business management;
- Micro-credit, loans, and grants, business starter kits, and entrepreneurship programs, including tax incentives;
- Incentives for private sector actors to employ returned citizens;
- Coordinating with recruitment agencies to match skills with opportunities abroad;
- Counseling and advice on employment, whether in the State of origin, or through remigration;
- Work fairs, events, and orientation programs to provide information;
- Placement services;
- Establishment of employment centers in regions experiencing high-levels of return to meet multiple needs, including those highlighted above.

Private Sector Actors

Post evacuation assistance

The relationship between employers and recruiters on the one hand, and migrant workers on the other, need not end on evacuation from the host State. Employers and recruiters can consider:

- Hiring returned migrants at operations in the State of origin or assisting in their remigration by offering employment in another State;
- Rehiring migrants in the host State after the crisis abates;
- Refunding or waiving recruitment or other fees associated with the previous job or the next;
- Paying outstanding wages, social benefits, or other employment benefits, such as insurance claims.

International Organizations

Reception and post-arrival assistance

International organizations can support States to provide reception and immediate post-arrival assistance to evacuated migrants through the provision of services. These can include:

- Temporary accommodation;
- Food packages and non-food items;
- Onward transportation assistance;
- Assistance to have access to identity documentation;
- Health assistance and psychosocial support;
- Servicing water, sanitation, and hygiene needs;
- Identifying migrants with particular vulnerabilities and referring them to relevant services or organizations.

Return and reintegration

Many activities on reintegration support, described above under the section on States of origin, can be carried out by international organizations. In addition, international organizations can support States in improving reintegration support, including through:

- Research and evaluations of existing practices on migrant return and reintegration;
- Developing guidance for States on implementing migrant return with dignity;
- Technical assistance in designing programs;
- Developing guidance on post-crisis return and reintegration of migrants to their State of origin or back to the host State;
- Providing support for community awareness, de-stigmatization, and community reconciliation initiatives where needed.

Migrant profiling

International organizations can support States and other stakeholders in collecting, comparing, and analyzing data on migrants in the aftermath of a crisis. Profiling exercises serve the objective of producing aggregated data on the number of affected migrants, their residual needs and vulnerabilities, and their skills and capacities. This information can inform the design of post-crisis interventions.

Civil Society

The above-mentioned practices identified for international organizations are also relevant to civil society.

Immediate assistance upon return

Civil society, especially those operating within communities of origin, may be first responders in supporting returned migrants. The actions they can take include:

- Establishing reception centers for returned migrants, where migrants can stay for a short period of time upon return, investigate options, and develop a plan for reintegration;
- Offering legal and other services to migrants to recover outstanding wages, social contributions, and other assets and property left behind in host States, or to obtain redress for other violations.
- Advocating on migrants' behalf with local authorities to obtain local or national identity documents to access social services, health care, or education;
- Supporting processes of family tracing and reunification;
- Linking migrants to programs for economic support, cash assistance, and livelihood as well as employment agencies;
- Providing information on legal channels for remigration to returnees interested in this option.

Psychosocial support programs for the reintegration of vulnerable migrants

Civil society can assess and address the needs of particularly vulnerable returned migrants and implement programs that can support their reintegration process. The types of programs they can implement include:

- Assessments, research, and migrant profiling to understand and analyze the reintegration needs of returned migrants, and among them, of particularly vulnerable groups, such as child migrants, youth, and victims of violence and trafficking;
- Psychosocial support and counseling to facilitate reintegration of migrants who do not have local connections, cultural familiarity, or other networks or resources to rely on;
- Social and economic reintegration interventions, especially for youth without ties to communities of origin;
- Health and psychosocial assistance for victims of trafficking, of gender-based violence, and other types of exploitation and trauma;
- Psychosocial support for migrant children facing language and cultural barriers within communities of origin.

Recovery support for migrants remaining in host State

Local civil society actors can ensure migrants who remain in the host State throughout the crisis get the assistance they need to recover. Activities to support migrants include:

- Providing psychosocial support and counseling;
- Supporting redress mechanisms to recover property or assets, especially where migrants have no legal standing;
- Monitoring discrimination and anti-immigrant and xenophobic conditions.

PRACTICES TO IMPLEMENT GUIDELINE 15: Support migrants' host communities

Multiple Stakeholders

Analysis of the socio-economic impact of return

Research to assess, analyze, and understand the short, medium-, and longer-term socio-economic impact of return following crises, at the local and national levels in States of origin and host States as well as on migrants, their families, and local communities, can facilitate better and more targeted responses in future crisis situations.

Host States

Integration of migrants and migration in recovery and reconstruction plans

Host States will develop plans for recovery and reconstruction. Migration and migrants should be incorporated into recovery and reconstruction plans. Factors to consider include:

- Whether migrants with particular skills are needed;
- Whether development frameworks need to be adjusted as a result of a crisis, and if so, how to incorporate migration and migrants when making those adjustments;
- Addressing potential tensions between local populations who may perceive migrants as competition, including in the context of reconstruction efforts;
- Engaging employers and relevant ministries, such as labor and economic ministries, to develop plans and understand labor market needs.

States of Origin

Inclusion of returnees' needs in development plans

Mass returns over short periods of time can strain local resources and infrastructure and negatively affect the local labor market. If the State of origin has a development plan in place, nationally or locally, such plans may need adjustments to address the consequences of mass returns. Development plans could also seek to take advantage of the resources and skills that returning citizens bring with them to the benefit of States of origin and host communities.

Engagement of and support to host populations

The return of large numbers of citizens can place pressure on host populations and community infrastructure and resources. When assistance is provided to returned citizens to the exclusion of host communities, it may exacerbate tensions and result in discrimination and stigmatization. Measures to mitigate such consequences include:

- Consultation mechanisms that include the participation of host communities, including

- community, traditional, and religious leaders, women, and local civil society;
- Inclusive service provision for returned citizens and host communities;
- Social cohesion and community stabilization programs.

Social cohesion programs

Social cohesion programs involving communities, community organizations, local authorities, and other stakeholders can strengthen the bond between returnees and host communities, prevent the creation of tensions, and foster reintegration. Measures to strengthen social cohesion include:

- Raising awareness on the positive impacts that can accrue from returned citizens;
- Cooperating with local social networks and organizations in developing community-based activities, such as sporting events, cultural events, or festivals;
- Bringing together local communities and returnees to discuss local issues, sources of conflict, and to create more cooperative intergroup relations;
- Identifying focal points within the community (and among returning citizens where they maintain connections with each other) and creating a network of community officers who can advise on issues as they arise, relay information on support and programs to local actors, and suggest events or campaigns;
- Creating funding programs to provide grants to community organizations as a means to invest in local community structures, ensure programming meets community needs, and empower communities to resolve tensions and find solutions. These programs could provide grants to raise awareness, promote understanding, respect, fairness and a sense of belonging, or host events, festivals, or cultural projects.

Promotion of diaspora contributions

Diaspora can contribute in significant ways to addressing the effects of crises on citizens, communities, and States. Ways to promote diaspora contributions include:

- Customs waivers to facilitate financial and in-kind support (e.g., infrastructure and equipment);
- Matching grants and other incentive schemes to promote investment in host communities;
- Providing work permits and flexible re-entry arrangements to enable diaspora to address essential needs, such as medical and psychosocial services;
- Promoting the ability of diaspora to create jobs for returned citizens;
- Facilitating the role of celebrity diaspora in raising awareness.

International Organizations

Multisectoral post-disaster needs assessment

International organizations can support the implementation of multisectoral and multi-stakeholder post-crisis needs assessments aimed at evaluating the impact of a crisis on migrants, their families, and communities. These assessments can be carried out in migrants' host States or States of origin with a focus on economic recovery and post-crisis reconstruction. To assess

recovery needs in host States, existing tools, such as the post disaster needs assessment and post-conflict needs assessment can be adapted to capture information on migrants' economic and property losses, access to social services, and the role of migration in local economies. Migrants should be provided with opportunities to participate in such assessments. In States of origin, the development and use of specific tools to assess the conditions of returning migrants would be helpful to inform targeted responses.

Development assistance frameworks

International organizations can promote the integration of migrants in multi-stakeholder national and regional development assistance frameworks and mechanisms, including when those frameworks need to be adapted to respond to the consequences of crises or mass returns.

Community development platforms

International organizations can create platforms to support community development approaches that involve national and local actors, including national and local authorities, the private sector, civil society, international and local humanitarian and development actors, and returning migrants. These platforms can ensure a multisector response to recovery.

Community development projects

Community projects in communities experiencing mass returns can improve the absorption of returned migrants, facilitate their integration, promote social cohesion, and reduce tensions to mitigate potential stigmatization of returnees.

Civil Society

The above-mentioned practices on multisectoral post-disaster needs assessment, community development platforms, and community development projects for international organizations are also relevant to civil society.

Programs promoting social cohesion between migrants and host communities

Community-based post-crisis recovery programs that take into account the needs of the broader community may benefit both returning migrants and the community to which they return. Social cohesion between migrants and their communities can be crucial for a sustainable reintegration process. Civil society can implement programs that promote this approach, including by:

- Involving migrants and relevant communities in local reintegration planning to obtain the views of migrants and the communities to which they return and assess the needs and challenges that may arise in the immediate and longer term. This involvement can take place through community meetings, focus groups, or social events;
- Advocating with States and other organizations providing assistance to ensure that migrant and community needs are understood and incorporated into national and local planning and programming;

- Promoting awareness-raising and information for host communities on migrants' specific needs and vulnerabilities;
- Advocating with State authorities to enhance resources for communities to which migrants return, including health facilities, schools, and shelters;
- Monitoring reintegration and alerting local and national authorities in case of conflicts or tension.

GLOSSARY

The definitions provided in this glossary are for the purposes of this document only. As indicated in the Scope and Purpose section, nothing in this document should be read as creating new international law obligations, new norms, or as limiting or undermining any legal obligations that a State may have undertaken or be subject to under international law. Similarly, nothing should be read as limiting, undermining, or detracting from domestic legal obligations or other standards that apply to States, international organizations, private sectors actors, or civil society to better protect migrants.

Asylum seeker: any person who is seeking international protection as a refugee, but whose claim has not yet been finally decided.

Civil society: international, regional, national, and local non-governmental organizations; migrant and diaspora networks, organizations, and groups, and individual diaspora; religious and faith-based networks, organizations, groups, and individuals; worker organizations and employer organizations; think tanks; academic institutions; academics; and researchers.

Conflict: any situation of violence, war, or civil unrest that presents threats to human life, safety, or security.

Country experiencing a conflict or natural disaster: has the same meaning as host State.

Country experiencing a crisis: has the same meaning as host State.

Crisis: any conflict or natural disaster.

Diaspora: persons from the same State of origin as migrants, but who are in States other than the host State or State of origin.

Disaster risk reduction: includes all efforts to analyze and manage the causal factors of disasters, including by reducing exposure to hazards, lessening vulnerability of people and property, and improving preparedness for adverse events.

Domestic worker: any person engaged in work performed in or for a household or households, within an employment relationship.

Evacuation: moving migrants out of a host State to their State of origin or other States.

Host State: the State experiencing a conflict or natural disaster in the whole or part of the country where migrants are present.

Human trafficking or trafficking in persons: the act of recruiting, harboring, transporting, or transferring a person for the purpose of exploitation, including for compelled labor or commercial sex acts through the use of force, fraud, deception, abduction, coercion, abuse

of power, or abuse of position of vulnerability. Human trafficking can occur within a country or between countries. The UN Convention Against Transnational Organized Crime and its Protocol to Prevent, Suppress, and Punish Trafficking in Persons Especially Women and Children (known as the Palermo Protocol), establishes a global legal framework that requires State parties to criminalize all forms of trafficking in persons and take steps to protect victims and to prevent trafficking in persons.

International organizations: inter-governmental organizations.

Migrant: a non-citizen who is present in a country during a conflict or natural disaster regardless of: (a) the means of or reasons for entry; (b) immigration status; or (c) length of or reasons for stay. The term ‘migrant’ does not refer to refugees, asylum-seekers, and stateless persons, for whom specific protection regimes exist under international law, although these groups are addressed in certain places in these Principles, Guidelines, and Practices and referred to as such.

Natural disaster: A disruption of the functioning of a community or society triggered by natural hazards, such as floods, earthquakes, or storms that causes human, material, economic, or environmental losses.

Non-refoulement: generally refers to the obligation or principle under which States do not remove any person to territories in which they face a risk of particular harms amounting to rights abuses. Under international refugee law, it obligates States not to expel or return (*refouler*) a refugee, in any manner whatsoever, to territories where his or her life or freedom would be threatened on account of race, religion, nationality, membership of a particular social group, or political opinion. This principle is most prominently expressed in Article 33 of the 1951 Convention relating to the Status of Refugees. It is also enshrined in regional refugee law instruments. The principle of *non-refoulement* under refugee law is complemented by prohibitions on removal such as non-return to torture or other forms of harm contained in and developed under international humanitarian law and under international and regional human rights law, which apply to all people, including migrants, refugees, and asylum seekers.

Private sector actors: employers, recruiters and placement agencies, and service providers, regardless of their size. Private sector actors include multinational corporations, small and medium-sized companies, or individual employers. Private sector service providers include corporations providing services, such as telecommunications, transportation, or financial services to migrants or stakeholders.

Protection: to keep safe from harm. A fuller definition of the concept of protection, as understood by humanitarian actors, encompasses all activities aimed at ensuring full respect for the rights of the individual in accordance with applicable bodies of law, e.g. international human rights law.

Refugee: a person who meets the eligibility criteria in the refugee definition provided by relevant international or regional refugee instruments, UNHCR’s mandate, and/or national

legislation, as appropriate. According to the 1951 Convention relating to the Status of Refugees and its 1967 Protocol, a refugee is a person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside his or her country of nationality or habitual residence and is unable or, owing to such fear, is unwilling to avail him or herself of the protection of that country. Other international instruments or domestic laws include definitions that refer, for example, to threats to life, safety, or freedom resulting from indiscriminate violence or other events seriously disturbing public order.

Relocation: moving migrants to a safe location within a host State.

Resilience: the ability to withstand, adjust, or recover effectively from harmful situations.

Stakeholder: States of origin, host States, States of transit, private sector actors, international organizations, and civil society.

Stateless person: a person who is not considered to be a national by any State under operation of its law.

State of origin: the State of nationality of migrants.

State of transit: a State to which migrants may flee temporarily other than the host State or State of origin.

Unaccompanied or separated child: a child means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier. An unaccompanied child is a child who has been separated from both parents and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so. A separated child is a child who has been separated from both parents, or from a previous legal or customary primary caregiver, but not necessarily from other relatives. A separated child, may, therefore, include a child accompanied by other adult family members.

Victim of trafficking: any person who has been subjected to the crime of trafficking in persons.

Vulnerability: likelihood to be adversely affected by potentially harmful situations.

ACRONYMS

DRR: Disaster Risk Reduction

GFMD: Global Forum on Migration and Development

IASC: Inter-Agency Standing Committee

ICMPD: International Centre for Migration Policy Development

IGC: Inter-governmental Consultation on Migration, Asylum, and Refugees

IOM: International Organization for Migration

ISIM: Institute for the Study of International Migration, Georgetown University

MICIC: Migrants in Countries in Crisis

UN: United Nations

UNDAF: United Nations Development Assistance Frameworks

UNHCR: United Nations High Commissioner for Refugees

NOTES



MICIC Save Lives
Increase Protection
Decrease Vulnerability
Improve Response
MIGRANTS IN COUNTRIES IN CRISIS INITIATIVE