

IOM office-specific Ref. No.:	FI10/2020/DON/1001
IOM Project Code:	tbc
LEG Approval Code:	FIN/FISL/LA0023/2020 IDI

**Agreement  
Between  
The Icelandic Directorate of Immigration  
And  
The International Organization for Migration (IOM)  
On**

**Assisted Voluntary Return and Reintegration Support to Migrants in Iceland (AVRR-ICE)**

This Agreement (the "Agreement") is entered into by the Icelandic Directorate of Immigration (hereinafter referred to as the "Donor") at Dalvegur 18, 201 Kópavogur, Iceland, represented by Kristín Völundardóttir, General Director, and the International Organization for Migration ("IOM") of Unioninkatu 13, 00130 Helsinki, Finland, represented by Simo Kohonen, Sub-Regional Coordinator for Finland, Sweden, Denmark and Estonia. IOM and the Donor are also hereinafter referred to individually as a "Party" and collectively as the "Parties."

**1. Introduction and Integral Documents**

- 1.1 The Donor agrees to provide IOM with financial support for the Project in accordance with the terms and conditions of this Agreement and its Annexes, if any.
- 1.2 The following documents form an integral part of this Agreement:
  - (a) Annex A – Project Document; and
  - (b) Annex B – Project Budget.

**2. Contribution**

- 2.1 The Donor hereby agrees to provide financial support to the IOM project *Assisted Voluntary Return and Reintegration Support to Migrants in Iceland (AVRR-ICE)* (the "Project") in the amount of USD 1,209,489 (One Million Two Hundred Nine Thousand Four Hundred Eighty Nine US Dollars) ("the Contribution").
- 2.2 The Contribution shall be used by IOM towards financing the costs of the Project outlined in the Project Document (**Annex A**) and the Project Budget (**Annex B**), which are an integral part of this Agreement.
- 2.3 The Contribution shall be paid in one instalment by the Donor into the following account in US Dollar (USD) upon signing of this Agreement, quoting the above IOM Reference number to facilitate the recording of the Contribution into IOM's accounts:

Citibank, N.A.,  
399 Park Avenue  
New York, NY 10043  
SWIFT BIC: CITIUS33  
ABA 021000089  
IOM Geneva a/c no 30557053

2.4 In case the Donor is unable to pay the Contribution as per the agreed schedule, the Donor agrees to cover any expenses incurred by IOM on account of such delay.

2.5 The Donor shall notify IOM by email to [revenue@iom.int](mailto:revenue@iom.int) and [iomhelsinki@iom.int](mailto:iomhelsinki@iom.int) of the following: (a) the amount transferred; (b) the value date of the transfer; (c) that the transfer is from the Donor pursuant to this Agreement.

### 3. Project Duration

3.1 The duration of the Project shall be from **01 August 2020** to **31 July 2023**.

3.2 The Parties agree that the Project duration may be extended by IOM by up to 6 (six) months in order to complete the Project as long as the total Contribution as stated in Clause 2 is not exceeded. Such extension shall become effective on the date IOM notifies the extension to the Donor in writing, which shall be done prior to the original Project completion date. The notification shall include the justification for such an extension and information on the new date of Project completion as well as the dates for outstanding financial and narrative reports.

### 4. Administration of the Contribution

4.1 IOM shall receive and administer the Contribution in accordance with its regulations, rules and directives. The Contribution shall be subject exclusively to the internal and external auditing procedures provided for in the financial regulations, rules and directives of IOM.

4.2 IOM shall maintain a separate project code to track all related financial transactions, which will be converted using the prevailing United Nations operational rate of exchange.

4.3 Any part of the Contribution which has not been used upon completion of the Project, as reported in the final financial report, shall be refunded to the Donor unless otherwise agreed by the Parties.

### 5. Reports

IOM shall provide the Donor with the following reports during implementation of the Project:

- (a) An interim narrative and financial report covering the first eighteen months of the Project (1 August 2020 - 30 April 2022) shall be submitted to the Donor no later than 30 June 2022.
- (b) A final narrative and financial report covering the whole duration of the Project (1 August 2020 - 31 July 2023) shall be submitted to the Donor within 3 (three) months from the date of completion of the project.

### 6. Ownership of property financed from the Contribution

Ownership of equipment, supplies and other properties financed from the Contribution shall vest in IOM.

### 7. Force Majeure

IOM shall not be liable for any delay in performing or failure to perform any of its obligations under this Agreement if such delay or failure is caused by *force majeure*, such as civil disorder, military action, natural disaster and other circumstances which are beyond the control of IOM.

In such event, IOM will give immediate notice in writing to the Donor of the existence of such cause or event and of the likelihood of delay.

**8. Confidentiality**

All information including personal information which comes into the Parties' possession or knowledge in connection with this Agreement or the Project is to be treated as strictly confidential. No personal information shall be communicated to any third party without the prior written approval of the person concerned. IOM shall comply with the IOM Data Protection Principles in the event that it collects, receives, uses, transfers or stores any personal data in the performance of this Agreement. The obligations under this Article shall survive the expiration or termination of this Agreement.

**9. Intellectual Property**

All intellectual property and other proprietary rights including, but not limited to, patents, copyrights, trademarks and ownership of data resulting from the Project shall be vested in IOM, including, without any limitation, the rights to use, reproduce, adapt, publish and distribute any item or part thereof.

**10. Notices**

Any notice given pursuant to this Agreement will be sufficiently given if it is in writing and received by the other Party at the following address:

International Organization for Migration (IOM)

Attn: Simo Kohonen

Sub-Regional Coordinator for Finland, Sweden, Denmark and Estonia

Unioninkatu 13, P.O. Box 851, 00101 Helsinki, Finland

Email: skohonen@iom.int

The Icelandic Directorate of Immigration

Attn: Kristín Völundardóttir

Director General

The Directorate of Immigration

Dalvegur 18, 201 Kópavogur, Iceland

Email: utl@utl.is

**11. Dispute resolution**

11.1. Any dispute, controversy or claim arising out of or in relation to this Agreement, or the breach, termination or invalidity thereof, shall be settled amicably by negotiation between the Parties.

11.2. In the event that the dispute, controversy or claim has not been resolved by negotiation within 3 (three) months of receipt of the notice from one party of the existence of such dispute, controversy or claim, either Party may request that the dispute, controversy or claim is resolved by conciliation by one conciliator in accordance with the UNCITRAL Conciliation Rules of 1980. Article 16 of the UNCITRAL Conciliation Rules does not apply.

11.3. In the event that such conciliation is unsuccessful, either Party may submit the dispute, controversy or claim to arbitration no later than 3 (three) months following the date of termination of conciliation proceedings as per Article 15 of the UNCITRAL Conciliation Rules. The arbitration will be carried out in accordance with the 2010 UNCITRAL

arbitration rules as adopted in 2013. The number of arbitrators shall be one and the language of arbitral proceedings shall be English, unless otherwise agreed by the Parties in writing. The arbitral tribunal shall have no authority to award punitive damages. The arbitral award will be final and binding.

11.4. The present Agreement as well as the arbitration agreement above shall be governed by the terms of the present Agreement and supplemented by internationally accepted general principles of law for the issues not covered by this Agreement, to the exclusion of any single national system of law that would defer the Agreement to the laws of any given jurisdiction. Internationally accepted general principles of law shall be deemed to include the UNIDROIT Principles of International Commercial Contracts. Dispute resolution shall be pursued confidentially by both Parties. This Article survives the expiration or termination of the present Agreement.

## 12. Status of IOM

Nothing in this Agreement affects the privileges and immunities enjoyed by IOM as an intergovernmental organization.

## 13. Waiver

Failure by either Party to insist in any one or more instances on a strict performance of any of the provisions of this Agreement shall not constitute a waiver or relinquishment of the right to enforce the provisions of this Agreement in future instances, but this right shall continue and remain in full force and effect.

## 14. Termination

Either Party may terminate this Agreement by 6 (six) month's written notification to the other Party. In the event that this Agreement is terminated prior to the completion of the Project, IOM may continue to hold any unutilized Contribution until all commitments and liabilities incurred up to the date of termination for the implementation of the Project have been satisfied and project activities have been brought to an orderly conclusion. IOM shall not be obliged to repay any funds irrevocably committed in good faith by IOM before the date of notice of such termination.

## 15. Severability

If any part of this Agreement is found to be invalid or unenforceable, that part will be severed from this Agreement and the remainder of the Agreement shall remain in full force.

## 16. Entirety

This Agreement embodies the entire agreement between the Parties and supersedes all prior agreements and understandings, if any, relating to the subject matter of this Agreement.

## 17. Final clauses

17.1 This Agreement shall enter into force upon its signature by authorized representatives of the Parties. It will remain in force until completion of all obligations of the Parties under this Agreement.

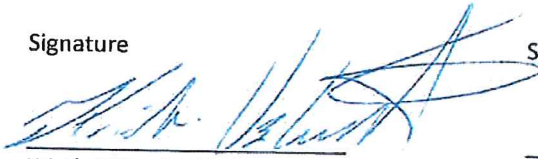
17.2 Amendments may be made by mutual agreement in writing between the Parties.

Signed in duplicate in English, on the date and at the places indicated below.

For and on behalf of  
The Directorate of Immigration

For and on behalf of  
The International Organization  
for Migration

Signature



Kristín Völundardóttir  
Director General

Date: 16.07.2020  
Place: Köpavogub

Signature

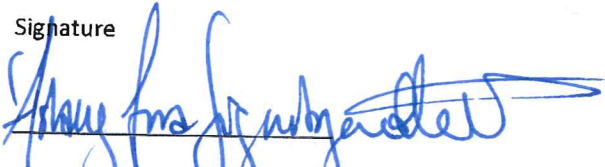


Simo Kohonen  
Sub-Regional Coordinator for Finland,  
Sweden, Denmark and Estonia

Date: 17-07-2020  
Place: Helsinki, Finland

For and on behalf of  
The Ministry of Justice

Signature



Minister of Justice

Date: 25 August 2020  
Place: Reykjavik, Iceland



Project Title: Assisted Voluntary Return and Reintegration for asylum seekers from Iceland (AVRR-ICE) Project  
 Project Type: Return Assistance to Migrants and Governments  
 Budget Amount Requested in USD: 1,209,489  
 Project Duration: 01 August 2020 - 31 July 2023 (36 months) for 300 returnees

WBS	Item	Unit	Nr of Units	Unit Cost	Total
<b>Operational cost</b>					
IOM Finland	Staff costs	Month	36.00	10,666.47	383,993
IOM Missions (other countries) EERR	Staff costs	Lump Sum	36.00	1,656.67	59,640
Total Staff Costs:					443,633
<b>Office cost</b>					
IOM Finland	Office costs	Month	36.00	3,510.80	126,389
IOM Missions (other countries) EERR	Office costs	Lump Sum	36.00	710.00	25,560
Total Office Costs:					151,949
<b>Operational cost</b>					
Output 1.1	Information materials (leaflets)	Lump Sum	200.00	2.50	500
Output 2.1	Costs related to issuance of travel documents	No. of Persons	75.00	150.00	11,250
	Average international air transportation costs	No. of Persons	300.00	1,200.00	360,000
	Transport assistance services	No. of Persons	300.00	100.00	30,000
Output 3.1	Round trip and subsistence allowance for operational escorts	Lump Sum	6.00	3,477.90	20,867
	Reintegration assistance cash payments (one time payment)	No. of Persons	90.00	1,000.00	90,000
Total Operational Costs:					512,617
Total A+B+C					1,105,199
Contingency reserve 2% on total costs					22,164
<b>GRAND TOTAL</b>					<b>1,209,489</b>

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International Organization for Migration (IOM)  
The UN Migration Agency

## Project Proposal:

# ASSISTED VOLUNTARY RETURN AND REINTEGRATION SUPPORT TO MIGRANTS IN ICELAND (AVRR-ICE)

Project type:	Return and Reintegration Assistance for Migrants and Governments (RR)
Secondary project type:	
Geographical Coverage:	Iceland and countries of origin (with a particular focus on Iraq, Pakistan, Somalia, and Nigeria)
Executing agency:	International Organization for Migration (IOM)
Beneficiaries:	Applicants for international protection as well as other migrant groups, including Victims of Trafficking, in Iceland who want to return voluntarily
Partner(s):	The Icelandic Directorate of Immigration (IDI), National Police Commissioner of the Icelandic Police, the Icelandic Red Cross and IOM missions in countries of origin worldwide
Management site:	Helsinki, CORMF, FINLAND
Duration:	36 months
Budget:	USD 1.209,489

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#### IOM Office in Finland:

Visiting address: Unioninkatu 13, 6<sup>th</sup> floor • FI-00130 Helsinki • Finland

Mailing address: P.O. Box 851 • FI-00101 Helsinki • Finland

Tel: +358.9.684 11 50 • Fax: +358.9.684 11 511 • E-mail: [iomhelsinki@iom.int](mailto:iomhelsinki@iom.int) •

Internet: <http://www.iom.fi>, <http://www.iom.int>

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## Summary

Building on lessons learned from the implementation of previous phases of Assisted Voluntary Return and Reintegration programme in Iceland (AVRR-ICE), the International Organization for Migration in Finland (IOM) will continue providing safe and dignified return and sustainable reintegration assistance to asylum seekers and other migrant groups (see "Beneficiaries" above) in Iceland from 1 August 2020 until 31 July 2023. According to the request from the Icelandic Directorate of Immigration (IDI), 300 beneficiaries will be assisted to return voluntarily to countries that are under the project's scope and to where return is possible, according to the IOM internal policy on suspensions/limitations.

During the implementation of previous AVRR-ICE projects (1 August 2016 – 31 January 2018, 01 February 2018 – to date), both IOM and IDI have gained experience on best practices and continuously developed the project further with a view to tailoring it to the migration context in Iceland and ensuring highest quality of assistance in line with IOM's policies and guidelines. Under the previous phases of AVRR-ICE projects (from 01 August 2016 until 30 September 2019), 202 beneficiaries from 29 different countries of origin were assisted to return voluntarily to their countries of origin. Moreover, during the previous phases of the project, IOM was able to create and build a solid base for AVRR support and strengthen the knowledge of stakeholders in Iceland on AVRR. Thus, the new project will continue offering and enhancing similar assistance/activities that were provided in previous phases, most notably, targeted assistance to beneficiaries who want to voluntarily return to their respective countries of origin as well as reintegration support to migrants eligible to reintegration assistance. As such the project will contribute to the overall objective to:

The objective will be achieved through the following outcomes:

- 1) Migrants are able to make an informed decision on return by receiving tailor-made pre-departure counselling, including outreach, counselling and return-related information on the country of origin, medical assistance, travel documentation and specialized assistance to migrants in situations of vulnerability;
- 2) Migrants are able to travel in a safe and organized manner by receiving departure assistance, transportation, transit assistance, escort assistance (operational or medical) based on individual needs and circumstances of the beneficiaries, reception assistance upon arrival, and onward transportation (where required);
- 3) Returnees are provided with some reintegration assistance during the post-arrival phase

## 1. Rationale

Return migration is a key issue on the agendas of national and international migration policymakers around the world because of its impacts on host countries, countries of transit and countries of origin and its implications for the integrity of international protection and immigration systems. The Global Compact for Safe, Orderly and Regular Migration (GCM) also recognizes the need for facilitating safe



and dignified return and readmission, as well as sustainable reintegration (Objective 21)<sup>1</sup>. Assisted Voluntary Return and Reintegration (AVRR) is a key strategy in ensuring the humane and orderly movement of migrants. It is an indispensable component of a migration management approach mutually beneficial to migrants, governments and other relevant stakeholders affected by migration.

Key tools for return and reintegration assistance include the provision of return-related information on conditions and prospects in the country of origin, supporting migrants in taking an informed decision to return, organizing of the return transportation, financial assistance to support the reintegration of the beneficiaries, all to ensure their safe and dignified return and sustainable reintegration. IOM advocates for reintegration assistance to be provided wherever needed and possible to migrants who are assisted to return to country of origin or who are in need of support.

Reintegration assistance (in general) aims to increase the sustainability of the reintegration process following a voluntary return. IOM considers the returnees' reintegration sustainable "when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-being that allow them to cope with (re)migration drivers"<sup>2</sup>. While the sustainability of the reintegration depends on various factors, reintegration assistance is a key element in decreasing the vulnerability of returnees upon return. Reintegration assistance usually allows a certain degree of flexibility and is ideally tailored to the returnee's specific needs – taking into account specific migratory experiences, vulnerability factors, acquired skills and the circumstances of return.

In addition, reintegration support aims at easing the effects and the pressure on the host community, therefore decreasing the tensions that might otherwise arise. A comprehensive approach to reintegration can also support governments in achieving the Agenda 2030 Sustainable Development Goal number 10 which focuses on the reduction of inequalities within and among countries.

Experience shows that in-kind assistance, complemented by moderate amounts of monetary assistance to address immediate needs after arrival, may better support the reintegration process than cash support. Large cash grants can put the returnee at risk of being robbed or extorted, create tremendous pressure on the returning migrant to share the money with extended family members and may cause recipients to invest in projects that do not contribute to sustainable re-establishment. In addition, in-kind assistance may facilitate closer monitoring of the returnee's reintegration process through individual counselling on expenditures<sup>3</sup>. The number of applications for international protection in Iceland has increased during the past years. According to IDI, 2016 was a record year as the number of applications received was 1,132, followed by 2017 when IDI received 1,0965 applications. In 2018 the number dropped down slightly with 800 applications for international protection being received. Between January and December 2018, 790 cases were concluded by IDI, out of which 160 cases have been granted international protection, 246 have received a negative decision, 152 cases were processed under the Dublin regulation, 70 cases have been rejected due to

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<sup>1</sup> IOM (2018) "Global Compact for Safe, Orderly and Regular Migration (A/RES/73/195)", available from [https://www.un.org/en/ga/search/view\\_doc.asp?symbol=A/RES/73/195](https://www.un.org/en/ga/search/view_doc.asp?symbol=A/RES/73/195)

<sup>2</sup> IOM (2017, p.3) "Towards an integrated approach to reintegration in the context of return", available from [https://www.iom.int/sites/default/files/our\\_work/DMM/AVRR/Towards-an-Integrated-Approach-to-Reintegration.pdf](https://www.iom.int/sites/default/files/our_work/DMM/AVRR/Towards-an-Integrated-Approach-to-Reintegration.pdf)

<sup>3</sup> IOM (2015, p.22) "Reintegration Effective Approaches", available from [https://www.iom.int/sites/default/files/our\\_work/DMM/AVRR/Reintegration-Position-Paper-final.pdf](https://www.iom.int/sites/default/files/our_work/DMM/AVRR/Reintegration-Position-Paper-final.pdf)

already holding an international protection status in other countries, and 162 cases were withdrawn or otherwise closed. Therefore, many of these migrants are in a situation to consider AVRR as a humane, safe and dignified option for return.

The proposed project implemented by IOM – an international organization with long-standing AVRR expertise, in particular assisting beneficiaries without sufficient documents for traveling, and good relations with relevant embassies – will give IDI a tool to provide a humane way of return and potentially contribute to reducing the pressure on the Icelandic reception system.

Because of IOM Finland's long-standing experience in the provision of AVRR services to Nordic Governments, the organization's extensive knowledge of best return practices, and the global network of more than 480 country offices and sub-offices worldwide, IOM has the required expertise and operational capacity to support the development of return management practices in Iceland, and to offer voluntary return and reintegration assistance in close cooperation with Icelandic partners.

In view of the above context, the AVRR programme run by IOM will be available to applicants of international protection whose applications have been rejected or who decide to withdraw their application, as well as other migrant groups willing to return to their country of origin, while further increasing the effectiveness, comprehensiveness and attractiveness of voluntary return from Iceland.

## 2. Project Description

IOM in Helsinki, Finland, will implement this project that will continue offering general Assisted Voluntary Return and Reintegration assistance (AVRR) to applicants of international protection as well as other migrant groups including Victims of Trafficking (VoT), who want to return voluntarily from Iceland to their countries of origin (with a particular focus on countries mentioned above under "Partners"). This project will provide AVRR to applicants of international protection and other migrant groups falling under the scope of IDI in Iceland, including migrants in vulnerable situations, such as unaccompanied migrant children (UMC) and others, thus offering the possibility to return to their country of origin in a safe and dignified manner and to support them during the reintegration process in a manner that contributes to their sustainable reintegration.

Before the AVRR-ICE pilot project, no voluntary returns program existed in Iceland. With the introduction of the AVRR-ICE pilot and AVRR-ICE 2018-2020 projects, the Icelandic government has been able to provide a humane and dignified way of return and reintegration to 300 migrants who had express will to return to their country of origin. Under the past project, cash assistance has been provided to 17 returnees while pocket money was granted to all returnees. In the new project, cash assistance will continue to be paid post-arrival for eligible migrants, and pocket money will be granted for migrants who are not eligible for reintegration cash assistance.

In accordance with the Icelandic Ministry of Justice's current decree (Art.104), only migrants originating from certain countries are eligible for reintegration assistance, and only in the form of cash. The initial Project Proposal has therefore been amended accordingly. However, following the launch of the project, IDI and IOM shall proactively engage in joint consultations – including with relevant ministries as required – concerning possibilities to increasingly align reintegration assistance for

voluntary returnees from Iceland with internationally recognised good practices. Such consultations may also include further deliberations on the linkages between reintegration assistance and the UN's Sustainable Development Goals/Agenda 2030, as well as the Global Compact for Migration (to both of which Iceland is a party to). As such, the consultations may facilitate the possibility of including new reintegration components, such as in-kind assistance and monitoring for all migrants who return under the project as per recognized good practice by the EC in its policy/programmatic approaches. (It should be noted that changing/adding project activities may require an amendment to this project document and the budget.)

As the project is being submitted during the COVID-19 pandemic whose effects on human mobility and access to assistance and care may remain significant in countries of destination, transit and origin, IOM will mobilize all its capacities to continue supporting the protection and needs of migrants wishing to return through AVRR.

In the case where project activities cannot be implemented due to COVID-19 pandemic, IOM will carry out alternative activities related to AVRR in Iceland aiming to support the continuity of the project in the future. These activities could include capacity building, developing new project material or carrying out beneficiary counselling online and over the phone, among others

**Outcome 1: Migrants in need of return support are able to make an informed decision on return**

**Output 1.1**

**Migrants have access to relevant information about the voluntary return support and they receive tailor-made counselling and pre-departure assistance to prepare for their return and reintegration process**

In close cooperation with IDI, Icelandic Red Cross and reception centers in Iceland, IOM Finland will further engage in outreach activities such as designing and producing outreach materials to keep relevant stakeholders and potential returnees informed on the scope of the project. Information materials will be made available to potential returnees whenever they wish to receive more information on how to return voluntarily from Iceland. Moreover, IOM Finland will organize trainings on return and reintegration for relevant stakeholders who are in direct contact with migrants to enhance their knowledge on return and reintegration of migrants.

IOM Finland will respond to queries from potential returnees, who are willing to receive information on the project, as well as providing information to stakeholders by developing and updating standard operation procedures for partners (to keep partners informed on project's workflow), participate in meetings and share information on the project activities with relevant embassies.

IOM Finland assists returnees with obtaining travel documents from relevant embassies if needed. IOM Finland will organize regular meetings with embassies and inform/update on the project's activities.

Furthermore, returnees will receive tailor-made counselling via telephone on return and reintegration process in countries of origin.

It should be noted that all assistance provided to the beneficiaries shall follow IOM's policies and guidelines, specifically those applicable to the assistance to victims of trafficking and unaccompanied and separated migrant children. This refers, among others, to the need to have carried out a risk assessment prior to IOM being able to implement a return of a victim of trafficking, and the condition to have a confirmation that the voluntary return of the child has been determined in the best interests of the child, based, among others, on the identification of the legal guardians in both country of origin and Iceland, and a family assessment. Moreover, IOM shall take all reasonable and necessary precautions to preserve the confidentiality of personal data and the anonymity of data subjects. All personal data shall be collected, used, transferred, and stored securely in accordance with the IOM data protection principles.

Furthermore, IOM Finland will coordinate closely with countries of origin involved, to ensure that eligible beneficiaries, specifically migrants in vulnerable situations could be referred to relevant entities for available reintegration support in countries of origin

**Outcome 2: Project beneficiaries are able to travel in a safe and organized manner from the host country to their final destination in country of origin**

**Output 2.1**

**Migrants' travel is facilitated in a timely, individualized and effective manner**

IOM Finland coordinates voluntary return possibilities with the missions in countries of origin and make sure the returns happen in a timely manner. In addition, IOM will provide international transportation, transit and arrival assistance, where applicable. In addition, IOM will organize onward transportation and temporary accommodation in countries of origin, if applicable/requested.

The project will facilitate return assistance to 300 returnees over a period of 36 months. If there are indications that the project target may be exceeded, IOM will discuss possible adjustments with IDI.

Furthermore, IOM provides operational escorts during the journey to returnees with special needs, e.g. returnees with medical conditions and unaccompanied migrant children. IOM is also able to pay for possible excess luggage in advance if needed/ requested.

**Outcome 3: Returnees are provided with some reintegration assistance**

**Output 3.1**

**Beneficiaries are provided with cash-reintegration support in a clear, timely and effective manner**

Reintegration cash assistance for eligible countries of origin <sup>4</sup> differs and will be evaluated and granted by IDI based on the beneficiaries' country of origin. The reintegration cash assistance ranged from EUR 300 to 1,000, depending on whether the migrant is a child or an adult and the country of origin where the migrant is returning to.

Beneficiaries who are not eligible for reintegration cash support will be provided with pocket money (EUR 200) only.

IOM Finland will inform returnees on their eligibility and coordinate with missions in countries of origin, and through IOM country missions provides/disburses reintegration cash support in countries of origin for eligible returnees.

### 3. Partnerships and Coordination

#### **IOM Finland:**

IOM Finland is responsible for the overall management of the project.

Specifically, IOM Finland will also be responsible for activities such as counselling of referred migrants and obtaining travel documents. Since IOM does not have a presence, all activities will happen through phone or virtual communication and regular IOM visits in Iceland. IOM Finland will actively support and arrange regular meetings with project partners (IDI, Red Cross, police) in maintaining necessary AVRR procedures and counselling mechanisms, based on a review and sharing of best practices.

In terms of operational AVRR arrangements, IOM Finland:

- Organize at least two information sessions per year in reception centres in coordination with relevant stakeholders;
- Is responsible for processing incoming referrals, responding to queries from relevant stakeholders, coordination of travel arrangements;
- Keeps project partners informed of project developments through regular personal meetings, phone/video meetings, and statistical updates;
- Provides pre-departure counselling for potential returnees over the phone and via email where required;
- Undertakes travel document acquisition from respective embassies where required;
- Organizes international flight bookings and administrative assistance to the project;
- Arranges transit and arrival assistance through local IOM offices wherever possible, as well as onward transportation to returnees' final destination in countries of origin;

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<sup>4</sup> Eligible countries for reintegration assistance will be determined by the ministry of justice in a ministerial regulation s and communicated to IOM in due time, such as to avoid any miscommunication towards project beneficiaries. Specifically, any change in eligibility will not affect allocation of reintegration assistance to already registered beneficiaries. Reintegration assistance to eligible countries of origin will be implemented without prejudice to IOM's internal guidance on temporary suspension/limitation of returns.

## International Organization for Migration (IOM)

- Arranges payments of post-arrival reintegration support through local IOM missions in eligible countries of origin;
- Arranges operational/medical escorts, where required;
- Shares information on the programme with embassies, including through personal liaison meetings.

### **The Icelandic Directorate of Immigration:**

- Will be overall responsible for the implementation and coordination of project activities in Iceland, including with other national stakeholders, such as the police, reception centres etc;
- Receives applications, confirms the eligibility of individual applicants to the programme as well as the reintegration cash and in-kind support amounts (if applicable), based on criteria that have been previously established and agreed upon with IOM;
- Refers AVRR applicants to IOM;
- Carries out information sessions for asylum seekers in reception centres, when needed
- Provides departure assistance, including payments of departure cash grants when applicable, to returnees at Icelandic airports (or arranges for other stakeholders to provide such).

### **The Icelandic Red Cross:**

- Refers potential returnees to IOM for counselling on the programme.

### **The National Police Commissioner of the Icelandic Police:**

- Refers potential returnees to IDI, IOM or other project partners for information on the programme and AVRR assistance.

## **4. Monitoring**

According to IOM monitoring policy (2018), IOM will conduct internal monitoring of activities, results, budgets, expenditures and risks. IOM's monitoring system is based on a continuous review of all related results as included in the logical framework below throughout the project life cycle to ensure that project implementation proceeds correctly and as planned.

IOM will gather anonymous monthly statistics of the returns, including through IOM's *Migrant Management and Operational Systems Application (MiMOSA)*, a global application used by IOM to record biographic and demographic information of movement activities. Statistics will be sent via email to IDI in the beginning of the following month. The statistics will provide up-to-date information about the referrals received and the returns executed by IOM, the number of countries of origin, the number of reintegration support payments have been granted, and the returnees' family status, sex, and status in Iceland.

Regular updates on the number of arranged returns to project partners and meetings with IDI will help monitor the best practices of the project for the duration of the implementation. Regular meetings between IOM and IDI shall serve to review progress towards the project's targets and to discuss possible adjustments. IOM will approach IDI and other partners on any issues that would need

attention and/or modification of project parameters. IOM will carry out AVR programme monitoring survey for representative sample cases to assess the performance of the AVRR programme across of its different phases, such as outreach, pre-departure, travel, and reception, and results will be shared with project's counterparts.

The analysis of monitoring data will be presented to IDI as part of the interim and final reports that will be submitted by IOM to IDI in accordance with the donor agreement.

## **5. Evaluation**

A lesson learnt workshop in Reykjavik is foreseen at the end of the project, which will discuss together with IDI and other relevant stakeholders the overall project's results.

## 6. Results Matrix

	<b>Indicators</b>	<b>Data Source and Collection Method</b>	<b>Baseline</b>	<b>Target</b>	<b>Assumptions</b>
<p><b>Objective:</b> To provide support to migrants willing to return voluntarily to their countries of origin and to facilitate their sustainable reintegration</p>	<p>% of eligible migrants, disaggregated by sex and age, who choose to voluntarily return through the project</p> <p>% of migrants monitored declaring that they have been able to return in a safe manner</p>	<p>Official Icelandic immigration/asylum statistics, IOM databases</p> <p>Survey among project beneficiaries</p>	<p>66 % of targeted beneficiaries received return assistance under the AVRR-ICE (February 2018 – September 2019) project</p> <p>Not available as this activity didn't exist in previous project phases</p>	<p>Up to 95 % of eligible migrants participate in the program during 36 months (M: 75 %, F: 20 %; ADT: 90 %, CHD: 5 %)</p> <p>Up to 100 % of migrants who participate in the survey and declare that they have been able to return in a safe manner (M: 60%, F: 20%; ADT: 75%, CHD: 5%)</p>	
<p><b>Outcome 1:</b> Migrants in need of return support are able to</p>	<p>% of partners declaring that they perceive the project as effectively reaching out to migrants who would otherwise not</p>	<p>Meeting notes of coordination meetings between IOM and IDI, as well as with other return stakeholders</p>	<p>8 % of targeted beneficiaries received reintegration support payments under AVRR-ICE pilot project</p>	<p>Up to 50 % of eligible migrants will receive cash reintegration support under AVRR-ICE 2020-2023 project (M: 35 %, F: 15 %; ADT: 40 %, CHD: 10 %)  (M: 35 %, F: 15 %; ADT: 40 %, CHD: 10 %)</p>	<p>Political conditions in Iceland and CoOs for the voluntary return of eligible migrants remain favourable</p>

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<p>make an informed decision on return</p>	<p>be in a position to return home</p>	<p>survey among partners</p>	<p>Not available as this activity didn't exist in previous project phases</p>	<p>Relevant stakeholders contribute to the success of the programme by informing the target group of programme modalities</p>
<p><b>Output 1.1:</b> Migrants have access to relevant information about the voluntary return support and they receive tailor-made counselling and pre-departure assistance to prepare for their return and reintegration process</p>	<p>% of beneficiaries declaring that they have heard about AVRRR through one of the tools used in the outreach strategy</p> <p>% of migrants, disaggregated by sex and age, without valid travel documentation that receive assistance to obtain new travel documentation through the programme</p> <p>% of (eligible) beneficiaries who received information about procedure for receiving their reintegration assistance</p> <p>% of migrants who report they felt they could leave the programme at any time before return</p>	<p>Survey among project beneficiaries</p> <p>IOM databases</p>	<p>95% (M: 45 %, F: 50 %; ADT: 95 %)</p> <p>20% beneficiaries will receive IOM assistance to obtain new travel documentation (M: 12 %, F: 8 %; ADT: 13 %, CHD: 7 %)</p> <p>14 % of beneficiaries in 2016-19 received IOM assistance to obtain new travel documentation</p> <p>Est. 95 % of eligible beneficiaries received sufficiently clear information</p> <p>Ca. 90 % of beneficiaries in 2016-19 appear to be aware that they can leave the programme at any time</p>	<p>CoO embassies maintain a favourable view of AVRRR and cooperate with IOM</p> <p>Beneficiaries are open and available to receive information from IOM</p> <p>IDI, reception centres and IOM cooperate closely on ensuring that information provided to beneficiaries is consistent</p>
<p><b>Activities that lead to Output 1.1:</b></p> <ul style="list-style-type: none"> <li>- Provide information to and potential returnees through phone and email</li> <li>- Provide information on IOM AVRRR procedures and any other aspects of the AVRRR-ICE project to return stakeholders through phone, email</li> <li>- Organize trainings for IDI return counsellors, social worker and stakeholders involved in assisting UMCS, migrants in vulnerable situation and VoTs</li> <li>- Organize regular coordination meetings between IOM, IDI and project partners</li> </ul>		<p>Relevant stakeholders in Iceland are available for meeting and show interest in receiving more information on the programme</p>		

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<ul style="list-style-type: none"> <li>- Participate in outreach sessions in reception centers around Iceland, when needed</li> <li>- Empower relation with embassies accredited to Iceland, and update on the AVRR-ICE project activities in Iceland</li> <li>- Distribute monthly AVRR statistics to project partners</li> <li>- Update and distribute brochures with project information in the main languages of beneficiaries</li> <li>- Distribute information on programme support to relevant embassies, arrange meetings to inform about AVRR and the project</li> <li>- Assist returnees in acquiring travel documentation from embassies as needed, incl. through direct coordination between IOM and relevant embassies</li> <li>- Inform eligible returnees on the reintegration payment process in countries of origin</li> </ul>	<p><b>Outcome 2:</b> Project beneficiaries are able to travel in a safe and organized manner from host country to their final destination in country of origin</p>	<p># of migrants assisted to return voluntarily to their countries of origin, disaggregated by sex, age and vulnerability</p>	<p>IOM databases</p>	<p>On average, 5 beneficiaries/month were provided with return assistance to their country of origin under the AVRR-ICE (February 2018 – September 2019). (M: 58 %, F: 42 %; ADT: 69 %, CHD: 31 %  UMCs: 1 %, Aged-Out UMCs 0 %)</p>	<p>On average, 8 returnees per month are provided with return assistance to their country of origin returned under the project (M: 62 %, F: 38 %; ADT: 75 %, CHD: 25 %;  UMCs: 2 %, Aged-Out UMCs 0 %)</p>	<p>Conditions in countries of origin allow for the voluntary return of beneficiaries</p>
<p><b>Output 2.1:</b> Migrants' travel is facilitated in timely, individualized, and effective manner</p>	<p>% of migrants declaring that they have been able to return in a timely manner (from the initial counselling to the travel)</p>	<p>Survey among project beneficiaries</p>	<p>75 % of migrants returned in timely manner under AVRR-ICE (February 2018 – September 2019) project</p>	<p>83 % of migrants' travel will be arranged in timely manner during the 36 months of project implementation</p>	<p>Conditions in countries of origin allow for arranging beneficiaries' travel in timely manner</p>	

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<p><b>Activities that lead to Output 2.1:</b></p> <ul style="list-style-type: none"> <li>- Coordinate voluntary returns from Iceland to eligible countries of origin</li> <li>- Procurement of travel and other documentation</li> <li>- Arrange domestic and international transportation for returnees</li> <li>- Provide transit assistance in transit countries and arrange onward transportation in countries of origin, where applicable</li> <li>- Organize temporary accommodation in cases where returnees are unable to continue their domestic travel in the country of origin on the day of arrival</li> <li>- Provide reception assistance in return countries, where applicable</li> <li>- Pay for possible excess luggage in advance, and coordinate excess luggage payments at transit airports through IOM offices</li> <li>- Provide escorts to returnees with special needs, such as persons with medical conditions and unaccompanied children</li> <li>- Assess eligibility and coordinate provision of reintegration cash and in-kind supports in countries of origin for returnees from Iceland</li> <li>- Update and distribute project specific AVRR application forms</li> <li>- Receive, process and confirm eligibility for AVRR applications in coordination with project partners</li> <li>- Update procedures for receiving, filling and forwarding AVRR applications with project partners</li> <li>- Offer telephone counselling to applicants and returnees approaching IOM</li> <li>- Update project information page under <a href="http://www.iom.fi">www.iom.fi</a></li> <li>- Respond to queries by IDJ, RCs and other stakeholders on tasks under IOM's purview</li> </ul>	<p>Assistance to eligible migrants can be provided smoothly without logistical obstacles</p>				
<p><b>Outcome 3:</b> Returnees are provided with reintegration assistance in an evidence-based manner</p>	<p># of beneficiaries who have received cash reintegration assistance</p> <p>Results from the monitoring exercises under AVRR ICE 2020-2023 are applied by stakeholders working on AVRR from Iceland in the subsequent AVRR project</p>	<p>MiMOSA, monthly statistical and financial report</p> <p>New project document for AVRR ICE starting from 2023</p>	<p>20 beneficiaries were entitled to receive reintegration support under AVRR ICE (February 2018 – September 2019) project</p> <p>85 beneficiaries received pocket money under AVRR-ICE pilot project</p> <p>Project document not drawing on knowledge obtained through monitoring of caseload previously assisted in the framework of AVRR from Iceland</p>	<p>150 beneficiaries are entitled to receive cash reintegration assistance</p> <p>The project document for AVRR from Iceland and assistance foreseen builds on the results obtained through monitoring exercises implemented under AVRR ICE 2020-2023</p>	<p>Icelandic authorities agree to adjust future programming building on monitoring results obtained through previous project implementation</p>

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<p><b>Output 3.1:</b> Beneficiaries are provided with reintegration assistance in a clear, timely and effective manner</p>	<p>% of beneficiaries declaring that the reintegration assistance received through the programme was delivered in a timely manner</p>	<p>Monitoring Survey</p>	<p>85 % of beneficiaries are provided with reintegration support in timely manner</p>	<p>Conditions in countries of origin allow for the reintegration of returnees</p>
<p><b>Activities that lead to Output 3.1:</b>                  - Coordinate/provide reintegration cash support in eligible countries of origin                  - Inform eligible returnees on the reintegration cash support process in countries of origin</p>				<p>Assistance to eligible migrants can be provided smoothly without logistical obstacles</p>

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**7. Work Plan**

Activities	Responsible Party	Timeframe												
		30/20	40/20	10/21	20/21	30/21	40/21	10/22	20/22	30/22	40/22	10/23	20/23	
Provide information to and potential returnees through phone and email	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide information on IOM AVRRR procedures and any other aspects of the AVR-ICE project to return stakeholders through phone, email	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X
Organize trainings for IDI return counsellors, social workers and stakeholders involved in assisting UMCs, migrants in vulnerable situation and VoTs	IOM	X		X		X		X		X		X		X*
Organize regular coordination meetings between IOM, IDI and project partners	IOM, IDI	X		X		X		X		X		X		X*
Participate in outreach sessions in reception centers around Iceland, when needed	IOM	X		X		X		X		X		X		X*
Empower relation with embassies accredited to Iceland, and update on the AVR-ICE project activities in Iceland	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X*
Joint consultations concerning Reintegration Assistance for Voluntary returnees from Iceland	IOM, IDI and other relevant stakeholders	X	X											
Distribute monthly AVRRR statistics to project partners	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X*

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Update and distribute brochures with project information in the main languages beneficiaries	IOM	X						X			X							X	
Distribute information on programme support to relevant embassies, arrange meetings to inform about AVRRR and the project	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Assist returnees in acquiring travel documentation from embassies as needed, incl. through direct coordination between IOM and relevant embassies	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Inform eligible returnees on the reintegration payment process in countries of origin	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Coordinate voluntary returns from Iceland to eligible countries of origin	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Procurement of travel and other documentation	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Arrange domestic and international transportation for returnees	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Provide transit assistance in transit countries and arrange onward transportation in countries of origin, where applicable	IOM (IOM CoOs)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Organize temporary accommodation in cases where returnees are unable to continue their domestic travel in the country of origin on the day of arrival	IOM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide reception assistance in return countries, where applicable	IOM (IOM CoOs)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X*
Pay for possible excess luggage in advance, and coordinate excess luggage payments at transit airports through IOM offices	IOM (IOM CoOs)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

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## **8. Budget**

Please see the attached draft of the budget.

