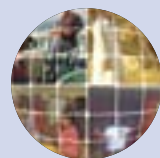


# Stories of Return



IOM International Organization for Migration



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## Introduction

It has been just over two years since the publication of the first version of Stories of Return. Since then, the Reintegration Fund has continued to grow, and now in the form of 'reintegration assistance' has helped over 6,300 returnees in more than 60 countries. The overwhelming majority of returnees have used their reintegration assistance to contribute to the purchase of supplies and equipment to set up a small business. Some however have used the assistance to pay fees for vocational training courses and a few to pay for their children's education.

This edition of Stories of Return will again provide a snap shot of returnees who have agreed to share their experiences of the way in which they have used their reintegration assistance - some successfully, and some less so because of lack of experience in running a small business or unforeseen financial difficulties.

However, this second edition also reports on some capacity development initiatives under the Reintegration Fund, notably training in business management (Angola), assistance in setting up businesses (Zimbabwe), and job placement initiatives (Colombia and Albania).

It should be noted that since the implementation of the Reintegration Fund in 2002, the programme has become more flexible and a variety of financial packages have been introduced. The one basic constant has been our belief, confirmed with time and experience, that reintegration assistance is most effective when given in kind (not cash) over a period of one year, and with periodic advice and monitoring along the way.

Each story portrays an individual and his or her circumstances and to which country or region they return to. Reintegration assistance varies from individual to individual and from country to country. The programme aims to be flexible and tailored to the needs of each returnee in order to make the best possible contribution to a sustainable return.



## About the Reintegration Fund

The Reintegration Fund was created in June 2002 to provide financial support to returnees under the Voluntary Assisted Return and Reintegration Programme (VARRP). The aim of the Reintegration Fund is to facilitate a sustainable return to the country of origin.

### South America

Colombia	139
Ecuador	102
Bolivia	39
Jamaica	34
Brazil	5
Chile	5
Venezuela	4
Guatemala	2

**TOTAL 330**

### Europe

Albania	284
Kosovo	157
Russia	80
Ukraine	41
Turkey	36
Croatia	26
Serbia and Montenegro	11
Moldova	11
Bosnia and Herzegovina	9
Macedonia	9
Latvia	8
Armenia	6
Cyprus	5

**TOTAL 683**

### Africa

Zimbabwe	276
South Africa	107
Angola	81
Uganda	66
DRC	55
Algeria	54
Nigeria	49
Ethiopia	46
Sudan	46
Kenya	42
Sierra Leone	40
Somalia	35
Cameroon	23
Ivory Coast	15
Ghana	15
Senegal	11
Malawi	9
Guinea Conakry	9
Rwanda	9
Togo	8
Gambia	7
Liberia	6
Egypt	5
Botswana	5
Burundi	5
Tanzania	3
Zambia	3
Chad	2
Bukina Faso	1

**TOTAL 1036**

### Middle East

Iraq	1660
Iran	546
Israel	21
Jordan	8
Lebanon	8
Libya	7
Yemen	3

**TOTAL 2253**

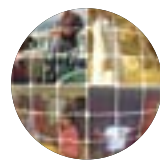
### Asia

Afghanistan	828
Sri Lanka	602
Pakistan	261
China	81
India	79
Vietnam	37
Azerbaijan	36
Bangladesh	19
Mongolia	18
Nepal	11
Kyrgyzstan	8

**TOTAL 1980**

Statistics reflect up to Feb 2007





## Reintegration Statistics

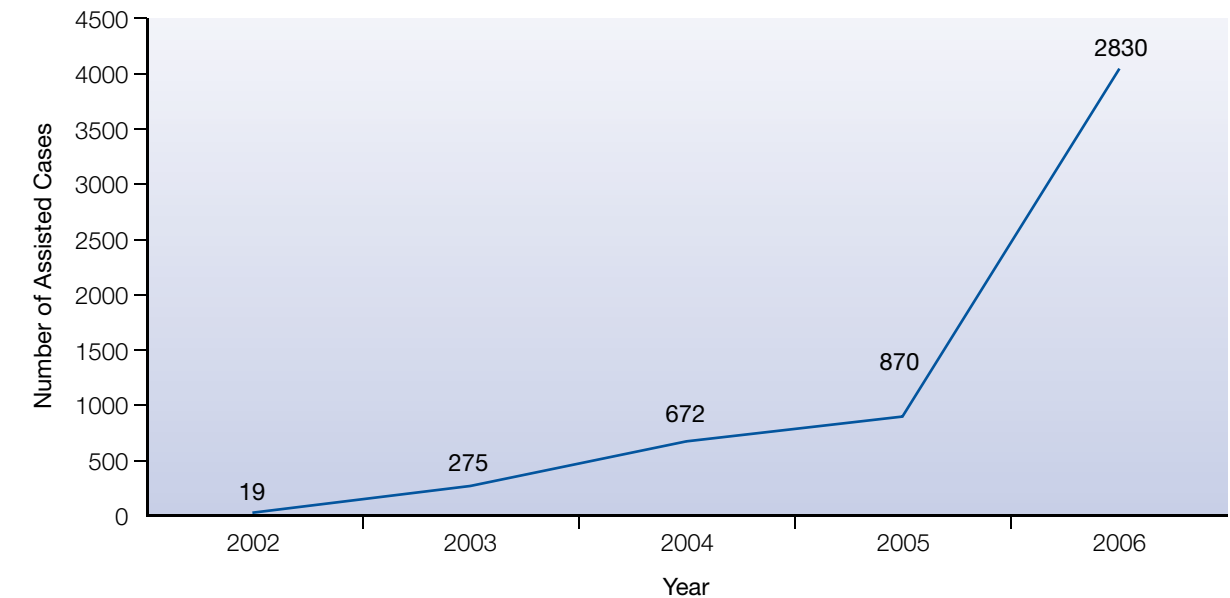
The following map provides a general overview of assisted cases in Europe, Asia, Africa, Middle East and South America.



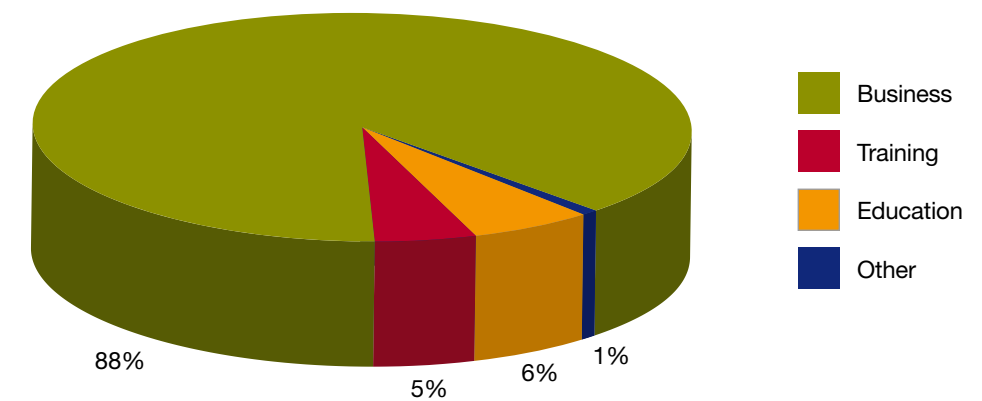
## A Brief Statistical Overview

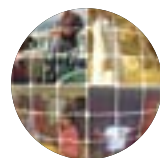
The success of the Reintegration Fund is reflected through the increased number of individuals that have been assisted over the last 5 years. When the programme began in 2002, 19 individuals were assisted with various reintegration activities. Today, an average of 250 are assisted per month.

The graph below shows the number of individuals that have been assisted from 2002 until 2006.



In terms of activities that have been implemented, and reflected through the stories in the next few chapters, small business set up is predominantly the activity most implemented.





## Europe

Type of Activity Implemented	Total Assisted	Male	Female
Business	329	275	54
Training	166	129	37
Education	16	8	8
Other (job placements, housing, medical etc)	239	191	48

### Capacity Building Initiatives

**Hope for the Future:** This NGO became a partner in 2002 and has proved to be very successful in helping returnees from Albania find job placements and apprenticeships. As a result we have continued to work in close collaboration with Hope for the Future. They have assisted over 80 returnees so far in finding job placements throughout Albania.



## Africa

Type of Activity Implemented	Total Assisted	Male	Female
Business	753	464	289
Training	86	51	35
Education	36	16	20
Other (job placements, housing, medical etc)	197	102	95

### Capacity Building Initiatives

**Interims for Development:** In 2005, IOM London through a partnership with Interims for Development (an African organization based in the UK, specializing in business training) ran several workshops in Zimbabwe on **Planning and Managing your Business**.

Returnees are engaged in a broad spectrum of businesses, from welding to hairdressing, from manufacturers of school uniforms to Internet cafes and photocopy services. The feedback from 2005 has been very positive from the returnees in terms of what has been achieved, and it is for this reason the same training is planned in other countries.

The same initiative has now been planned for other countries in 2007 which include: Nigeria and South Africa

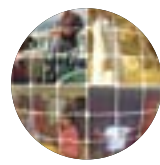
### Training in Angola

IOM Angola and IOM London in conjunction with the Ministry of Assistance and Social Reinsertion (MINARS), NGOs (Mulemba) and UTCHA (Technical Unit for Coordination of Humanitarian Activities) provided training to 20 returnees in 2006.

The general objective was to contribute to the socio economic reintegration of Angolan returnees from United Kingdom by improving their skills in management, bookkeeping, marketing and an understanding of the micro credit issues. The training was very successful and it is envisaged that the same activity will take place again in 2007.







## South America

Type of Activity Implemented	Total Assisted	Male	Female
Business	280	157	123
Training	30	17	13
Education	11	6	5
Other (job placements, housing, medical etc)	17	9	8

### Capacity Building Initiatives

**AESCO:** IOM began working with AESCO in 2003. AESCO works in a region of Colombia (Pereira) where there is no IOM office, but to which a high number of people return. AESCO provides assistance by guiding returnees on how to set up businesses. AESCO was visited by IOM London in 2003 as part of an evaluation trip. The impact that this NGO has had on returnees was assessed to have been very beneficial.



## Asia and Middle East

### Asia

Type of Activity Implemented	Total Assisted	Male	Female
Business	1939	1763	176
Training	38	30	8
Education	10	5	5
Other (job placements, housing, medical etc)	55	27	28

### Middle East

Type of Activity Implemented	Total Assisted	Male	Female
Business	2109	2047	92
Training	33	24	9
Education	3	2	1
Other (job placements, housing, medical etc)	82	74	8

### Capacity Building Initiatives

#### CEFE, Sri Lanka:

Discussions in 2006 between IOM UK, IOM Colombo and CEFE - an NGO based in Sri Lanka - resulted in a programme to increase the training available to Sri Lankan returnees.

The programme contracts qualified and established training organisations or freelance trainers who possess well developed tools for business development and have minimum of five years' training experience.



#### The training aims to:

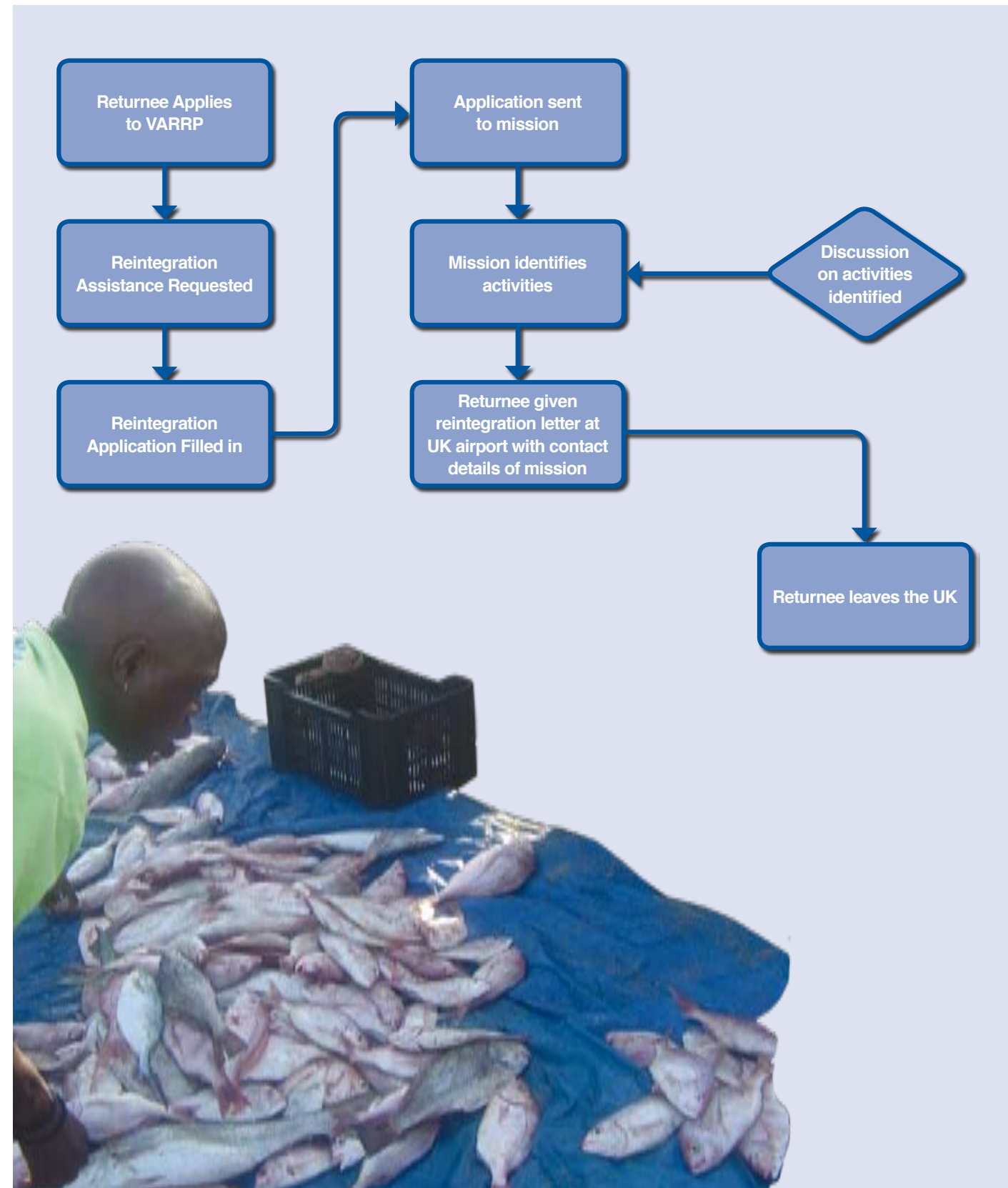
1. Enhancing the entrepreneurial competencies of the returnees;
2. Making participants aware of their strengths and weaknesses and helping them set goals.
3. Helping to identify available resources and explore market opportunities.



# The Reintegration Process

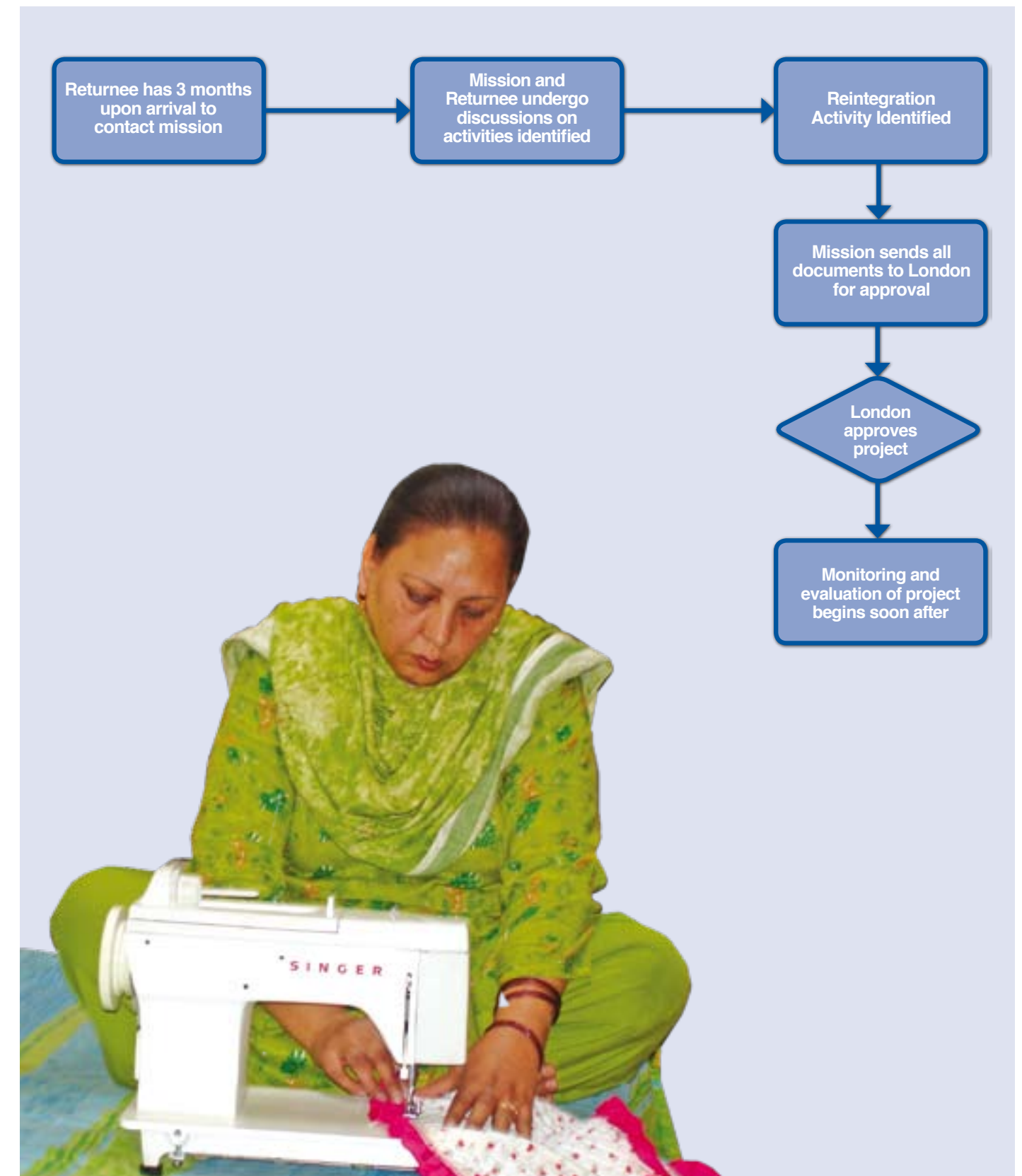
## Prior to Departure:

The following flow chart provides an illustration of how the reintegration process takes place prior to departure from the UK.



## In country of Return:

This flow chart provides an illustration of the reintegration process in the country of return.







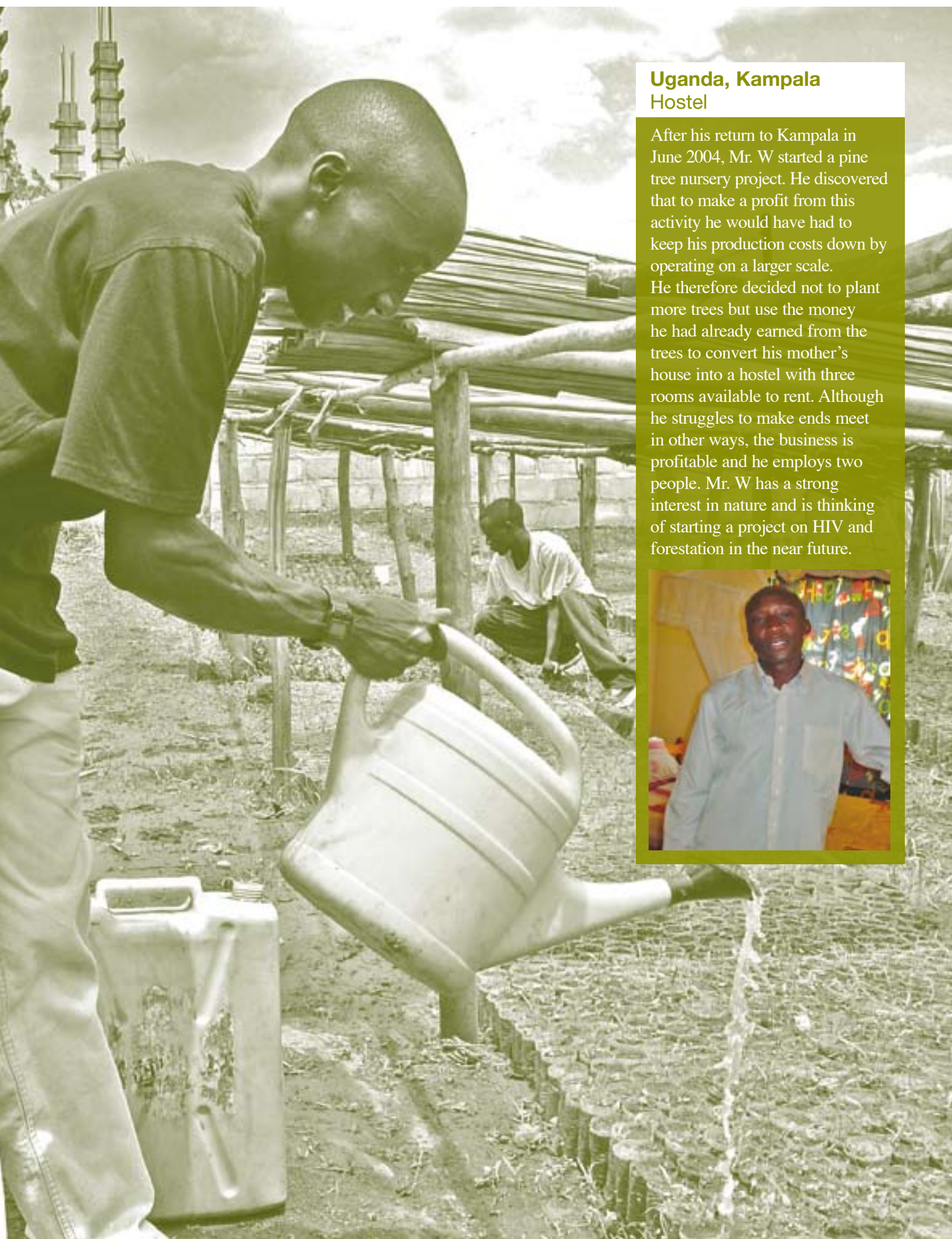
# Frequently Asked Questions (FAQs)

Question	Answer
<b>1. Who is eligible to apply for Reintegration Assistance?</b>	<p>All returnees returning under the Voluntary Assisted Return and Reintegration Programme (VARRP) are eligible. Returnees that apply to the VARRP are asylum seekers whose case status in the United Kingdom is either:</p> <ul style="list-style-type: none"> <li>• pending</li> <li>• rejected</li> <li>• under appeal</li> <li>• appeal rejected</li> <li>• granted ELR (Exceptional Leave to Remain)</li> </ul>
<b>2. What does the Reintegration Assistance cover?</b>	<p>The assistance IOM can provide depends upon what is available in the country of return, but broadly speaking the reintegration assistance can cover:</p> <p><b>Setting up small businesses</b></p> <ul style="list-style-type: none"> <li>• This is the most popular form of reintegration assistance chosen by our returnees as they see it as the best way to achieve an income once they return. Returnees can choose to establish a new business or to invest in an existing business or go into partnership with friends and relatives. IOM can purchase equipment, tools and stock, depending on the needs of the business.</li> <li>• Examples: farming, welding shop, sewing business, etc.</li> </ul> <p><b>Vocational training courses</b></p> <ul style="list-style-type: none"> <li>• IOM can help returnees to find a course that will suit their needs. The Reintegration Fund can pay for the tuition fees and associated costs such as equipment or books.</li> <li>• Examples of training provided: computing, hairdressing, mechanics, plumbing, etc.</li> </ul> <p><b>Education (i.e school/university fees for children/adults)</b></p> <ul style="list-style-type: none"> <li>• IOM can assist children and adults to continue their education by paying school and university fees.</li> <li>• IOM can assist children to attend government or state schools, but cannot pay for child returnees to attend private schools if government ones are available.</li> <li>• IOM can assist with associated costs such as purchasing text books, equipment and school uniform.</li> </ul>



Question	Answer
<b>3. What does the Reintegration Assistance not cover?</b>	<p>The assistance does not cover:</p> <p><b>Medical Assistance</b></p> <ul style="list-style-type: none"> <li>• IOM cannot assist returnees with medical costs. However, we do aim to provide advice and information on services available to returnees. IOM should be made aware of a returnee's special medical needs as we often have information on and links with medical and charitable institutions which might be able to help an individual returning.</li> </ul> <p><b>Accommodation/Rent</b></p> <ul style="list-style-type: none"> <li>• IOM cannot pay for rent or accommodation costs.</li> </ul>
<b>4. How do people access Reintegration Assistance?</b>	<ul style="list-style-type: none"> <li>• Anyone returning under the VARRP is eligible for reintegration assistance.</li> <li>• Reintegration applicants are given a letter with the contact details of the IOM office in their home country.</li> <li>• Reintegration applicants have 3 months to contact the IOM mission in their country once they have returned in order to receive reintegration assistance. If they fail to contact the mission, the reintegration case will be considered closed by IOM.</li> <li>• Returnees must use all their allocated assistance within 9 months of their return. Any assistance that is not used will no longer be accessible.</li> </ul>
<b>5. Where is Reintegration Assistance available?</b>	<ul style="list-style-type: none"> <li>• Reintegration assistance is available only in the country of return and not while people are still in the UK.</li> </ul>
<b>6. What happens to the Reintegration Assistance if there is no IOM office in the home country?</b>	<ul style="list-style-type: none"> <li>• When there is no IOM office, it is the responsibility of the returnee to gather all the necessary documents related to the activity he or she wishes to be assisted with (i.e school documents for education, quotes of equipment for businesses, etc).</li> <li>• Once all documents have been collected, he or she needs to send them to the IOM London office, and if all is in order, IOM London will pay the supplier/school directly from the UK.</li> </ul>





### Uganda, Kampala Hostel

After his return to Kampala in June 2004, Mr. W started a pine tree nursery project. He discovered that to make a profit from this activity he would have had to keep his production costs down by operating on a larger scale. He therefore decided not to plant more trees but use the money he had already earned from the trees to convert his mother's house into a hostel with three rooms available to rent. Although he struggles to make ends meet in other ways, the business is profitable and he employs two people. Mr. W has a strong interest in nature and is thinking of starting a project on HIV and forestation in the near future.



### Angola, Luanda Grocery shop

Mr. F returned to Luanda in April 2006. He was given a piece of land by his mother and, with IOM Luanda's advice, decided to open a grocery shop since there were no other shops in his area. After the approval of his business plan, he received material to build the premises and the shop was opened in October 2006. He is confident that his business will work, especially since the shop is open on Sundays when most families are at home and all the other shops are closed. Mr. F has previous experience as a sales assistant, so it will be easier for him to manage his own business. He is delighted to be reunited with his wife and son in Luanda and believes that he is contributing to Angola's economy.



### Angola, Luanda Training and education



Mrs. F returned with her son to Luanda in September 2005. They are living in the city with Mrs. F's mother. Shortly after their return, she contacted IOM Luanda with two plans in mind. Firstly, she wanted to register her son in a primary school and secondly join a part-time vocational training course to help her find a job. She had her plans approved and IOM paid for her son's registration fees and his first year in the school.

Mrs. F also received financial support from IOM to cover the costs of a *Personal Assistant and Administration, Marketing and Public Relations Course* at the National School of Commerce, and an IT course at NCR Angola Info Technology. She passed the final exam with very good results.

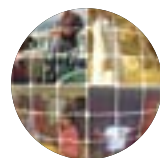
In the meantime, she met up with another returnee from the UK and in partnership opened a mattress shop. However Mrs. F finally gave up the business when she found a job in a nursery school. She is happy with her current position but she is still looking for a job where she can apply all the skills she acquired on the courses.

### Angola, Luanda Fishing business

Mr. N left the UK in October 2005 and now lives in Luanda with his parents and brothers. Upon his return, he contacted IOM asking for help to find a job. IOM referred him to several companies, such as BP Angola and SADC. After he attended IOM Luanda's Business Management Seminar in November 2005 (Co-funded by IOM London and IOM Bern), he presented his plan to open a small business with his brother and his father who were fishermen. He had his business plan approved and was able to buy a motor and other accessories to improve the boat. Currently four fishermen work for him as casual labourers. Mr. N is now a fish distributor for the local market, restaurants and hotels. This business allows him to take care of himself until he can find a job related to his training and experience.







### Angola, Luanda Grocery shop

Mrs. C and her daughter returned from London in March 2006 and now live in Luanda with relatives. Upon their return, they contacted IOM for advice. After Mrs. C talked to some people who worked in sales, she decided to open a grocery shop in order to have some spare time to look after her daughter. They are living in a new neighbourhood which is far from the supermarket and where there are not many other shops - so she believes the business will be successful.

She used her reintegration assistance to rent storage, obtain shop premises, and buy some shelves, a counter, and a computer for her stock control. She obtained the necessary official licence to run the business. She finally bought her initial stock and opened her shop in October 2006. She bears the responsibility of both the management and the sales. Mrs. C is grateful for the help she received from IOM because without it she could not work and now has the means to take care of herself and daughter. She believes it was the right decision to return to Angola.



### Democratic Republic of Congo, Kinshasa Motorized boat

Mr. and Mrs. L lived in the UK for a few years before they decided to return to Kinshasa. They were very happy with the help that they received from IOM London and returned in June 2006 with IOM's assistance. Mr. L had extensive experience in the public transport industry since he had worked for the Congolese national public transport company for thirty years. In September 2006, with the reintegration grant, Mr. and Mrs. L were able to purchase a motorized boat for the transportation of goods and people on the Congo river. This created jobs for three people: a driver, a driver's assistant and a manager of the boat who all have skills and experience in their respective fields.

The aim is to schedule at least five boat trips per year and they were expecting the first round trip of the boat to return to Kinshasa at the end of February 2007.



### Democratic Republic of Congo, Kinshasa Pharmacy

Mr. M returned to Kinshasa in May 2006 after more than three years in the UK. Initially, he bought a second hand minibus, hired a driver and he managed to make a daily income of 50 US dollars. Unfortunately, the activity ceased after three weeks due to the mechanical failure of the vehicle. After having done some repairs he sold the vehicle and used the money to set up a pharmacy with the support and advice of a local NGO network involved in the medical field. He now manages the pharmacy with the help of his sister who is a nurse.



### Ethiopia, Bahir Dar University lecturer and photocopy business

Mr. M lived in UK for more than nine years and returned to Ethiopia in August 2004 with IOM. He was well informed about the reintegration assistance before his departure. Considering his Master's degree in Petroleum Geosciences, he was advised to apply to various institutions and Universities. Mr. M finally found employment as a lecturer at the Bahir Dar University in the North of the country. In April 2005, Mr. M also decided to take an advanced computer training course with IOM's financial support in order to become a certified professional.



He is now running a Photocopy and Internet shop during his spare time. *"I have found the program good and it enabled me to have my own business."*

### Ivory Coast, Abidjan Gas shop

Mrs. G returned to Abidjan in October 2005 with her two year old son. At first she had to stay with a friend and due to her limited financial resources found life very difficult. Prior to her return she was uncertain of what activity to undertake. She finally decided to open a gas shop taking advantage of her previous experience as a market seller and of the fact that most households in Abidjan use gas. The first major difficulty she encountered was buying her initial stock due to a shortage of gas bottles available from the supplier. This delayed the launch of her activity. IOM was able to provide her with additional support with the rent of her shop premises for the first month. The shop has been running since April 2006 and she is generally very satisfied with the project. *"It is my only one true hope at the moment."*



### Ivory Coast, Abidjan Food shop

Mr. T returned to Ivory Coast with IOM in February 2006 after ten years in London. When he returned, he benefited from his reintegration assistance and started by setting up a photography business centre in March 2006. However, he decided to close his business after just three months. When he informed IOM staff in Abidjan, they advised him to be patient and not expect profits straight away due to the length of time it takes for a business to be successful. Despite this recommendation, Mr. T decided to change activity and opened a general shop.

The profitability is still very low since he had already used an important part of his budget to set up his first aborted project. But in January 2007 he was positive that it was going to work out and said that he will do his best to make it a success.







### Kenya, Nairobi

#### Auto spare parts shop

*"I lived in a London suburb in the UK for eight years before returning home in May 2006. I was very impressed with the way my return to Kenya was handled. I am grateful that IOM London honoured the promise of financing my business start-up. At first, I experienced difficulties in completing my business plan but with the assistance from the official in IOM Nairobi, this became easy for me as IOM took their time to take me through the entire process. I was able to open an auto spares part shop in August 2006. I have no other plans other than to continue with the business as it is the only source of my livelihood. Though my client base is not yet well established I know that it will take some time and I believe that one day my business will flourish and reach greater heights. Without it my future and return home would have been desperate. I am happy that I can pay for my house rent and buy food for my family."*



### Kenya, Nairobi

#### Buying and selling of second hand vehicles



Mr. O returned to his home country in April 2006. In June, he benefited from his reintegration assistance to start a second-hand vehicle trading business.

*"The process right from London through to Nairobi went well. I cooperated by submitting each document I was asked to produce, and my payment went through. I am buying second-hand Japanese vehicles through an agent who assists me to find local clients. I purchased my first car through the funding from IOM and I made a profit of 40,000 Kenyan Shillings (580 US dollars) when I resold it. I invested the capital and bought a second vehicle on which I made a profit of 30,000 Kenyan Shillings. I am now waiting to ship in the third car. Payment from the cars' sales takes time to collect, approximately between two*

*and a half months to three months. I usually do sales promotion by word of mouth. Thanks to that business, I have also been able to start a theatre company. That is my passion and I have experience in this field. I train church youth groups in theatre and also write plays and offer voice training. My newly formed and registered company is known as Theatredon Consultancy Services and I have completed five consultancy projects so far. I plan to open an office where I can be easily reached and also create a website and print business cards for promotions.*

*I am able to meet my basic needs i.e. food, shelter and clothing."*



### Nigeria, Lagos

#### Public transport

Mr. O returned to Nigeria in September 2004 after spending a little over a year in the UK. He used his reintegration assistance to purchase a passenger bus. He employs a driver and a conductor and uses the profits to fund his theology studies. He has plans to expand his transport business and employ more people whilst working as a pastor and evangelist. Unfortunately the bus has been off the road for a while because it needed a new engine, which John could not afford. IOM agreed to fund this in order to make his business operational again.



### Nigeria, Lagos

#### Snack bar

Ms. A returned to Lagos in May 2006. With IOM's assistance, she opened up a little snack bar in a busy area of Lagos. She has purchased a fridge, a generator and a TV, and employed her neighbour to complete the necessary carpentry work. When she was visited by IOM, Ms. A was in the process of building a little kitchen behind her bar and had ordered a glass display for the food. In the future she wants to employ one or two staff and rent a room close to her business. Overall IOM was very impressed by her entrepreneurial spirit and believes that she will do well.



### Sudan, Khartoum

#### Islamic dress shop



Mr. S was away from his family for over ten years. He worked in Europe and the Middle East so that he could give his family a better standard of living. He contracted multiple sclerosis and was desperate to return to his home country to be reunited with his family. He was able to do so with help from IOM in June 2006. He is very grateful to IOM since he was assisted to return as well as be provided with an electrically assisted medical bed and a toilet conversion adapted to his particular needs. It was a big shock for him not to be in a position to work anymore as he was the main bread winner for the entire family. With IOM's support, his daughter was able to open an Islamic clothes shop, which is now the only source of income for the family.

### Uganda, Kampala

#### Transportation business and clothes shop

Ms. N returned to Kampala in March 2006 with IOM. She decided not to put all her "eggs in one basket" so with IOM's assistance started two different businesses. She used IOM's Reintegration Assistance to buy two motorcycles for a transportation business and then used her own savings to get the necessary stock to start a clothes shop. Her two businesses are doing well.

*"I'm glad I got IOM's assistance because it has helped me a lot and through it I am able to pay my son's school fees, buy food and also save a bit!"*







### Uganda, Kampala Transportation

Mr. C returned to Kampala in May 2006. He completed a course in mechanical engineering before leaving Uganda and when he returned after doing some research, he found out that the transportation sector was a viable business. IOM helped him purchase three motorcycles and some tools. Since he repairs the bikes himself he does not have any additional expenses apart from major repairs and is able to earn 270 US dollars a month.



### Uganda, Kampala Restaurant



When Ms. N returned to Uganda in June 2006, she realized that a lot had changed and found it very hard to make a decision about what to do. Fortunately, with the support of her brother and IOM's advice, she managed to set up a restaurant. It is in a good location and she is positive that this will generate a good income and allow her to expand her business soon.

### Uganda, Kampala Pig Farming

Ms. A returned to Kampala in December 2004 after a couple of years in the UK. Her family has a farm and when she returned home she already knew that she wanted to invest in pig farming. She asked IOM to purchase four pigs to start her farm and as of January 2007 has twenty young piglets. Ms. A's farm is expanding and she is very appreciative of IOM's Reintegration Assistance. *"I have managed to resettle back in my country permanently. The assistance is great. IOM should inform more people about it because if they were aware of the existence of this kind of assistance, they would opt for it."*



### Zimbabwe, Bulawayo Construction company



After staying in the UK for five years, Mr. D decided to return home in January 2006 to be reunited with his family. He had previous training and experience in building houses and he decided to start a construction company in Bulawayo. Through the assistance he got from IOM, Mr. D managed to buy the necessary building equipment. He currently employs two people to help him with the job. He is finding business difficult in Bulawayo. He has to compete with other companies, most of which are big and well established. Owing to the continuous rise in the cost of building materials, he suffers a lot because he often has to wait for his clients to provide him with materials to continue the work.



### Zimbabwe, Harare Pig farm

Mr. P received assistance from IOM to start a pig farm. Due to the rocketing beef prices in Zimbabwe a remarkable number of families are resorting to pork which is good news for the industry.

To cut down on the high cost of transportation of the meat to Harare, Mr. P is selling pork to people in his home area. Disease is one of the challenges he faces since it has caused him to lose part of his herd. To meet this challenge he now makes sure the appropriate vaccines are always close-by.

Besides the pig farm he also opened a grinding mill which is serving fellow villagers well. During a recent visit by IOM a queue of villagers could be seen from a distance - they had come in numbers to get their maize ground



into maize-meal. The availability of electricity makes his job easy, as electrically operated grinding mills are efficient. Two people have been employed to work in the mill and the third takes care of the pigs.

Mr. P currently commutes from Harare to monitor the two projects and he is planning to stay in his home town. In the future he intends to expand his pig farm as he is currently under-utilizing the pigsty.

### Zimbabwe, Bulawayo Recording studio



*I was given assistance from IOM to start a recording studio since I had some experience in this field. When I was in the UK I had the chance to work in the recording business and in addition to the passion I have for music, I decided to set up my own studio.*

*I am now running the business. It's doing well. I am employing two people, my wife included. I feel there is a lot of potential. The sky is just the limit in that line of business but the only constraint is cash. I wish I could get some studio drums, a bigger mixer and more studio space because right now I cannot record big groups like church choirs.*

*"I returned in December 2004 after two and a half years in the UK. I heard about IOM's programme from friends. When I returned home I did not have much cash and adjusting to the current situation was really difficult.*

*When I returned I was staying with my grand-parents but now I'm proud to say I have my own house. I am still running my studio from my grandparents' house, but I am not receiving any financial support from any source except my business and I am the one supporting my grandparents."*





### Zimbabwe, Harare Beauty Salon

Ms. M returned to Harare in 2006 after spending six years in the UK. She always had a passion for the beauty therapy industry and from the assistance she received from IOM, she managed to start a beauty therapy salon.

She joined with her sister who had the experience and knowledge in the beauty industry and recently opened a second beauty salon at a local hotel where she offers services including facials, massages, manicures and pedicures. She never attended any beauty therapy course but her strong interest in this field has seen her confidently make her way into the market. Although there is a lot of competition in the capital city Ms. M is pleased that she has



enough customers to enable her to pay the five people she employs in her two projects.

In future she has plans to open more beauty salons as well as importing the required chemicals in bulk. The major challenge Ms. M

faces is the limited availability of foreign currency, which is required to import the chemicals. But whatever the challenges, Ms. M says that she enjoys her job so much because she has always loved working with people.

### Zimbabwe, Bulawayo Public transportation

*"I returned to Zimbabwe in 2006 after nearly three years in the UK. My life in the UK was quite tough. I could not manage to look after myself and I had left my family behind. I wanted to come back and be with my family. A friend introduced me to IOM's programme.*

*My family owns a house and that is where I have been staying ever since I returned. I decided to request IOM's assistance to purchase a minibus because it is easy to manage. IOM paid for part of the minibus and I managed to pay off the difference from my daily takings when I started operating.*

*It was quite important because I can now feed and educate my kids with the money I am earning from the minibus. I am not employed by anyone; I'm just running the transport business. I have employed one person and am already supporting myself and my parents."*



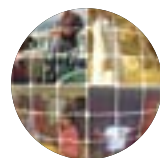
### Sri Lanka, Colombo Grocery shop

Ms. T was assisted to start up a grocery shop in January 2004. As a single parent, she has to take care of her two children and give them an education whilst earning a living. She has employed two relatives to run the business when she is away and

has to share the benefits. Running a profitable business has proved to be difficult. When two near-by garment factories closed, she lost most of her regular customers. The business also suffered from the building of new road which bypasses her shop.







### Afghanistan, Kabul Province Laundry

Mr. Z is a tailor by profession. When he returned to Afghanistan in June 2006 he decided to start a laundry business in partnership with his friend Mr. F - pooling their joint resources because of the significant capital required. Both partners were very active during their counselling sessions with IOM they were prompt in providing IOM in Afghanistan with all the necessary documents for their business start up. The laundry is now established in Kabul and has customers from both the local Afghan and foreign expatriate communities. The only problem that they face is the irregular electricity that sometimes interrupts their work. They plan to buy a power generator to better serve their customers. Both partners are satisfied with their monthly income and they say are happy to have reintegrated back into local society.



### Afghanistan, Khost Province Textile Shop

security alert areas in the region, he and IOM had a hard time assessing the project and obtaining the required documents. His business eventually got approved by IOM London after being assessed by one of IOM Afghanistan trusted beneficiaries based in Khost Province. The business was started in July 2006, but unfortunately Mr. K was forced to cease trading in October 2006. However, he is planning to use the budget he has got in hand to start a new business. As soon as he decides anything he will let IOM know about it.

*"Security is the general problem of all Afghans, especially, in southern areas of Afghanistan. I am happy that I returned to my country through IOM's orderly and managed programme, but the fact that I had to leave was very unpleasant for me."*



Mr. K is a tradesman by profession who used to work in the textile business before emigrating. Upon his return from the UK in April 2006, he approached the IOM office in Kabul to enquire about the kind of assistance he could get and finally opted to restart his former business. Since he was living in Khost province, one of the high

### Afghanistan, Northern Regions Animal Husbandry

Mr. K belongs to the nomadic Kuchi Tribe. Upon his arrival, he had around five counselling sessions with IOM until he decided to start animal husbandry.

He used IOM's assistance to purchase a tent and some animals. Mr. K is a father of a daughter and a son and he wants them to live in cities rather than living a nomadic life, although he is a much respected member of his tribe. He has a deep interest in education which he only managed to continue until fourth grade in Northern Afghanistan and he plans to join an educational centre once he gets the opportunity.



### Afghanistan, South Eastern Regions Animal Husbandry

Mr. W belongs to a Kuchi tribe, whose traditional activity is animal husbandry producing and selling dairy products, wool and meat in the market. Upon arrival in September 2006, he started looking for his family. Once he tracked down his tribe, he established contact with IOM and requested to buy some sheep and cows for his business.

Since he has experience in this sector he is confident he will be able to develop his business and employ his nephews. He is now supporting his parents and his wife and is happy to be back home. *"I have received a good amount of assistance from IOM in the UK and in Afghanistan with which I managed to build a life and get a good reputation among my tribe."* He says he is grateful to IOM for its wonderful support and the



promises that were fulfilled upon his return. Mr. W is currently moving from one place to another but he plans to expand his business as soon as he finds a good location.

### Afghanistan, Maidan Wardak Province Fuel station

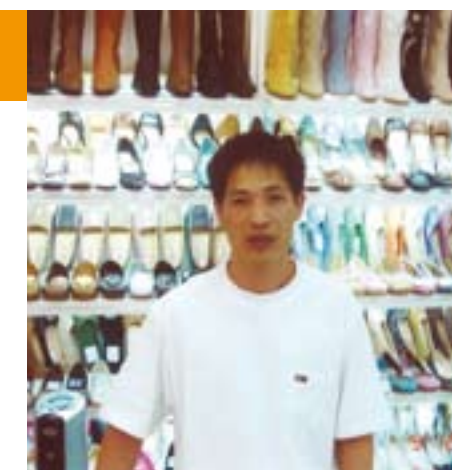
Mr. J returned from the UK to Afghanistan in July 2005. He is an educated man with two years' working experience in the Photography business. Upon his return, he approached IOM for assistance and soon decided to re-start his former business in his birth place in the Maidan Wardak Province. This was not an easy task for him as he had to find a good business location and his idea was not supported by the elders and the religious scholars of the village. Despite this opposition, Mr. J managed to start his photography



shop with IOM's assistance in August 2005. Unfortunately, he had to stop his activities at the beginning of 2006 due to a lack of customers. In June 2006, Mr. J revised his business idea, met a fuel station owner and asked to be employed in his business. He was required to invest 2000 US dollars through buying a digital fuel pump in exchange of 25% of the monthly net profit. Mr. J decided to go ahead with this business partnership. During a visit in November 2006, he thanked IOM *"at least I had IOM's support to help me do any business that I think is the best for me."*

### China, Fujian province Shoe shop

Mr. P stayed in the UK for more than six years. He returned to China in June 2006 with the help of IOM and was reunited with his wife, daughter and son. He did not have a job so he decided to move with his family to another city - Guangzhou, - more than 400 miles away. He borrowed some money from some friends and relatives and with his own savings managed to gather 13000 Chinese yuan (16,000 US dollars) to open a shoe shop. Initially, he did not have enough capital so he had to buy relatively few shoes at a high cost. After IOM helped him in November 2006, he was in a position to buy more shoes for a cheaper price. He is now able to compete with other shops. He is making money out of this shoe shop and he is in a process of opening another shop in a nearby city.







### China, Shanghai General shop

Ms. Q returned to China in September 2006. She had previous experience working in shops and restaurant management as well as book keeping. IOM encouraged her to open a shop and advised her to consider running a franchise supermarket. She chose this option and enrolled in a course with the 24/7 franchise shop *Hao De Express*. With IOM's assistance and her own savings, she could pay for the course fee, which included one month training and one month internship. When she passed the training, she was offered a contract and IOM paid for her first contractual fee. She now manages her own shop in which she employs a few staff.



### India Grocery shop

Mr. P started a grocery shop in his own house. This is the only grocery shop in the locality managed by Mr. P himself and runs very well. The daily sales are about 2000 Indian rupees (45 US dollars) and on average he makes about 200 rupees profit per day, which represents a monthly income of 6000 rupees. Mr. P is very satisfied with his activity and the local community is also happy because they do not need to go to the distant market, but can get their daily requirements on their door step. Mr. P is thinking of expanding the business by adding a telephone booth and a Xerox machine to increase his daily income.



### India Ornament show room (sales, repair and resizing of jewellery)

Mr. S set up an ornament show room. He is selling jewellery and providing services such as sales and resizing of jewellery. Thanks to the assistance he received from IOM, his shop is equipped with a weighing machine, a strong safe locker and appropriate hand tools. He employs a qualified goldsmith for repair and resizing of the ornaments. He is earning 200 Indian rupees from the sale of ornaments and 250 rupees out of the repair and resizing of old ornaments. After deducting various running costs like electricity and wages, he manages to earn a profit of 10,050 rupees (approximately 230 US dollars) per month. He is managing the business with the help of his wife and they are satisfied with the assistance they received from IOM.



### Iran, Tehran Car maintenance

Mr. D returned home in May 2004 after nearly four years in the UK. IOM assisted Mr. D with the purchase of car maintenance equipment to start a new business. He established his business in rented premises where he was changing the oil and doing the maintenance of vehicles. Following disagreements with the landlord, he decided to shift to his family's traditional business. He sold the equipment provided by IOM and joined his brother's construction activity. He is doing quite well in this second venture.



### Iran, Tehran Welding workshop

Mr. C returned to Iran in October 2003 after nearly two years in London. He did not apply for reintegration assistance before he left, but was able to do so when he arrived in Tehran. Before he migrated to the UK, he was a professional welder with more than fifteen years' experience. When he returned, his uncle offered him a position in his welding workshop so that he could use his professional skills. Mr. C was able to contribute to the business thanks to IOM who provided him with some welding equipment. His business is running successfully, and he can support the rest of his family.



### Iraq, Suleimaniyah Automobile tire trade

Mr. A returned with IOM assistance in May 2006. He was still attending secondary school when he left for the UK. After some considerations and discussions with his family, he decided to start at the bottom of the ladder and work with a skilled professional. With IOM's financial assistance, he entered into a partnership with one of his relatives who is an automobile tire dealer. They sell various types of automobile tire with best grade of quality from the top manufacturers from Japan, Thailand, China and Indonesia.



### Iraq, Sheep Breeding

Mr. D returned with IOM assistance in March 2006. Before he travelled to the UK, he left school in 1997 and helped his father breed sheep. Upon his return to Kurdistan he decided to resume his previous job. He is working in his village since it is an ideal location to raise sheep for meat production. He buys lambs, breeds and sells them either directly to his cliental or to the live animal market. He believes that with this business he can play a great role in promoting the agricultural infrastructure of his country.



### Iraq, Suleimaniyah Butcher's

Mr. F left school in 1994 because he was not very interested in studying. He then started to work as a shop assistant in a butcher's shop. When he returned with IOM in March 2006, Mr. F decided to resume his previous job. He is already renting a shop for that purpose and obtained the business license to enable him work as a butcher.







### Mongolia, Ulan-Batar General shop

Mr. O decided to return to Mongolia with IOM in May 2006 after he heard about the programme from a friend. Before returning he had already the idea of opening an off-license general shop. Upon his return, he signed a one-year franchise contract with *City Shop*, a chain of small general stores with more than 90 shops in

Mongolia. IOM assisted him to buy the basic equipment such as refrigerator, heating system, basic furniture and the initial stock. Since it is an off-licence shop, Mr. O has to work long hours and employs one member of staff. With more than 2200 families living in the shop's surroundings, Mr. O feels that there is a good potential.



### Nepal, Kaski District Hotel and Restaurant

Mr. T returned to Nepal in May 2006 with the help of IOM. Mr. T had previously trained in food preparation and control at the Hotel Management and Tourism Training Centre in Kathmandu where he obtained a foundation certificate in food hygiene. He also had the experience of working in a three star hotel in London. Upon his return, he decided to restart his own hotel and restaurant which is located in the base camp of mount Annapurna, a very popular trekking place in Nepal. He requested IOM's assistance to buy

the restaurant's equipment and some furniture in October 2006. With ten bedrooms, Mr. T's hotel and restaurant potentially offers employment for eight people, including two people in the kitchen, three in the restaurant, two for housekeeping and an accountant.

### Pakistan, Islamabad Electrical goods store

Mr. A spent three and half years in London. He said that he faced no problems during the reintegration process after he returned in May 2006. He quickly found an electrical goods shop whose owner was eager to sell. He did not want to waste any time and bought it with his own savings and then used the reintegration grant to purchase stock and merchandise. The business is doing very well as it compliments the current construction boom in the area. Mr. A says it has exceeded his expectations. By the end of next year, he hopes to expand thanks to a partnership with a cousin who is a wholesale supplier. Another cousin, who was previously unemployed also works at the store. He has invested in a community savings scheme and plans to use the funds to increase his stock selection. He is happy to be reunited with his family whom he now supports. During a visit, he praised IOM for the assistance provided and said that *"the IOM staff was very cooperative. I had no problems of any sort."*



### Pakistan, Lahore Sewing centre

When she returned in December 2005 after five years in the UK, Mrs. N realized the need for a sewing centre in her locality. In February 2006, she purchased sewing machines with her reintegration grant. Whilst the business seemed to get off to a good start, she was not really able to set-up a proper sewing centre. The first obstacle was the size of her house, which proved to be too small for such a business. In addition, she faced some health problems. With the business not producing the desired results, she is planning to sell off all the machines and open a maternity centre. She now realises the value of proper market research and study prior to starting any business activity, but is grateful for the support and advice she got from IOM.



*"I could have made a better choice but IOM's support and encouragement did give me a lot of confidence in starting and managing my own business."*



### Pakistan, Chenab Nagar Crockery shop

Mr. A's family had a crockery business running in his home town even when he was in the UK. When he returned to Chenab Nagar in July 2006 he returned to this activity and invested the IOM reintegration assistance in expanding the family business. Since the business was already established, there was no necessity for any market research to identify a business activity. He occupies a big shop in a relatively small town and is extremely optimistic about the successful expansion of the business.

*"The financial assistance provided gave me huge confidence upon my return. With the country already struggling with arranging jobs for young people I was able to get enough money through IOM to expand our family's running business. It's tremendous!"*

### Sri Lanka, Ratmala, Colombo Garment Factory

After her return home in January 2005, she found part-time employment in a shop. She was initially assisted from March 2005 to support her children's education. Her son is now employed but she still has to support her daughter who is studying in India.

With IOM's support and her own savings, she started a small garment business. She employs at least three people in the workshop. She would like to expand her business

to increase her income but she is finding it difficult to get regular orders and often struggles to find the money to buy the material. Her workshop is too small since it is set up in her private residence. To be more profitable, she would need to buy additional equipment, such as a single needle machine, a padlock machine and a bottle iron. To get additional income, she works at a furnishing house in the evenings and rents out part of her house.







### Sri Lanka, Batticaloa

#### Fishing and transport

When Mr. S returned to Sri Lanka in May 2004 he started a fishing business. He used his personal savings, a bank loan and IOM's reintegration assistance to purchase a fishing boat and lorry. At the beginning he encountered some rivalries from his competitors but he now has a good place in the open market. He hopes to increase his income by expanding his work force and by purchasing another vehicle for hiring purposes. Although the present conflict situation is setting back the achievement of some of his goals, Mr. S is very enthusiastic with his project and feels that the assistance of IOM has been beneficial. He is very happy to be reunited with his family.

### Sri Lanka, Batticaloa

#### Pharmaceutical Distribution

Mr. P, 35 years old, returned to Sri Lanka in September 2005. He developed a pharmaceutical distribution business in the Batticaloa district. With nearly eleven years experience in this sector, he is very knowledgeable and commercially aware. He has recently been given the opportunity to cover an additional area in Kalmunai and is constantly looking for more clients. He feels very proud of this achievement. He also owns a store in Kallady, three kilometres away from Batticaloa town. He enjoys working round the clock and employs four people. He feels that if he could own a pharmacy, he would make more profit out of the daily sales and develop his management skill.

He now earns more than he did in the UK, and he is at the same time happy to be with his family in his native place. He says that it is a 'blessing' that IOM provided timely assistance to improve his standard of living *"if not for IOM, I would not have achieved this goal."*



### Sri Lanka, Ampara

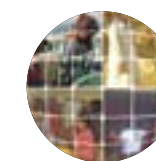
#### Tractor for paddy farming

work at the moment, and good earning opportunities in the construction sector. Many NGOs are currently involved in permanent house construction and infrastructure development and there is a high demand for tractors to provide transportation of construction materials i.e. sand, gravel, brick, cement and cement blocks. Mr. F's tractor also offers transport services on a leasing basis for a contractor to transport gravel to a local hospital. He employs a driver whom he pays 11,000 Sri Lankan rupees (100 US dollars) per month and he earns an average of 25,000 Sri Lankan rupees per month. He also has plans to use his tractor for ploughing his own farming land and perhaps to start a hardware shop.

*"I feel very happy that I am owner of a tractor. I would say my thanks on behalf of my family to IOM who provided assistance to initiate a business and give me self-confidence to run a business."*



Immediately after his return from the UK in July 2006, Mr. F did not have much initiative or any idea on how to get involved in any enterprise. IOM encouraged him to think differently and he finally decided to invest in a tractor for paddy farming. Although he is still facing some delays in getting the tractor registration documents, his business is running effectively but not according to the original plan outlined in the business proposal. He decided to give up using his tractor for farming due to low price for paddy field



### Sri Lanka, Ampara

#### Rice wholesaler

Originally, Mr. S thought about starting a textile business. After arriving in his home town in February 2006, he found that there were more opportunities for trading rice. He benefited from IOM and his relatives' financial assistance and opened a shop in March 2006. He is currently employing two people, whom he pays 8,000 Sri Lankan rupees (75 US dollars) monthly, to assist him and deliver the orders to the customers by three-wheeler and motorcycle. There is quite a lot of competition, and it is difficult to find and keep the

customers over a long period of time. Many customers want to buy on credit but sometimes disappear afterwards. He also has to find a better location for a bigger turnover and more appropriate storage facilities to avoid the rice stock from being attacked by rice weevil and fungus. Ideally, he would like to lease a vehicle to be able to improve the distribution, avoid delays and the risk of damaging the rice bags and distribute to more distant locations. He feels happy with IOM's assistance and said that *"as promised they have*



*given me a good opportunity to start a business and I am really very happy to be with my family and running this business. And I would say that for anyone returning through IOM like me, this is a golden opportunity."* He got married recently and is enjoying his new life and business.

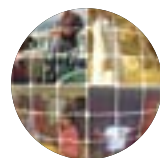
### Vietnam, Hai Phong

#### Wholesale and retail of plastic household products

Mr. M returned to Vietnam in early 2005. With IOM's assistance, he decided to open a stall selling plastic household products outside his house. His house is located in a small and quiet street and it did not attract enough customers. As a consequence, he could not generate enough income to cover the needs of his family. As a shareholder he joined the business of a relative who wholesales and retails various plastic products and construction materials. Now, Mr. M works for the People's Committee of his residence ward as a member of staff of the housing and construction division. The new job brings a good monthly salary and other benefits as well as new relationships. He is not involved in the direct daily management of the business any more but still gets some of the benefit as a shareholder. *"I would like to thank IOM for assistance."*







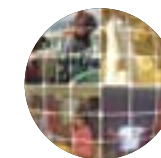
### Colombia, Bogota

University course, farming and cosmetic sales



Mrs. R returned to Bogotá in July 2004 with her husband and two children. They requested that IOM's reintegration assistance pay for the university fees for their daughter, studying psychology and for their son, studying veterinary science, for an entire year. It has been financially difficult ever since, but they both managed to obtain small student loans to cover the university fees and are able to continue their courses.

Mr. R could not find a job and he finally decided to work on his farm whilst the rest of the family stayed in Bogotá with Mrs. R's parents, which is not a viable option in the long term. The agro market in Colombia is not going well so Mr. R had to change the crops that he cultivates and it is an ongoing struggle to make a living out of this activity. Mrs. R took a job as a salesperson for an international company manufacturing beauty products. As of today, the family does not have a stable income and would consider leaving the country again to search for better opportunities abroad..



### Bolivia, Santa Cruz

Veterinary services

Mr. A returned to Bolivia in May 2006. The decision to return was difficult to make but he realised that they were not many opportunities for him in the UK. Before he left for the UK, he used to work as a Vet. Upon his return, he decided to resume his former part time job in a vet surgery in Santa Cruz. He also runs his own business providing veterinary services to farmers in the area. Easy transportation is essential to his work because of the big

distances between the farms. With the help of IOM, he was able to purchase a car, which is making a huge difference allowing him to cover a wider area. Every week, he drives to Argentina to buy the medicines he cannot find in Bolivia.

This enables him to get more contracts from local farmers and his activity is now more prosperous than before he left for the UK. He rents his own flat and is happy to be home.

### Colombia, Armenia

Roast Chicken fast-food

Mr. V is 60 years old and started a new life ten months ago. He worked very hard in restaurants, food places and butcheries. *"I became a chef and I knew how to prepare dishes from all over the world."* He applied for asylum in the UK, but when this was rejected he decided to return to Colombia with IOM. When he

returned to his home city of Armenia in the west-centre of Colombia, he took advantage of the reintegration assistance to open a restaurant where he could use the skills acquired in London. Despite his age, Mr. V has put all his energy in the running of his restaurant. Unfortunately, the business did not provide the expected results.



He eventually had to sell it and invested in a fast food establishment that he is still running today.

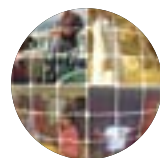


### Colombia, Cundinamarca District

Taxi

Mr. M family returned to live in the Cundinamarca District an hour from Bogotá to live with relatives whilst their reintegration project was being sorted out. The family put their entire IOM reintegration assistance together and acquired a taxi. However, he soon realised that the city had changed while they were in the UK and it was hard for him to find his way around the city. He hired a driver who is now driving full time and has to pay him a set amount every day, which maintains a regular income for the family. Mr. M is currently trying to find a full time job. The family hopes to save enough money to buy a house by the end of this year. The children are going to school and although it was particularly difficult for them to return because they lived in the UK since they were young, the family is happy to be back.





### Colombia, Bogota Pharmacy

Mr. M returned to Colombia with IOM. Upon his return, he set up an Internet café with the reintegration assistance as a relative had advised him that it was a profitable business. Unfortunately Mr. M did not have any experience in this type of business and after a year he sold the business, took a bank loan to increase his capital and invested the money in a pharmacy. He took a short medical course with the Red Cross that has now finished. However the pharmacy is not profitable since he did not have the money to buy enough initial stock.

He needed to have a stable income so he got a full time job as a sales assistant in a medical equipment company but keeps the pharmacy as an additional income source where he employs a full time member of staff. Although it is difficult, he is happy to be back to Colombia.



### Ecuador, Machachi Truck transportation and restaurant

Mr. and Mrs. C returned to Ecuador with their son in 2004. Mr. C decided to start his life back in Ecuador by selling pneumatic tires in Machachi. However, after a lot of effort the business did not succeed as planned. The family decided to opt for a bank loan and to use some of the money from the tires' sales. They bought a truck for goods transportation. The income generated by this new activity helped them set up a restaurant. The couple is currently managing these two businesses. According to them, the only way to succeed is to work hard and to invest the money in different activities.

*"If one business doesn't work properly, another will."*



### Ecuador, Quito Internet Centre

After more than six years in the UK, Mr. C decided to return to Ecuador through the VARRP in March 2006 following his brother's experience who had returned in 2004 and who set up an internet service centre with IOM's Reintegration Assistance. After consulting with his family, Mr. C estimated that working in the family business was the only way to find a job at 63. To expand the existing business, he bought some additional IT equipment and followed a training course provided by his brother on how to run the computer centre. Currently the two brothers are thinking about increasing the activities at the Internet Centre by offering video filming, and long-distance calls among other services. *"I'm very grateful to IOM because they provide an assistance that no other institution does."*



### Ecuador, Riobamba Fast-food cart

Mr. C returned to Ecuador in May 2005. He worked out that a mobile fast food cart was a good idea to begin a reintegration activity in Riobamba. Unfortunately, just after Mr. C bought his cart with his reintegration assistance in 2005, the Municipality prohibited this type of business in the streets of the city. However, this big obstacle did not affect the courage of Mr. C's family and they started to operate the business from the garage of a relative's home, with the necessary legal authorisation. This is their only income and even though their economic situation is difficult, Mr. C does not consider leaving his family again *"I am very grateful for this assistance that let us to subsist, we are conscious that we will not own a fortune but at least we can have an income."*

### Ecuador, Laracunga Food store

Mr. E decided to return to Ecuador in October 2004 after five years in the UK so that he could be reunited with his family. He invested his reintegration assistance to improve the family's food store that he had set up in Latacunga several years before he left Ecuador. Even though it is difficult to increase the income as the family does not own the shop premises, Mr. E works hard with his wife and his daughter in order to pay the rent and cover their daily needs.

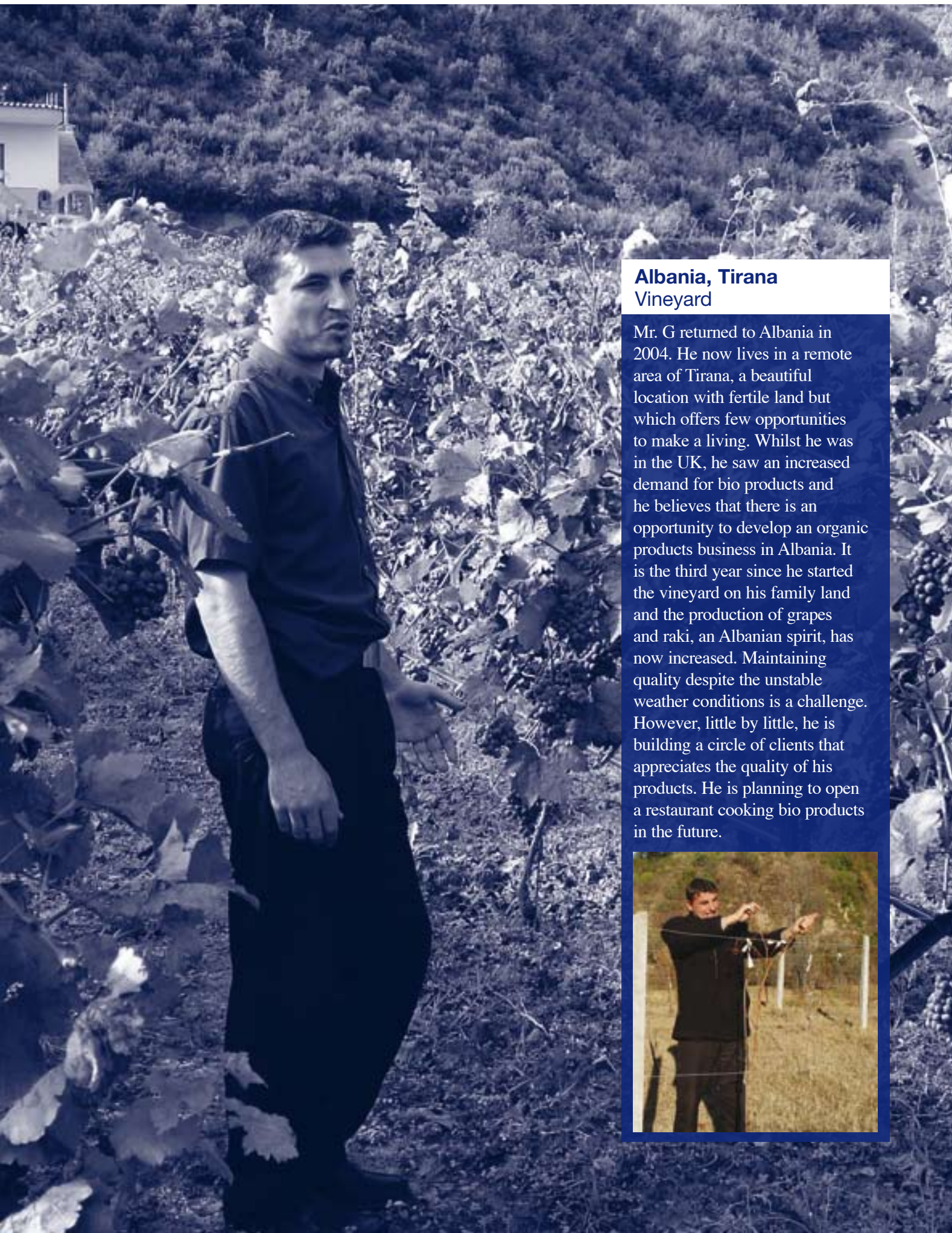
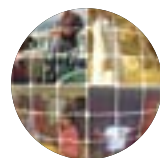


### Jamaica, Kingston Clothing Business

After spending nearly five years in England with no real means of supporting herself or her children, Ms. G was ready for a change. She left Jamaica due to the violence in her community and though she feared returning would be too much for her to handle, she decided to give Jamaica a second chance after speaking with staff from IOM London. Although she has returned to the same community she fled in 2001, she is now able to see a way out. Through assistance from IOM, Ms. G travels to various markets in Jamaica where she sells different items of clothing. She also provides taxi services in St. Catherine and is positive that these two income generating ventures will provide her with the means to move to a more stable community where she will be comfortable raising her children. *"IOM has made my dreams possible"* says Ms. G.







### Albania, Tirana Vineyard

Mr. G returned to Albania in 2004. He now lives in a remote area of Tirana, a beautiful location with fertile land but which offers few opportunities to make a living. Whilst he was in the UK, he saw an increased demand for bio products and he believes that there is an opportunity to develop an organic products business in Albania. It is the third year since he started the vineyard on his family land and the production of grapes and raki, an Albanian spirit, has now increased. Maintaining quality despite the unstable weather conditions is a challenge. However, little by little, he is building a circle of clients that appreciates the quality of his products. He is planning to open a restaurant cooking bio products in the future.



### Albania, Durrs Internet café and restaurant

*"I returned in July 2006 and visited IOM's office in Tirana straight away to talk about the opportunities of reintegration. In the UK, I was always thinking of having my own business and I decided to take advantage of my reintegration assistance to open an internet café. My parents own some commercial premises in Durres but the place was awful. Nobody wanted to rent it even though it is in a good location. I decided to use IOM's reintegration assistance to buy some computers for the internet café. I couldn't afford proper furniture so I purchased some raw material for the bar with my own savings. I found a carpenter and gave him instructions on how to arrange everything. It was tiring but three times cheaper! As of February 2007, I haven't started to earn any money yet. A few clients are coming but I do not charge them. I first want to let people know about my place."*



*I don't miss my life in the UK. I was 17 years old when I went and studied there. But now I am convinced I'm doing the right thing here. This is only the start and I will work hard to have a big business. My father was pushing me to come back, and now that I am here my family is very happy and is strongly supporting me in what I'm doing."*

### Albania, Shkoder Car wash business

Mr. P returned to Shkoder with IOM in February 2006. He already knew about IOM because one of his cousins had previously been assisted. He did not contact the office immediately after his return since he got married. Later on, he approached IOM with the idea of setting up a car wash business and was provided with help in buying professional equipment such as a vacuum cleaner, a wash pump and a vacuum pump. He is now employing one person and the business is going well. Mr. P is happy with his activity and with the assistance he received though he felt that the grant was quite limited to set up a business.



### Albania, Vlora Waiter

in his village. Hope for the Future, an Albanian organisation (a partner to IOM for reintegration activities), helped him find his way in the employment market. Mr. S decided that he wanted to find a job in the city as life in his village was very tough. Hope for the Future conducted a market assessment in Vlora to find which employment activity could best match Mr. S's abilities. He had no formal professional skills and the low skilled jobs that he could get were badly paid. Finally, he got a job as a worker in a grocery shop. IOM agreed

to supplement his salary for a period of 12 months so that he could afford the cost of living in the city.

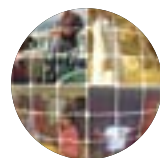
However, after a year his salary was too low to cover his basic needs and had to find something else. He is now working in a bar on the beach as a waiter and as the bar owner's assistant. Despite all the ups and downs, he is happy with what he is doing and he hopes that his situation will gradually improve as he feels that the economy of Albania is developing and that tourism has a future.



Mr. S returned from London in August 2005 after he learnt that IOM could assist with his return and reintegration.

He decided to return to Albania hoping to see a change in the economic situation. He started to look for a job but it was impossible to find anything





### Albania, Shkoder Farming

Ms. P returned to Shkoder at the end of May 2006 with her two children. Ms. P contacted the IOM office soon after her return to discuss her reintegration assistance. With her two young children, it would be difficult for her to work so she decided to invest her reintegration assistance in the family farm and IOM purchased four cows. Ms. P is happy to be back in Albania with her family and she is not thinking of re-migrating.



### Armenia Farming



*"I am 30 years old and I am an economist by profession but never worked in this field. After three and a half years I realised that London was not for me. In spite of the good relationship I had with people and the city's open society, I felt like an alien there. I learned about IOM and applied for assistance to return home."*

*IOM London assisted me to travel home and set up my small business in my village. Now I am home with my family, I have a small farm with four female pigs a male pig, three cows and a bull. I have good prospects to develop my business in the future. I got married and I am happy to live and work in my country."*

### Georgia, Tbilisi General shop



Mr. and Mrs. E returned to Georgia with their two children in October 2005. They already had some work experience in trade and upon their return decided to expand one of their relatives' general and grocery shops which had already been functioning for twelve years. IOM assisted them to purchase various goods and equipment such as a refrigerator, a cash register, scales, a computer and a vacuum cleaner. The business has expanded since, benefiting from the fact that there is no other shop close-by. Three new jobs have been created and the family is making an average profit of 7000 to 8000 Georgian lari (3970-4530 US dollars) per month despite facing major electricity disruption. IOM was also able to help Mr. and Mrs. E's family after their house completely burned down when a fire spread from their neighbour's house. With the remaining balance of their grant assistance, IOM agreed to assist them with their rent for three months.

### Georgia, Tbilisi area Oil transportation

In March 2006, Mr. S and Mr. C returned to their homeland with IOM after two and a half years in the UK. They live in the same village near the capital. After their return, they decided to set up a business in partnership and received IOM's assistance in May 2006 to purchase a tank-truck for oil and diesel transportation. Currently, their monthly income is 400-450 Georgian lari (230-255 US dollars). The business was doing better during the first months of operation but then petrol stations bought their own tank-trucks which had more capacity thus leading to more competition. Mr. S and Mr. C are thinking of selling the tank-truck to buy a dump-truck instead and use it for various construction firms. Due to the increase activity in the construction business in Tbilisi there is hope that the dump-truck will work well and bring much more income than the tank-truck.



### Kosovo, Prishtina On the Job Training in a construction company



Ms. L returned to Kosovo in July 2005 after six years in the UK. In April 2006, she was offered a work placement with the possibility of extension in a construction company based in Prishtina. The company is successful with ongoing contracts with foreign donor agencies and employs up to 300 staff. She worked as an administrator and an assistant manager and made use of her knowledge of English acquired during her time in the UK. During the first six months of her contract, IOM contributed towards part of her salary. However, in October, she left this company and has since found another job.

### Kosovo, Peja Sandwich Bar



Mr. A returned to Kosovo in August 2005. Mr. A had extensive experience in the catering business in Kosovo before he left and worked as a waiter in the UK. Upon return, he opened a sandwich bar in his home town. He already owned the premises and in March 2006, IOM assisted him with the purchase of two new refrigerators.

This activity created regular employment for him and his brother, as well as for three other staff members in an area where there is a high unemployment rate. The business is running very well and generating a stable income. Mr. A can support his family and enjoy a good social standing within his community.





### Kosovo, Glogovac Agriculture

Mr. H returned to his home village with IOM in December 2005. Before he went to the UK, Mr. H was working on the family farm. His brother continued to run the business during his absence. Upon his return, Mr. H decided to expand the offer of mowing services to the residents of his village and the surroundings. Since there is only one mowing machine in his area and the mowing of the fields is only part of the work that is needed, he identified the need for additional equipment. Thanks to IOM's assistance, Mr. H invested in a swathing machine, which allows him to cover an area of around 700 hectares over the summer and to provide a full service to his clients. Additionally, Mr. H bought a second tractor to operate more efficiently and to offer a good quality service. He is happy to live in Kosovo with his wife and three children.



### Kosovo, Peja On the job training and employment in a trade shop

Mr. K returned with IOM to his home town in March 2004. He did not have any specific professional skills or experience in sales, but he was able to benefit from a practical on-the-job training in a trade shop for six months, starting in February 2005. IOM supported this initiative by subsidizing the Mr. K's salary during the whole training period. The owner of the shop located in the centre of town started this successful business in April 2004 and he needed a shop assistant. At the end of the training period, Mr. K was offered a permanent position, which is now providing him with a regular and sustainable source of income.



### Macedonia, Prilep Photoshop business

Mr. J returned in January 2006 with his family to his home town in Macedonia. Mr. J and his family established a small Photoshop business with IOM's assistance. The assistance was geared towards the rent of a shop and purchase of the necessary technical equipment. Although it took a long while before Mr. J could purchase the specific Photoshop Nikon equipment he needed, Mr. J said that he had no difficulties in the process of reintegration and business set up, which is running since June 2006.



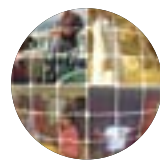
### Ukraine, Rivne Badge production

Mr. K is Armenian and his wife is from Ukraine. They decided to return to Mrs. K's home country in September 2005 after seeing an advert in a newspaper about the programme. Upon return, Mr. K needed to start from the beginning. He had previous experience in printing material production and followed a course on badge production. He started a badge and pennant production business in January 2006. With the assistance of IOM, he was able to purchase the necessary equipment. Unfortunately Mrs. K cannot work in the business since she needs regular treatment in hospital. Mr. K designs the pictures for the badges on a computer in his flat and he has re-equipped the garage for pennant production.

Mr. K has had several big successful orders so far, in particular from the Rivne zoo and the museum. These were one-off orders, and his goal is to get more clients with regular orders to bring stability. Most of his customers are based in Rivne, but Mr. K would like to find more clients in other cities. In the future, he is planning to increase the range of goods such as postcards, T-shirts with logos for which he will have to buy special equipment. He also decided to attract schools administration and students and has prepared some sample of badges for graduating students with photos of school and years of studying. For that purpose, he already held several meetings with school headmasters.







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