



MAIDUGURI, NIGERIA
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This AAP Newsletter is a consolidation of updates and initiatives that support the implementation of the IOM AAP Framework. The Newsletter is published biannually.

HIGHLIGHTS

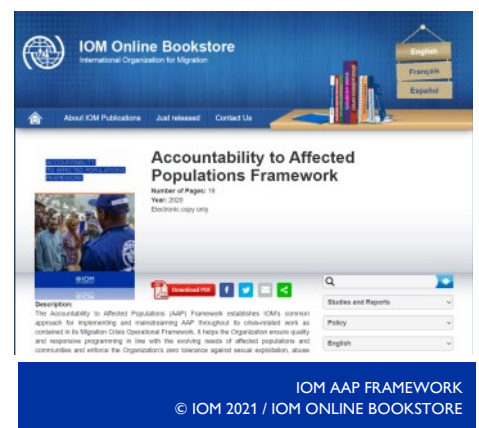
The 2nd Newsletter highlights the key priorities and accomplishments from June 2021 to the end of year 2021.

- *The AAP Framework became mandatory instruction, page 1.*
- *Updates on AAP sensitization and capacity strengthening strategy, page 2.*
- *Members of the AAP community of practice showcase their good practices on AAP implementation across missions, featuring in this edition: IOM Bangladesh and IOM Bosnia and Herzegovina, page 3.*
- *Updates to the AAP knowledge management platform on resource mobilization, discover new tools and guidance, page 4.*
- *Looking forwards in 2022, page 5.*
- *Meet some of IOM's AAP Champions, page 6.*

AAP FRAMEWORK AND POLICY

The AAP Framework IN/285 establishes IOM's common approach for implementing and mainstreaming AAP throughout its crisis-related work.

The [AAP Framework](#) available in the IOM Online Bookstore helps ensure quality and responsive programming in line with the evolving needs of beneficiaries, affected populations and communities and enforce the Organization's zero tolerance against sexual exploitation and abuse and other misconduct.



In the latter half of 2021, the AAP Framework was shared again by Staff Advisory, this time as an internal policy and mandatory instruction. [IN/285](#) is now available in the IOM Intranet.

The Framework is also available in the IOM Publications Platform now in [French](#), [Arabic](#), and [Spanish](#).



STRENGTHENING CAPACITY ON AAP

AAP launched a basic self-paced online training certification course hosted in the ILearn platform. Since its launch in March 2021, a total of 1,341 staff have completed the training and an additional 679 have commenced the training. This is IOM's most popular training curriculum according to the Staff Development and Learning September 2021 report. The training is mandatory for all DOE staff .

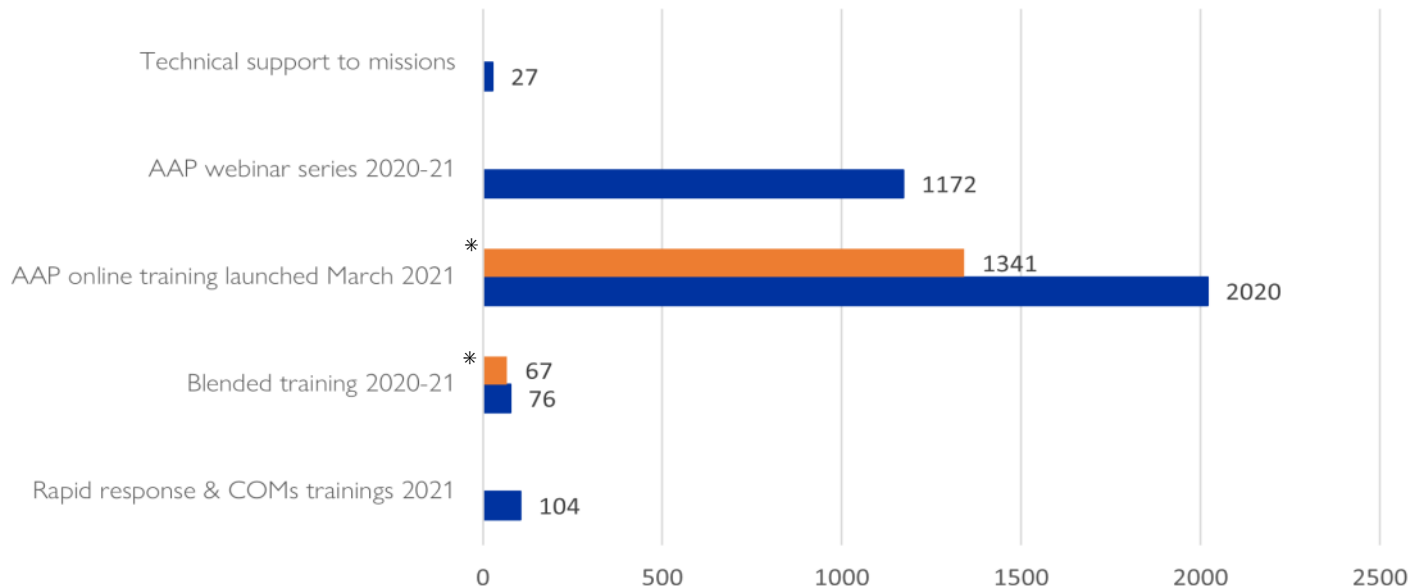
Take the [Basic Online AAP Training](#) now.

For Interns and consultants, the training is also available on the [E-Campus platform](#) using the enrollment code [IOM-AAP-2021](#).

AAP REACH IN IOM

Throughout 2021, the AAP unit has continued proactive sensitization on AAP throughout the Organization, providing mission technical support, continuing with the webinar series and capacity building. In the chart below capacity building is divided into the different training modalities:

- AAP Basic Online Training (self-paced),
- AAP Blended Training,
- Rapid Response Training (on request),
- And ***NEW*** Senior Managers Training: In the second half of 2021, AAP piloted its first Senior Managers training, in coordination with the Regional Offices of San Jose and Buenos Aires, participated in by 10 Chiefs of Mission and Deputy COMs.



* For trainings, blue indicates number of staff reached and orange indicates number of staff that completed all aspects of the training.

AAP SENIOR MANAGERS TRAINING FEEDBACK

“I found it important and interesting. Active participation seemed useful to me. Some activities would be easier in a face-to-face training. For example, one could take advantage of meetings of heads of mission and reserve an hour on AAP. I had the opportunity to discuss this issue at the mission and with our partners about the implementation of AAP in Uruguay.”

~ Tanja Pacifico, Chief of Mission, IOM Uruguay



AAP MAINSTREAMING IN MISSIONS

Throughout IOM, country missions and regional offices are developing best practices and sharing their experiences through the AAP community of practice. Learn more about what's happening in some IOM missions and programmes to deliver quality, inclusive, and accountable assistance:

[BOSNIA AND HERZEGOVINA Data and Resources | Bosnia and Herzegovina \(acsitefactory.com\)](#)

In Bosnia and Herzegovina, weekly Councils meetings and complaints and feedback meetings directly contribute to the continued improvement of assistance in temporary reception centres (TRC). Examples include the establishing of prayer rooms and facilities for cultural, sports and educational activities, adapting food to cultural practices, improving service availability based on expressed needs, particularly of children, women and persons with disabilities, involving beneficiaries in decision-making processes, and supporting their leadership in the organization of various activities in the centres.



Humanitarian Development Peace Nexus (HDPN): [2 pager](#) produced with HDPN unit, to highlight the importance of people-centered approach in HDPN.

Disability Inclusion: [Participation of persons with disabilities guidance](#).

Regional Response for Venezuelans: Integration of AAP PSEA GUIDANCE in the [Regional Refugee and Migrant Response Plan](#).

Ethiopia: [Minimum requirements](#) for AAP. [More examples](#).

Resettlement and Movement Management: The Mainstreaming AAP and Protection (MAAP) project continues to contextualize IOM's AAP principles within RMM work. To learn more access the [RMM portal](#).

For more examples and tools, please visit the [AAP SharePoint](#) (internal).

IOM BANGLADESH

In Cox's Bazar, 30 feedback and information centres are managed by field staff who receive feedback on the quality and status of camp services. This feedback is followed up for action, daily by IOM and its partners and includes tasks such as repairing WASH and Shelter facilities, and rationalizing space for site development and planning. Community feedback highlighted psychosocial counselling as very important during the COVID-19 lockdown, leading to phone counselling. IOM participates, through its Needs and Population Monitoring presence in the yearly Joint-Multi Sector Assessment to provide an evidence-based, household-level multi-sectoral needs assessment that guides the rationale for humanitarian intervention in Cox's Bazar. IOM has developed a centralized multisectoral information management system called the Common Feedback Platform (CFP), that is now adopted as the main CFM of the Rohingya crisis response by the inter-sector working group. This system is being expanded to all camps and adopted by all site management agencies to record the complaints from refugees, follow up with service providers, and provide feedback.



RESOURCE MOBILISATION PAGE IN THE AAP ONE-STOP SHOP

The [AAP One-Stop Shop](#) was developed in early 2020 and launched as the primary knowledge management platform. Stored in the SharePoint are the AAP framework and related internal policies, tools and guidance materials, communication products including [the AAP introductory video](#) with subtitles in 7 languages, best practices from missions and updates on trainings and events via the connected Yammer forum. AAP materials are also available in the [IOM Intranet pages](#), [Emergency Manual](#) and [external webpages](#).

A new page has been added on Resource Mobilisation to the AAP One-Stop Shop. This initiative has been instigated in line with increasing requests for support from missions, AAP focal points and practitioners, specifically on, donor funding requirements and human resources.

On the [Resource Mobilisation](#) page you will discover:

- Key terminology on funding AAP mainstreaming, institutional commitment to AAP, and donor expectations.
- Links to some emergency response donors and [donor materials](#) with AAP requirements for funding proposals.
- An [AAP funding checklist](#): a living tool containing a consolidation of key donor requirements and internal IOM policy to support AAP mainstreaming in IOM programming.
- [Sample and generic TORs](#) for AAP Specialist deployment and information on rapid response deployment (coming soon: AAP in the DOE Roster).

COLLABORATIVE EFFORTS ON COMPLAINTS AND FEEDBACK MECHANISMS

In the final quarter of 2021, DOE AAP put out requests for expressions of interest to participate in a technical working group. The purpose of the technical working group is to consolidate and standardise processes and guidance in implementing Complaints and Feedback Mechanism. Specifically, strengthening cross-divisional approaches to AAP commitment on Complaints and Feedback Mechanisms: *Establish diverse and contextually appropriate mechanisms that enable communities to provide feedback on programmes and submit complaints, and that activate appropriate processes and procedures to provide a timely response.*

This work builds on and mutually reinforces the existing robust AAP community of practice.



WHAT'S IN STORE FOR 2022?

Accountability to Affected Populations (AAP) has been part of the humanitarian reform agenda for decades. AAP is one of the four mandatory responsibilities of the Humanitarian Country Teams as endorsed by the Inter-Agency Standing Committee (IASC) Principals and is highlighted as one of the IASC Strategic Priorities for 2022-2023 and in the Grand Bargain 2.0 framework. Consequently, the imperative to institutionally demonstrate AAP in humanitarian responses and strengthen efforts toward collective accountability are expected to increase in the coming years.



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Do you have topics for discussion to suggest? Write to us at aap@iom.int.

Integrated Approach

Efforts to integrate AAP in the corporate compliance system and the Strategic Results Framework supporting the Internal Governance Framework are bound to continue throughout the year. Activities and cross-divisional engagements toward the integration of AAP in strategic planning, monitoring and evaluation, prevention of and response to sexual exploitation and abuse, staff inductions and performance evaluations as applicable, institutional trainings, and the explicit incorporation of

One of IOM's key priorities this year is organizational capacity strengthening including on AAP mainstreaming, with training and knowledge management as the key components.

- **TRAINING:** The AAP online course is mandatory for all DOE staff. The training is strongly recommended for all IOM staff, consultants and interns engaged in humanitarian programming. A Spanish version of the online course will soon be available in early 2022. The comprehensive AAP blended course for AAP practitioners and focal points will be rolled out this year in coordination with the regional offices. Training schedules will soon be available. Watch out for training announcements in the AAP Yammer group and emails to the AAP Community of Practice.
- **GUIDANCE AND TOOLS:** The development of up-to-date AAP tools and templates and the IOM consolidated guidance on complaints and feedback mechanism (CFM) is a continuing high priority to better assist IOM staff in mainstreaming AAP in programming. The consolidation of CFM tools is on-going effort through cross-divisional consultations and collaboration with AAP specialists and focal points from a few country missions among others. AAP webinars and awareness raising through the community of practice will continue to be implemented this year.

The global support for the implementation of the IOM AAP Framework made possible through the Migration Resource Allocation Committee (MIRAC) funding.

AAP CHAMPIONS CORNER

Over the years, IOM has championed the rights and dignity of the migrants, refugees, and communities we seek to serve and in ensuring a people-centered approach. Meet the IOMers that pushed our commitment on AAP forward in IOM missions around the world!



FRANTZ CELESTIN, CHIEF OF MISSION (IOM NIGERIA)

“IOM was created in 1951 with those affected by World War II at the center of its vision and constitution. Today, more than ever, our interventions and activities have to have a people centered approach that clearly show our accountability to the people we serve. With over 3 million persons displaced throughout Nigeria, IOM ensures that the voices of those affected are heard, their needs are addressed, and their agency are preserved. We show accountability to the people by working with them to see a horizon outside the tents and a life beyond humanitarian aid. We have to continue to improve the way we communicate with the affected people and listen to them in order to better serve them. We also ensure all our partners, who work with us to extend our humanitarian footprint, are responsible, ac-

countable, and have the necessary capacity to deliver in accordance with international standards/norms including on PSEAH. It is only then we can truly justify why we are here.”

KIMANI DESHIELDS-WILLIAMS, PROGRAMME SUPPORT OFFICER (IOM YEMEN)

I started working on AAP as a part of efforts to reinforce capacity on CFMs. However, after diving more into the subject, I started to really enjoy what AAP helps us do- remember that we are working with people, not targets, % achieved, or a registration number, but people who have opinions, thoughts, feelings and can often times tell us what they need if we just listen. AAP is a powerful tool that brings the human aspect back to our work, and something everyone can be a part of. I hope to continue promoting the mainstreaming of AAP in our programming, and most importantly working with colleagues to ensure the people we seek to assist are



OMAR RINCÓN , REGIONAL EMERGENCY AND POST CRISIS ADVISOR (REGIONAL OFFICE, BUENOS AIRES)

“It seems that AAP aspects are considered broadly, nevertheless I would suggest, IOM gets an specific plan to incorporate actions that consider the active commitment the organization has to accountability to affected population, (to use the power responsibly); there are several aspects to be considered in terms of participation, info-sharing and partner coordination. During the Basic Training on AAP, for Senior Management held in September last year, in the Latin America Region one of the challenges identified in the region was: How do we adapt AAP during the new way of working/during the pandemic. It provided a useful platform for the region to discuss and develop proactive solutions to this challenge in the region.”



JEANETTE CAMARILLO, SENIOR STRATEGY ADVISOR (RMM, IOM HQ)

RMM's resettlement and movement activities are often very technical, hands-on and far-reaching globally and at the core of that work are the beneficiaries we serve. The Accountability to Affected Populations Framework and the work RMM has done over the past 2 years through our Mainstreaming AAP and Protection (MAAP) project has resulted in the delivery of tools and in raising awareness around AAP. These efforts equip our staff to put policy into practice and ultimately, empowers them to support safe, dignified and orderly migration. Whether it's empowering management and staff through awareness raising around AAP, fostering engagement with beneficiaries through information sharing, or holding ourselves accountable through the creation of complaints and feedback mechanisms, RMM's efforts to mainstream AAP practices has and will remain one of our key priorities.

CONTACTS

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Contact us for feedback or if you have questions, would like to share good practices on AAP with the wider Organization or want to learn more about any of the information in this newsletter.

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