






Hygiene promotion activities for children, Wau, South Sudan © IOM 2019/ Olivia Headon

2019 was a year of growth and consolidation for WASH in IOM. The WASH team in headquarters was reinforced, expanding from one to three members, allowing the provision of better support to country teams. A Community of Practice (CoP) was formed, enabling IOM staff with a relevance in WASH programming to interact through the establishment of communication platforms and a digital repository.

With an emphasis in strengthening knowledge management, a **Monitoring, Evaluation and Learning global framework** was structured. Through this, a project design and monitoring tool was developed and shared to missions for testing during the first quarter of 2020 and **three Project Performance Reviews (PPR)** were conducted in Nigeria, Somalia and South Sudan WASH programmes. Most importantly, 2019 marked the release of the **IOM Global WASH Strategic Plan 2019 -2022**, a roadmap aimed to enable IOM to deliver high-quality and comprehensive WASH programming at scale.

Globally, IOM WASH activities supported consistently member states' efforts to improve WASH conditions of people in need in the different crises in which IOM has operations. During 2019, WASH activities were undertaken in 27 countries, providing relief to over 6,7 Million of people in need.

	2018	2019
	23 Countries of operations	27 Countries of operations
	5.6 M Estimated total individuals assisted	6.7M Estimated total individuals assisted
	69 M Total funding	83.6M Total funding

RESPONSE OVERVIEW

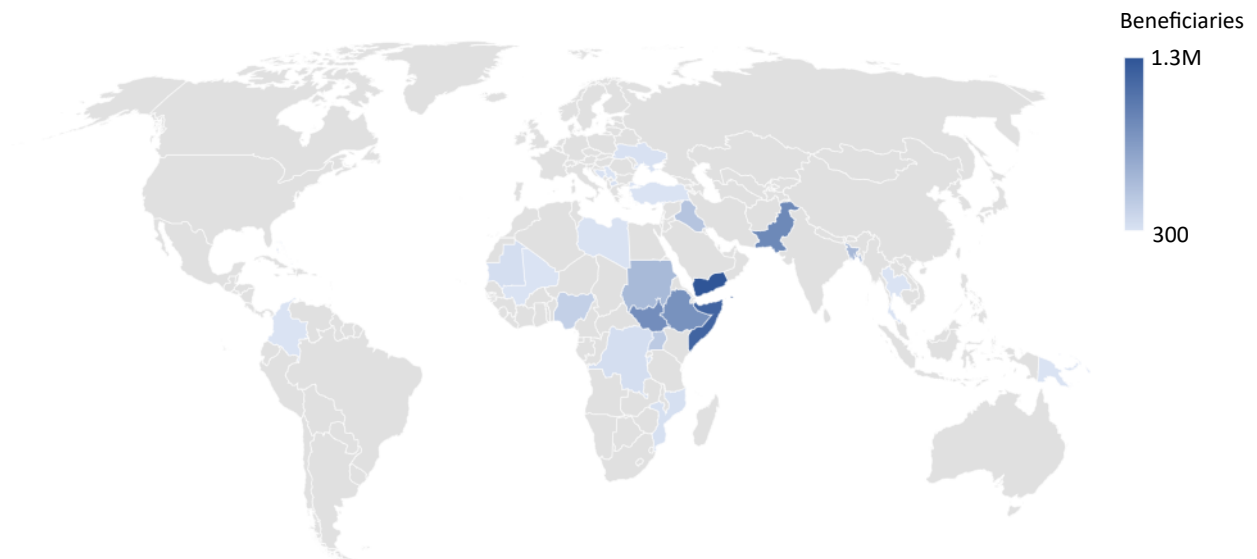
 **937K**
individuals assisted with access to latrines

 **2.8 M**
Individuals assisted with safe water

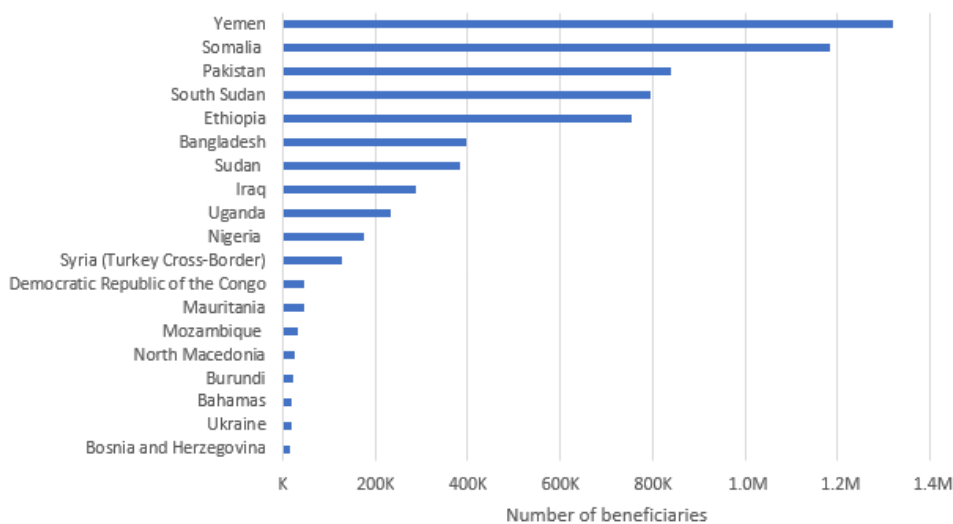
 **2.3 M**
individuals served with hygiene promotion

 **1.5 M**
Individuals served with sanitation services

IOM WASH OPERATIONS WORLDWIDE

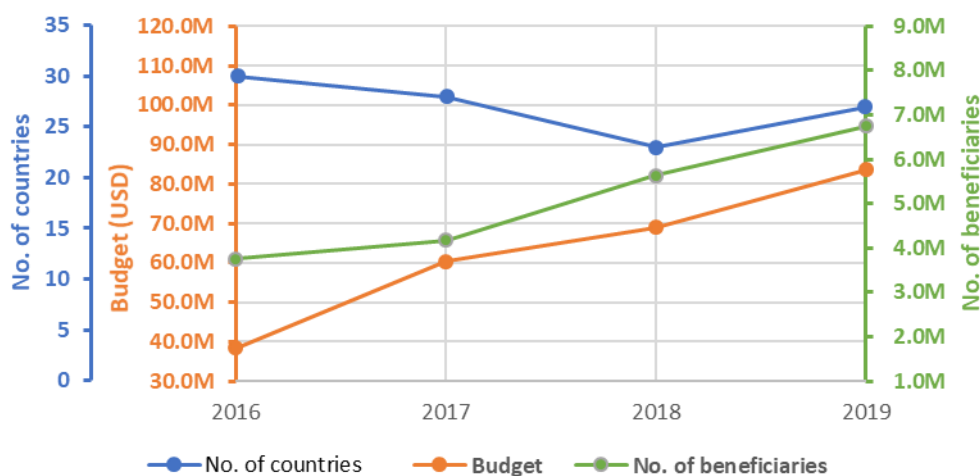


NUMBER OF BENEFICIARIES PER COUNTRY



In 2019, IOM delivered WASH services to **over 6.7M** people in **27** countries.

IOM WASH GROWTH 2016-2019



In 2019, IOM received **83.6M** USD to support WASH programming in **27** countries. Funding has grown at a **21.5%** rate over the past four years. Additionally, IOM registered an annual growth rate of **15.8%** in the number of beneficiaries reached over the past four years.

DISEASE OUTBREAK PREVENTION AND CONTROL

Disease outbreak prevention and control is central in IOM WASH programmes and is implemented through appropriate and immediate responses, aiming at address critical health hazards and limiting the spread of diseases.



Household level dissemination of hygiene promotion messages © IOM Somalia

For IOM **Somalia**, disease outbreak prevention is crucial. Many rural communities regularly practice open defecation (OD), which results in environmental pollution and poses a high risk to personal and public health. In addition, scarcity of clean water and lack of information on improved hygiene practices are among the main causes of water-borne disease outbreaks in most of the Internally Displaced Persons (IDP) settlement across the country. In 2019, through multi-donor projects, the IOM WASH team focused on the implementation of hygiene awareness and disease outbreak prevention activities, through the construction of 900 gender-segregated sanitation facilities, by reaching 545,626 people through hygiene promotion (HP), and by distributing standard hygiene kits to 18,000 households.

A cholera outbreak is endemic in North-East **Nigeria**. The outbreak has remained persistent following the disruption of healthcare services as a result of the ongoing insurgency in the region. More than 1.7 million people have been internally displaced in Borno, Adamawa and Yobe states. Thus, contributes to vulnerable communicable disease infections, especially cholera, yellow fever, and meningitis.

Borno State has previously experienced cholera/Acute Watery Diarrhoea (AWD) outbreak, which was duly declared by the State government. Fifteen (15) LGAs of Borno state accounted for 6,367 reported cases of cholera in 2018, with 73 associated deaths indicating a case fatality ratio (CFR) of 1.15%. In 2019, IOM identified hotspots for cholera/AWD outbreak (together with other WASH Sector partners) and intensified early preparedness activities. IOM enhanced risk communication and improved the implementation of hygiene promotion activities in its operational areas. As a result of the effort made, there was no cholera outbreak in 2019 in Borno State.

IOM **Ethiopia** is committed to support the Government and the WASH cluster in inter-agency coordination and by implementing specific actions to mitigate and decrease the incidents of outbreak. IOM supports and leads the *Hygiene promotion and IEC material* working group to established and harmonize messages during scabies and cholera responses. IOM has a key role in several locations in Oromia region in terms of supporting the coordination for the WASH cluster, as well as for leading the WASH emergency response on ground.

IOM WASH team works hand in hand with the Health team in those affected locations, to ensure integrated approaches and an increased impact in the response. Moreover, it has also provided training to health extension workers regarding health education in the communities reached.

In **Yemen**, IOM improved its ability to respond quickly and efficiently to epidemiological crises of water-related diseases, by establishing long-term

agreements (LTAs) with suppliers for drinking water by trucking, and distribution of hygiene kits and cholera kits throughout the country.

Likewise, IOM conducted vital activities to ensure that IDPs and the most affected host community members have access to adequate WASH services and are aware of improved hygiene behaviour. IOM WASH continued to promote awareness of good health and hygiene practices through different hygiene promotion activities such as house-to-house visit, focus group discussion, community meetings, and mass sensitization campaigns in several governorates. In 2019, IOM's hygiene awareness campaigns reached approximately 500,000 people in Aden, Abyan, Lahj, Shabwah, Al Dhale'e and Ibb governorates and nearly 100,000 benefited from the distribution of approximately 14,000 hygiene kits.

Water-borne diseases such as cholera and AWD continue to devastate communities across **Sudan** and a simple way to combat this is to distribute and promote the use of household water filters. Households sometimes don't have adequate knowledge surrounding the dangers of unclean water; thus, IOM works hard to distribute household water filters in emergencies and when no other solutions are available to promote the purification of water like it did in Haya town and Port Sudan located in the Red Sea State. In El Roseires, located in Blue Nile State. IOM reached approximately 3000 beneficiaries with the water filters distributed in response to the cholera and AWD outbreak of September 2019 in an effort to increase access to safer water for the most vulnerable populations.

In **northwest Syria**, as people have fled their homes multiple times and at short notice during the nine-year conflict, the majority of IDPs have settled in informal camps. As these camps continue to expand at a rapid rate, critical health hazards are more likely to occur, such as the formation of breeding sites from stagnant water and contamination of safe water. These represent a high risk for the outbreak of water-borne diseases, such as diarrhoea, or leishmania. In order to prevent disease outbreak in these informal settlements, IOM Gaziantep works with implementing partners to collect, remove and properly dispose solid waste, conduct hygiene awareness sessions for IDPs, drain swamps, construct emergency latrines, ensure that existing latrines are adequately maintained and faecal sludge management systems are in place.



Drainage canal, culverts and roads constructed by IOM implementing partner in Atmeh camp in Idleb – northwest Syria. January 2020

GOVERNANCE OF WASH SYSTEMS

Strengthening the governance of WASH system is a key component for **resilient** and **sustainable** WASH interventions, and a practical modality to support the countries where IOM is implementing its programmes.



Capacity building for MoEWR staff ©IOM Somalia

IOM **Ethiopia** responds to emergencies with consideration for the further recovery phase and aiming at building self-reliance of affected communities. Therefore, IOM provides support to committees that are already in place and that follows government structures, to ensure the effective and sustainable handover of the services provided and facilities rehabilitated. As an example, during the emergency phase, gender-balanced sanitation committees for operation and maintenance of latrines are already established and supported with protective equipment, cleaning kits and trainings. The activity is also coupled with hygiene promotion activities.

Likewise, when IOM rehabilitates or establishes a new water point, the water management committee is selected by the community, in line with the government structure, supported with trainings and toolkits for the general care of the facility and for performing light maintenance operations. The committees are directly linked to woreda (districts of Ethiopia) authorities for major support. Committees are trained together with the governmental water office on both hard and soft components and provided with additional support after the training.

The delivery of adequate clean water and sanitation services by IOM, in the fragile context of **Somalia** has a positive impact on the efforts made by Government and the donor community to achieve peace and state building. Over the last decades water supply and sanitation services have continuously been provided by non-state actors, mostly NGOs and private sector entities, as the role of the public sector diminished and is currently non-existent. IOM and other partners are working together to rebuild government institutions and increase their capacity to provide water and sanitation services.

In order to strengthen institutions, IOM received multi-year funding for the period 2017-2020, from the Africa Development Bank (AfDB) and partnered with the Ministry of Energy and Water Resources (MoEWR). The overall objective of the project is to improve access to water and sanitation services in peri-urban and rural areas of Somalia and contribute to reduce infant and under-five mortality caused by WASH-related diseases. Specifically, the project is supporting the Federal Government of Somalia (FGS) and Federal Member States (FMS) to enhance their WASH policy, strategy and institutional capacity coordination as well as to improve rural water supply system, sanitation and hygiene conditions. In 2019, the following activities were achieved: a) construction of two FMS office building complex for the Ministry of Energy and Water Resources; b) rehabilitation of four boreholes; c) construction of 26 mini water systems and shallow wells; d) training on water quality monitoring, and supplying the Water Ministries of five Federal Member States with water testing kits; e) developed water policy for three Federal Member States; f) procured vehicles for Ministry of Energy and Water

Resources in five Federal Member States; g) procured office equipment for the Ministry of Energy and Water Resources in five Federal Member States.

A community-based strategy was initiated in 2018 by IOM **Nigeria** to promote the establishment of WASH committees responsible for the daily care and maintenance of facilities. During 2019, the community took ownership of this approach, as shown by the timely repair of facilities and the development of skills on carpentry, mason, and borehole repair works. This strategy led to the creation of 57 committees and to an increase in coverage from 54 to 65 sites by the end of 2019.

Moreover, to improve the coordination and efficiency of WASH interventions, the WASH Sector and the Strategic Advisory Group promoted discussions with national and international partners to rationalize the number of actors implementing WASH services. This agreement intends to avoid duplication of efforts when a full WASH package could cover existing needs. IOM Nigeria is taking the lead for the implementation, roll-out, and oversight of the strategy.

IOM **Uganda** in 2019 introduced the concept of area-based water scheme governance system (ABWGS) in Kyaka II refugee settlement. The premise of the proposed water scheme management system stems from the Government of Uganda water policy (1999), which states, “water users are required to cover operation and maintenance costs.” It aims to establish the governance system having the capability of ensuring sustainable service delivery with clear accountability, effective operation, and maintenance system as well as a service fee collection system for cost recovery. The ABWGS has three separate entities with clear tasks and accountabilities, and these are the Water scheme Management Board (WSMB), Scheme Operator (SO), and Regulatory Organ (RO). The formation of ABWGS enabled more than 80,000 refugees and host communities to have sustainable, safe water service through a self-sustained water supply system or streamlined community based external subsidies.

The targeted training of community members and local water committees in the maintenance of pump mechanics promotes accountability, sustainability, and self-reliance. This allows communities in **Sudan** to deal with future shocks, natural disasters, and scheduled maintenance needs, especially in remote villages and localities that are not always accessible throughout the year. In Ardamata camp, located in West Darfur, IOM Sudan, whilst rehabilitating ten hand pumps, trained community members to operate and perform maintenance on water pumps to increase their sustainability and prolonging their use.

By increasing the capacity of water committees by providing them with relevant training and spare parts packages, it places the responsibility and capability in the hands of communities. This allows them to fix, maintain and service communal water sources and ensures their continued access to clean water. Across Sudan, water management committees are provided with toolboxes and relevant spare parts coupled with comprehensive training to ensure they have everything they need to operate the water points continuously.

CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY

Millions of people face the negative impacts of climate change, as coping with floods, droughts or other extreme (weather) events that pose a risk to already scarce water resources. At IOM, with thorough environmental planning during WASH interventions and the increased use of renewable energies, we aim at providing **climate-resilient** and **environmentally friendly** solutions to the people we seek to help.



Solar panels installed for water supply to the Protection of Civilians (PoC) site, Malakal, South Sudan ©IOM 2019/ Patrick Mutonga

IOM **Ethiopia** emergency operations are designed to be environmentally friendly and sustainable, aiming at avoiding modifying the given landscape with heavy changes and natural lands disruption.

IOM also promotes the use of water gravity systems, clean energy and, where possible, supports the installation of hybrid systems.

During construction of emergency sanitation facilities, natural material as poles and timbers are used. Self-reliance is strongly dependent on the sustainable exploitation of locally available natural resources, therefore IOM always considers the re-use of construction materials, environmentally friendly construction technologies, reforestation projects, sustainable wood fuel production, fuel efficient stoves (FES), rainwater harvesting, authorized suppliers, and parallel programs on reforestation.

IOM **South Sudan** considers the environmental sustainability of its WASH program by implementing low-carbon and climate smart solutions, including solar-powered technologies and flood resilient infrastructure aiming at minimizing the pollution and economical cost of operation and maintenance. IOM currently operates a total of 11 hybrid solar system across the three Protection of Civilians (PoC) sites.

Additionally, IOM has built four water yards, which are powered with solar energy and are autonomously managed by members of the community, where the participation of women is substantial.

As part of the mitigation measures, the management and treatment of the waste water from the numerous sanitation facilities in Bentiu and Malakal PoC is achieved through waste stabilization ponds, which have been designed under the principle of reducing the organic load of the waste and minimizing the risk of environmental contamination of the final product.

The IOM WASH Unit in **Bangladesh** is the Area Focal Agency for 12 Rohingya camps (approximately 266.755 people) and has been working in **Cox's Bazar** since 2014. From the influx in August 2017, the unit has been coordinating the overall WASH response in its area of responsibility, as well as constructing deep tube wells, water supply networks, latrines, bathing sheds, and faecal sludge management (FSM) systems, to provide both refugees and host community access with these essential services. IOM also works with partner agencies to ensure the ongoing operation and maintenance (O&M) of these facilities, as well as hygiene promotion sessions, house-to-house visits, and distribution of needed hygiene materials.

IOM WASH in **Bangladesh** focuses on delivering technically sound, durable solutions that are adapted to the context and cost effective. Notably, all

WASH activities centre beneficiaries, with a focus on environmentally sustainable, resilience-building approaches.

As one of the most densely populated places in the world, one of the main challenges here is the lack of adequate space. We have designed our sanitation activities to address this challenge, while maintaining all humanitarian standards and dignified conditions for people living here.

IOM's innovative and environmentally friendly decentralized wastewater treatment system (DEWATS) was designed to fully treat and safely dispose of faecal sludge, minimizing health risks to the public and staff. Climate crisis and Environmental sustainability were considered as key factors in designing the system: transportation of sludge (either by trucks or by pumping) is minimized (and consequent CO₂ emissions) and use of chemicals is not foreseen in the normal operation. Each system is constructed from locally available materials, can be quickly built, and can treat over 3000L of blackwater per day. Finally, DEWATS were found to be the "most effective all-round FSM technology" for decentralized treatment by a joint ARUP/UNHCR/Oxfam study, in June 2019.

In accordance with IOM's pledge to promote renewable energy sources, the construction of sustainable solar-powered water facilities would not only reduce running costs by ending the reliance on costly and sometimes unavailable fuel but would also be environmentally friendly. Although IOM **Sudan** aim to promote solar power in every project we take on, it works best in hot and dry savannahs such as in the villages of Sharafaya and Birk, located in North Darfur, where IOM supplied the community with solar panels and backup generators.

To promote environmentally sustainable interventions while contributing to building resilience to climatic challenges, all boreholes intervened by IOM **Nigeria** are solar-powered. This enables the water system to continuously supply water when access to the sites is not possible due to floods or security concerns. In 2019, 11 new boreholes were drilled, 10 existing boreholes were rehabilitated and upgraded to solar-powered boreholes, and 58 boreholes were maintained in Borno State.



Panoramic view of a DEWATS installed in Camp 23, Rohingya crisis, Bangladesh © IOM WASH Unit Bangladesh

GENDER, AGE, AND DISABILITY INCLUSION

IOM WASH programmes are designed considering the systematic **integration of gender and disability inclusion**, fundamental in achieving quality programming and ensuring that the most vulnerable have equitable and safe access to the WASH services that IOM implements.



Women's leadership training with WASH volunteers, Wau, South Sudan © IOM 2019/Andreea Campeanu

In IOM **Ethiopia**, vulnerable women are considered as a priority target for emergency WASH projects. Female field staff is involved in project monitoring to reach female beneficiaries. Even though Community Leaders are majority male, mechanisms to permit women to voice their concerns shall be established. Supporting women empowerment, having women at the decision-making level, will establish trust with female community and it will support addressing specific needs. Specific needs of youth and children are considered throughout emergency program implementation, dedicated sanitation facilities are established as well as appropriate and dedicated methodologies to pass hygiene messages. Not only CHAST method is deployed, but also local artists, games and different ways of learning through fun.

IOM is supporting and advocating for the right of equal access to people with disabilities (PWDs). When activities are out of IOM direct implementation, IOM ensures referral of cases to its concerned partners. Sanitary wheelchair distributions, referral pathways, accessible institutional latrines, dedicated support for Non-food items and Hygiene Kits distributions and inclusion in hygiene promotion awareness activities are a few among the dedicated activities IOM is performing. The Hygiene Promotion team also collaborates with Mental Health and Psycho-Social Support (MHPSS) and Protection teams during community events in order to provide joint messaging to communities.

In **northwest Syria**, IOM takes gender, age, and disability inclusion into account in different ways. All latrines installed in IDP sites by IOM's implementing partners take place according to SPHERE standards. Blocks of latrines are therefore built with a gender division and include adequate lighting and door locks for protection. Additionally, special latrines are built for people with disabilities. Hygiene kits are distributed at designated stations by both female and male staff working with the implementing partner. For the provision of water, and where communities are served with communal water tanks, such tanks are installed close to households which include people with physical disabilities.

To facilitate the access to people with specific needs (PSN) and people with disability (PWD), IOM **South Sudan** has changed the design of the access to the latrines, by replacing the stairs with ramps, adding welding rails as support and increasing the diameter of the platform to facilitate movements with the wheelchair. As preventive measures for future floods, the team has increased the height of the platform and ensured that the sanitary seal is well protected, thus mitigate risk of contamination.

Community inputs to ensure age, gender and disability are taken into consideration during project design and implementation, also addressing existing social barriers.

Adaptive WASH infrastructure designs are developed to address technical and environmental barriers.

Gender-Based Violence (GBV) risk analysis and safety audits are conducted before the distribution of WASH NFI, through focus group discussions with women, girl, elderly people and people with special needs. Based on the GBV risk analysis and safety audits, IOM South Sudan teams on ground ensures that no-harm is done during distribution.

IOM teams also ensure the inclusive recruitment of both women and men as distributors, crowd controllers, enumerators, security guards, loaders, and water carriers.

In accordance with IOM's goals to promote inclusivity and uplifting the most marginalized members of society, IOM **Sudan** committed in the construction of ramps, as a simple way of increasing accessibility for less abled members of communities.

Al Radoom village in South Darfur is a mix of host community and refugees escaping from war and persecution. Most of the population are women and almost 15% are disabled, mostly due to injuries sustained during the war. As such, IOM constructed 5 VIP latrines in schools and markets to protect the rights of all, including persons with disabilities, to safely access sanitation facilities.

Moreover, feedback has proven that privacy concerns are a deterrent to women who have access to mixed-gender public latrines. To address this, the construction of an L-shaped wall to enhance privacy between genders would help protect women and make them feel more at ease while using public latrine facilities. The L-shaped wall would also separate the male and female entrances, in a communal latrine for six – four would be designated for women and two for men. These enhancements were carried out in Buram and El Radoom with great success.

In **Uganda**, the refugee settlement population has been on a constant increase since 2017 with currently, more than 1.4 refugees living in the country. Sanitation is one of the scarce services in all refugee settlements. Wherever they are available, the sanitation facilities are often inaccessible for Persons with Special Needs (PSN), especially for those people having physical disabilities. To address the problem faced by the people with disabilities, and also to promote sanitation in the wider settlements, IOM facilitated the construction of latrines using dome-shaped slabs. Dome shape slabbed latrines are special kinds of latrines that facilitate easy access for the people that have difficulty in mobility. All constructed PSN has its handwashing facility i.e., fitted with tippy taps. In 2019 alone, IOM has constructed more than 1700 PSN latrines in Palorinya, Kyaka, and Kyangwali refugee settlements.



An elderly man using an IOM constructed disabled friendly latrine in Dlama camp, Idlib – northwest Syria. January 2020

WASH IN URBAN AREAS

*As an increased number of conflicts moved to urban areas, the affected population face a decrease in the access, availability and reliability of WASH services. IOM WASH, therefore, strives to provide safe and clean water, sanitation services, promotion of hygiene and solid/liquid waste management in the numerous **affected urban contexts** where local and national services are limited.*



An IOM staff and Guracha Jeldo primary school students celebrating global handwashing day in West Guji Zone, Kercha Woreda, Ethiopia © IOM 2019

Urban locations in **Yemen** continue to receive large flows of IDPs, stretching the already limited resources, exacerbating poor living conditions, overcrowding facilities and expanding water, sanitation and hygiene gaps. In 2019,

IOM implemented wide impact durable solutions interventions in the governorates of Lahj, Shabwa, Amran, Hajjah, Aden, Al-Mahweet, and Hadramout, ensuring that 185,087 affected people had access to safe drinking water and 200,615 people had access to improved sanitation. Activities included the rehabilitation, improvement and maintenance of 39 water systems (including 28 water points) and eight sanitation systems (including 45 latrines). IOM also carried out waste management interventions in urban contexts, providing 250 waste containers in Al-Hudaydah and conducting regular cleaning campaigns in Hajjah, Raymah and Al-Hudaydah governorates, reaching 588,000 people.

IOM **Ethiopia** response to WASH interventions in urban areas aims to provide displacement people with safe access to water of sufficient quality and quantity, and good quality sanitation; to improve hygiene practices; and improve WASH in health centres, schools and other institutions, in order to achieve the same quality of services as host communities and ultimately reach national WASH service standards.

During the rehabilitation of the sanitation facility, desludging and dry and liquid waste are safely disposed. In urban areas, WASH indicators refer to the upgrading of WASH facilities. IOM is also trying to rehabilitate the different water sources, including the installation of genset, the overall maintenance of the service reservoir and the pipe connection to the water point.

ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

IOM WASH programmes are designed considering the systematic integration of gender and disability inclusion consideration, fundamental in achieving quality programming and ensuring that the most vulnerable have equitable and safe access to the WASH services IOM implements.



AAP APPROACH

IOM's approach to AAP ensures that beneficiaries are given the opportunity to actively participate in the processes and the activities that affect them. In line with Cluster strategies, IOM commits to community engagement at all phases of the program cycle: assessment, registration, verification, and distribution and post-action monitoring, considering gender, age and disability needs of beneficiaries. In 2019, IOM coordinated and implemented activities only after initial community assessments and/or verification and with the participation and involvement of all groups, including women and girls. IOM ensured enabling beneficiaries to have access to gender-segregated sanitation facilities to maintain SPHERE standards and gender equality. IOM also considered women's needs by providing them with Menstrual Hygiene Management kits. Provision of WASH services are always preceded by male and female focus group discussions (FGDs) during assessments and monitoring activities with the relevant stakeholders and communities for better inclusion. IOM teams prioritized vulnerable groups namely pregnant women, lactating mothers, elders, people with disabilities, and unaccompanied/separated children. This was to promote equal access to services, to enable representation of the vulnerable groups in decision-making processes, and to prevent Gender-Based Violence (GBV) in the locations of intervention.

Practical examples of AAP are the set-up of Complaints and Feedback Mechanisms (CFM) and the strengthening of existing governance structures in **Yemen**, monitoring tools, CFM and KAP surveys in **Ethiopia**, and different

communication channels, such as hotlines, and the use of Third-Party Monitoring (TPM) in **northwest Syria**.



A student of Guracha Jeldo primary school at global handwashing day celebrations in West Guji Zone, Kercha Woreda, Ethiopia © IOM 2019

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