

IOM Guidance Note on Standby Partners

Introduction

IOM's ability to rapidly respond to a humanitarian crisis is an essential aspect of the Organization's emergency response operations. For this purpose, the Organization has designed a surge staffing support structure that includes a rapid response deployment mechanism, a roster of experts for emergency deployment, and trainings to build internal capacity.

IOM's collaboration with standby partners (SBPs) is an integral component of the rapid response mechanism. As the number of humanitarian crises increases in the world, it can become challenging to mobilize IOM's human resources to ensure that proper staff with the right profile and experience are being deployed; thus, the relationship with IOM's standby partners has played a critical role in the success of our past and current emergency response programs.

A **standby partner** is an organization or entity with whom IOM has a bilateral memorandum of understanding (MOU) to maintain a roster of standby capacity (of standby personnel and/or equipment), which can be rapidly deployed upon IOM's request, to help augment IOM's operational response to humanitarian emergencies. Standby partners can range from governmental, to non-governmental, to private companies.

Standby personnel (also referred to as secondees, deployees or experts) are those who are deployed to an IOM operation from a standby partner agency upon IOM's request. The deployment can either be an individual expert or a part of a service team deployed with a service package.

A **service package** (also referred to as support equipment or service module) is a pre-defined set of operational support equipment that upon IOM's request is deployed to an IOM operation. A service package is usually combined with a support team who will set it up, train IOM staff before handing over and/or bringing equipment back to the place of origin. The specific terms and conditions for a particular service package deployment will be outlined in advance between IOM and the SBP through a Letter of Agreement (LOA). Support staff who are deployed through a service package follow the same terms and conditions outlined for standby personnel.

This guidance note will provide IOM Country Offices with information on our Standby Partners and the terms and conditions under which standby personnel are deployed to IOM.

For further information and/or questions regarding IOM's standby partnership program, including the Memorandum of Understanding with each standby partner agency, please contact **the IOM Standby Partnership (SBP) focal point** at sbp@iom.int.

IOM's Standby Partners

IOM currently has agreements with 14 standby partners for the deployment of experts and equipment to field operations. Our standby partners* are:

- CANADEM, Canada
- Danish Refugee Council (DRC)
- emergency.lu (Luxembourg Ministry of Foreign Affairs)

- UK Foreign, Commonwealth, and Development Office (FCDO)
- Groundwater Relief (GWR)
- iMMAP
- Irish Aid
- Swedish Civil Contingencies Agency (MSB)
- Netherland Enterprise Agency – Dutch Surge Support Water (RVO – DSS Water)
- Norwegian Refugee Council (NORCAP)
- RedR Australia
- Swiss Agency for Development and Cooperation (SDC)
- DG ECHO – European Union Civil Protection Mechanism (UCPM)
- White Helmets Commission, Argentina

*IOM also collaborates with the International Humanitarian Partnerships (IHP), a multinational network of eight governmental emergency management agencies in Europe, whose members provide us with service packages.

To learn more about any of these standby partner, please go to Section 4 “Partner Agency Fact Sheets” of this Guide. It is important to remember that SBP support is seen as complementary to other existing sources of preparedness and IOM’s rapid response mechanism. During their deployment, standby personnel deployed to IOM through our SBPs are expected to take on an IOM identity and are incorporated into the IOM team.

Section 1: General Terms and Conditions of Standby Personnel Deployment

1.1 Preface

This Guide provides IOM Country Offices (CO) hosting standby personnel with information on Standby Agreements that have a specific focus on providing support to IOM in emergency response during the early stages of an operation. The following terms and conditions generally apply for standby personnel deployed through our Standby Partners. However, smaller or greater differences may exist in all agreements. For detailed information on the terms and conditions, please refer to Section 4 “Partner Agency Fact Sheets” and the bilateral Memorandum of Understanding (MOU) with each partner. The MOU can be requested from the IOM Standby Partnership (SBP) focal point at sbp@iom.int.

1.2 Terms and Conditions

1.2.1 COST IMPLICATIONS

In general, the deployment of standby personnel is funded by the Standby Partner. In exceptional cases, the IOM Country Office can cost-share or fully-fund a deployment.

1.2.2 CRITERIA FOR REQUESTING STANDBY PERSONNEL

It is important to keep in mind that the external deployment resources should be used in moderation and not become a substitute for regular staffing arrangements within IOM. The use of standby personnel should be seen as a short-term solution to support and augment existing staffing resources in IOM operations, when considered absolutely necessary. In general, the following criteria should be considered and met when requesting assistance from our Standby Partners:

- The IOM CO is unable to meet the staffing requirement at short notice (after having reached out to the Regional Office and/or the IOM Deployment Roster team), or
- There is a need for specific profiles that are unavailable among the existing IOM staff, or
- The additional personnel needed is required for only a short period of time (three to six months).

In addition to the above-mentioned criteria, the requesting IOM CO must keep in mind that it is responsible for and should be able to undertake the following:

- Provide the standby personnel with office space and equipment (e.g., laptop, access to email and internet, IOM ID card, mobile phone/sim card, radio, etc.);
- Arrange pick-up of the standby personnel upon their arrival at the airport or the closest port of entry;
- Arrange housing logistics for the first few days of the standby personnel's deployment; and,
- Arrange briefings and provide the welcome package (if available) upon the standby personnel's arrival and ensure that s/he participates in other relevant briefings, including but not limited to, UNDSS security briefing.
- At the end of a deployment, assist, if necessary, with arranging drop-off at airport or the closet port of departure.
- At the end of each engagement, complete the performance evaluation report (PER) of the deployee using the SBP PER template.

Where necessary, the requesting IOM CO should also budget for the following:

- Mission travel within the country of operation, including internal travel to and from the standby personnel's designated duty station, and,
- If applicable, travel to and from a designated R&R location.

1.2.3 CRITERIA FOR REQUESTING SERVICE PACKAGES

In general, the following criteria should be considered and met when requesting service package assistance from our Standby Partners:

- There is not sufficient IOM capacity on the ground, or
- The requirements needed exceed the local capacity of IOM in the field; or
- It is not possible to provide the needed services through normal IOM procurement channels; or
- IOM is unable to fulfil the requirements at short notice.

1.2.4 EMPLOYMENT CONTRACTS FOR STANDBY PERSONNEL

Standby personnel sign a contract with their respective Standby Partner Agency, not with IOM. When deployed to IOM, standby personnel are required to sign an Undertaking, which outlines their responsibilities toward IOM. This will bind the standby personnel to the same rules and regulations applicable to IOM staff. Signing the Undertaking implies that the standby personnel have read and understood IOM's Code of Conduct.

1.2.5 STATUS OF THE STANDBY PERSONNEL

During the period of deployment, standby personnel are contracted by their respective Standby Partner Agency. Although the hosting IOM CO should make all efforts possible to fully integrate the standby personnel into the IOM team, standby personnel are not considered to be full staff members in the professional category of IOM.

During the period of deployment, IOM shall endeavor to have the relevant government(s) in the country(ies) of operation recognize the standby personnel as experts enjoying immunity from jurisdiction in the exercise of their functions, which is subject to the agreement between IOM and the country or countries of operations providing for such a possibility. The IOM Director General shall have the right and duty to waive the immunity of any standby personnel having been accorded such status in any case where, in his or her opinion, the immunity would impede the course of justice.

1.2.6 VISA

The Standby Partner Agencies are responsible for obtaining all visas and other necessary travel documents, although in cases where it could help expedite the process, the requesting IOM CO may be asked to assist. For most cases, the IOM CO are at the very least, expected to produce a Note Verbale to facilitate necessary entry documents to the IOM duty mission. All related costs should be covered by the Standby Partners.

1.2.7 INSURANCE

It is the responsibility of the Standby Partner Agency to provide comprehensive insurance to standby personnel, covering illness, disability or death that may occur in the course of the deployment with IOM. In addition, the standby personnel's medical and life insurance should include war and risk and other extraordinary risks.

1.2.8 CONTRACT EXTENSION

If an extension is deemed necessary, the requesting CO must notify the IOM SBP focal point (sbp@iom.int) at least one month prior to the standby personnel's deployment end date (and put their DOE Regional Thematic Specialist (RTS) in copy of the request). The requesting CO must submit a written justification along with the signed and completed request form (Annex A) along with a completed Performance Evaluation Report (Annex B).

The IOM SBP focal point will then alert the Standby Partner Agency of the desired extension, and if the Partner Agency agrees to the extension, the extension will generally commence immediately upon expiration of the initial employment contract, unless the standby personnel in agreement with his/her Agency has asked to take leave in-between contracts.

Keep in mind that in some cases, Standby Partner Agencies may not always be able to fund an extension despite the availability of the standby personnel to extend his/her deployment, but if the requesting IOM CO is able to, it can offer to cost-share or fully fund an extension.

1.2.9 MEDICAL EXAMINATIONS

It is the responsibility of the Standby Partner Agency to ensure that the standby personnel is fit for the assignment and has had the required vaccine inoculations for the country to which the standby personnel is deployed to. In general, the Standby Partner Agency must provide IOM with a medical certificate stating the standby personnel is fit to deploy.

1.2.10 HOUSING

The hosting IOM CO should assist the standby personnel in finding local housing, where this is available. In locations where local housing is not an option, the standby personnel should be provided with similar accommodation arrangement to those of IOM staff. Housing costs are borne by the Standby Partner Agency.

1.2.11 WORKING HOURS

Standby personnel will have the same working hours as IOM staff. If time-off during weekends is not possible owing to the exigencies of work, the standby personnel will follow the system in place for compensatory time-off that has been established by the IOM supervisor for the emergency operation.

1.2.12 LEAVE ENTITLEMENT

Leave entitlement for standby personnel will vary depending on the agreement with each Standby Partner. Throughout the period of deployment, standby personnel will be entitled to the accrual of annual leave in accordance with the terms of service by their respective Standby Partner Agency. It should be noted that some Standby Partner Agencies (not all) do not allow standby personnel to take leave during the first three months of their deployment. All leave plans must be approved in advance by his/her IOM supervisor and by the Standby Partner Agency.

1.2.13 SALARY AND DAILY SUBSISTENCE ALLOWANCE (DSA)

The Standby Partners Agency is responsible for arrangement and payment of most administrative matters related to the employment costs of the standby personnel, including salary, DSA¹ and any other benefits, with exception of ZIF deployments wherein all DSA and accommodation during travel duty (TDY) during the deployment is covered by IOM.

In some cases, the hosting IOM CO agrees to cost-share or fully fund a deployment. In this case, a draft budget of the deployment costs, including DSA and salary, is always shared with the CO prior to any agreement.

1.2.14 REST AND RECUPERATION (R&R)

IOM's policy on R&R are applicable to all standby personnel. Time taken as R&R must be approved by the IOM Supervisor or Head of Office/Chief of Mission in advance. Standby personnel must also advise their Standby Partner Agency of R&R in advance. IOM is not responsible for any payment of DSA during the R&R period, but the hosting IOM CO is responsible for transport expenses to and from the designated R&R location.

1.2.15 ACCESS TO WORKING FACILITIES

Standby personnel will benefit from the same back-up support that IOM provides to its own international staff exercising similar functions in the office of deployment. This includes access to transport and communication equipment, working space and other working facilities necessary for the standby personnel to operate according to his/her TOR. This includes:

- EQUIPMENT – the same equipment (e.g., laptop, VHF radio, mobile phone/sim card (if applicable), etc.) issued to IOM staff working in the operation should be made available to standby personnel.
- IOM ID CARD – an IOM and/or United Nations ID card should be provided to the standby personnel upon his/her arrival in-country.
- EMAIL & INTERNET – access to IOM email and internet should be provided to the standby personnel.

¹ For DSA, some SBP agencies may not be able to cover DSA for duty-travel during the deployment. In this case, the SBP focal point in DOE-PRD will inform the country office of this arrangement.

1.2.16 TRAVEL COSTS

The Standby Partner Agency covers the cost of travel to and from the hosting IOM CO². When a standby personnel is based in an IOM field or sub-office, a stop-over in the capital for security and other briefings should be arranged accordingly. The hosting IOM CO covers all expenses related to the standby personnel's internal travel in the field (country or region), including to a designated R&R destination where applicable. This does not include Daily Subsistence Allowance (DSA), with exception of ZIF deployments wherein all DSA and accommodation during TDY during the deployment is covered by IOM.

1.2.17 GENERAL SECURITY CONSIDERATIONS

IOM is responsible for providing standby personnel the same protection and physical security measures that it affords its own staff. Standby personnel must at all times be fully informed and kept updated on the security situation in the field. Therefore, standby personnel should be included in all IOM security arrangements in a manner consistent with the UN Department for Safety and Security (UNDSS) published directives and the policies of the UN Security Management System. It is the responsibility of the hosting IOM CO to inform the standby personnel of the IOM Field Security focal point or UNDSS contact and arrange for a security briefing upon arrival.

Standby personnel are bound to comply with the prevailing security procedures, instructions, and standards as determined by the UN Security Management System Framework for Accountability. All standby personnel must complete the BSAFE compulsory security training course prior to their deployment to the duty station. The training can be found at <https://training.dss.un.org/thematicarea>.

The Standby Partner Agency should provide a copy of the BSAFE certificate for each standby personnel to the IOM SBP focal point. While it is the responsibility of the standby personnel to obtain security clearance for his/her official travels subsequent to the arrival in a duty station, on the first deployment, the hosting IOM CO should secure a security clearance on his/her behalf prior to the deployment through the UNDSS TRIP system.

1.2.18 SECURITY RELOCATION/EVACUATION

Like IOM staff, standby personnel are relocated or evacuated as per authorization from IOM following a communique from the Under-Secretary General UNDSS, which is based on approval by the UN Secretary General for relocation or evacuation. This is usually following a submission by the Designated Official (DO) in consultation with the Security Management Team (SMT) that will recommend relocation or evacuation where residual risk is deemed unacceptable. IOM/UN Security Management System shall facilitate the security evacuation of the standby personnel, as required, in consultation with the Standby Partner Agency(ies). Standby Partner Agencies reserve the right, in consultation with IOM, to withdraw their standby personnel if the risk is deemed unacceptable. All costs and expenses associated with an evacuation shall be assumed by the Standby Partner Agency

1.2.19 SSAFE TRAINING

If standby personnel are deploying to a country where the Safe and Secure Approaches in Field Environments (SSAFE) Training is required, and they have not yet completed the training, then it is the responsibility of the IOM CO where they are deploying to, to provide them with the SSAFE training if and

² In exceptional cases, the SBP agencies may not be able to cover the travel cost to and from the mission. In this case, the SBP focal point in DOE-PRD will inform the country office of this arrangement

when it is available (either through UNDSS or the IOM CO will organize a training). All costs related to the SSAFE training is the responsibility of the IOM CO.

1.2.20 MEDICAL EVACUATION

Medical evacuation is the responsibility of the Standby Partner Agency. As stated in 1.2.7, the Standby Partner Agency must provide individual medical insurance coverage to a standby personnel, including medevac risk. In most cases the evacuation will be facilitated by and expenses initially covered by IOM, but these expenses will be reimbursed by the Partner Agency's insurance. In case of medical evacuation of the standby personnel, the hosting IOM CO should immediately notify the IOM SBP focal point (sbp@iom.int) at HQ, who in turn will inform the Standby Partner Agency.

1.2.21 INJURY, ILLNESS OR DEATH OF STANDBY PERSONNEL

In the event that a standby personnel is injured or seriously ill or in the unfortunate case of death, the hosting IOM CO should, in addition to notifying the respective Regional Office and Field Security focal point, notify the IOM SBP focal point (sbp@iom.int), who will contact the respective Standby Partner Agency immediately.

The Standby Partner Agency is responsible for contacting the next of kin and the insurance company. The hosting IOM CO should organize repatriation in cooperation with the insurance company, and should also liaise with the relevant embassy or consulate. IOM will provide all possible assistance.

Note: the Standby Partner Agency should have provided the standby personnel with emergency numbers through which a duty office at the Agency is reachable 24/7.

1.2.22 PERFORMANCE EVALUATION REPORT (PER)

IOM shall ensure that the supervisor completes a Performance Evaluation Review (Annex B) at the end of each deployment and before an extension can be approved. PERs should be filled out and submitted to the IOM SBP focal point (sbp@iom.int) no later than two weeks after the end of a deployment³, who will then submit it to the Standby Partner Agency.

1.2.23 EARLY CONTRACT TERMINATION AND WITHDRAWAL OF STANDBY PERSONNEL

The receiving IOM CO reserves the right to request the immediate withdrawal of any standby personnel in the event of a serious breach of IOM's Code of Conduct by the standby personnel and/or the terms of the Undertaking, which in IOM's view, would justify immediate termination of services. Serious medical concerns and unsatisfactory performance or failure to conform to the duties and obligations under the contract may also lead to the termination of a deployment, upon written notice to the Standby Partner Agency. For any issues or concerns around a deployment, the CO should immediately notify the IOM SBP focal point at sbp@iom.int.

1.3 References

Prior to their deployment, standby personnel are provided with the following IOM documents so that they may become familiar with the IOM work culture and expectations:

³ Each engagement requires the completion and submission of a PER. If the engagement is extended, a PER is still required for the completed initial engagement.

- [IN/15 Rev.1 : IOM Standards of Conduct](#)
- [IN/234: Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse](#)
- [IN/90: Policy for a Respectful Working Environment: Addressing i\) discrimination; ii\) harassment, including sexual harassment; and iii\) abuse of authority](#)
- [IN/123 Rev. 1: IOM ICT Policies and Guidelines \(Instruction IN/123 Rev. 1\)](#)
- [IN/138: IOM Data Protection Principles](#)

Section 2: Requesting Standby Personnel

2.1 Steps to Take When Requesting a Deployment

2.1.1 REQUESTING STANDBY PERSONNEL

To request the deployment of a standby personnel, the IOM CO must submit a request form (Annex A) to the IOM SBP focal point (sbp@iom.int) along with a clear and specific TOR. The email request should copy in their respective DOE RTS so that they are aware of the request/needs, and include the following information as per Annex A:

- Position/profile required
- Equivalent UN grade level
- Duty station
- Expected start date and duration
- Background information (conflict/country/region)
- Justification for why the position is needed
- Longer-term staffing plan
- UN Security Phase in country/at duty station
- Any special medical requirements (e.g., vaccinations, etc)
- Supervisor and reporting line

2.1.2 REQUESTING SUPPORT PACKAGES

A request should be made to the IOM SBP team at HQ (sbp@iom.int). The team will review the request and, once agreed upon, the team will submit an official request to the relevant Standby Partner Agency(ies). When a request is made to HQ, the requesting IOM CO should include the following information:

- Type of support package required
- Technical specifications of specialized equipment as required, including
 - Background and type of the emergency operation
 - Area, location and expected duration of the operation
 - Brief description of the IOM team on the ground
 - Safety and security
 - Required lead time for deployment
- Planning and budget
- Funding/cost-sharing
- Handover strategy
- Additional staffing needs

2.1.3 SELECTION OF STANDBY PERSONNEL

Once the request for standby personnel is received, the request is reviewed by the IOM SBP focal point along with relevant HQ technical divisions. Once approved, the request along with the TOR is forwarded to Standby Partner Agencies, who will then advise whether or not they can support the request.

If a Standby Partner Agency agrees to support the request, they will review their roster database and nominate suitable candidates matching the requested profile. After receiving CVs of shortlisted candidates, the IOM SBP focal point will forward on the CVs to the requesting IOM CO, who will then review the CVs, with support from relevant HQ technical divisions, if needed. The IOM CO should advise the IOM SBP focal point of their selected candidate within 72 hours of receiving the CVs. If needed, a fit-check call may be arranged with the candidates upon coordination with the IOM SBP team at sbp@iom.int.

2.2 Roles and Responsibilities of the Hosting IOM Country Office (CO)

Once a suitable standby personnel has been identified and selected, the following roles and responsibilities are incumbent upon the hosting IOM CO.

2.2.1 SECURITY CLEARANCE

If necessary, the hosting IOM CO applies for a security clearance and informs the IOM SBP focal point when clearance has been granted.

2.2.2 ARRIVAL OF STANDBY PERSONNEL

The hosting IOM CO is responsible for arranging pick-up and initial accommodation of the standby personnel, as well as confirming to the IOM SBP focal point that these arrangements have been made, and to confirm safe arrival of the standby personnel.

2.2.3 REPORTING LINE

In the initial briefing session with the standby personnel, the IOM supervisor should make sure that reporting lines are clear.

2.2.4 BRIEFING

It is the responsibility of the IOM supervisor, other senior IOM staff and the IOM security focal point, to brief the standby personnel upon his/her arrival on relevant topics related to the deployment, including:

- TOR and work plan
- IOM operations
- Partners (e.g., implementing partners, operational partners, government partners, etc), including introductions to key partners (if relevant)
- Security situation
- Security procedures including communication, call signs, warden systems, MOSS and MORSS
- Office structure and other admin related issues, including an introduction to other IOM staff members
- Introduction to available facilities and equipment
- Provision of equipment (i.e. radio and other relevant communication equipment)
- Relevant IOM polices and regulations

2.2.5 OFFICE FACILITIES

The hosting IOM CO should make sure that the standby personnel has access to the same office facilities as IOM staff, e.g., office space, computer, transport, etc.

2.2.6 SECURITY

The hosting IOM CO must include the standby personnel in all UN security arrangements and ensures that the same security measures apply for the standby personnel as for IOM staff. The IOM CO should ensure that standby personnel are reflected in the staffing list for security purposes.

2.2.7 SSAFE TRAINING

As mentioned in 1.2.19, if the SSAFE Training is a requirement in the country where standby personnel have been deployed to, and they have not yet completed the training, then it is the responsibility of the IOM CO where they are deployed to, to provide them with the SSAFE training if and when it is available (either through UNDSS or the IOM CO will organize a training). All costs related to the SSAFE training is the responsibility of the IOM CO.

2.2.8 CHANGES IN TOR

If the hosting IOM CO deems modification to the TOR necessary, this should first be discussed between the standby personnel and the direct IOM supervisor. If an agreement is reached, the IOM CO must inform the IOM SBP focal point (sbp@iom.int), who in turn will advise the respective Standby Partner Agency. If the changes to the TOR are significant (for example, change in function and/or geographic area), agreement from the Standby Partner Agency is required prior to implementation.

2.2.9 EXTENSION OF DEPLOYMENT

If an extension is required, the hosting IOM CO must contact the IOM SBP focal point one month before the end of the deployment date (and put their DOE RTS in copy of the request). The same request form (Annex A) can be used and must include justification for the extension, a time frame and any potential changes in duty station and TOR. The request form should be submitted along with a duly completed PER. The IOM SBP focal point will then forward the extension request to the Standby Partner Agency for their review and approval. The IOM SBP focal point will advise the IOM CO if the extension request was approved.

2.2.10 HANDOVER

If the standby personnel is being replaced, the hosting IOM CO should ensure that a proper handover, including a handover note, from the standby personnel to the person replacing him/her takes place in a timely manner.

2.2.11 DEBRIEFING

The hosting IOM CO should ensure that the standby personnel provides a full debriefing before leaving the duty station.

2.2.12 PERFORMANCE EVALUATION REPORT (PER)

At the end of the standby personnel's deployment, the immediate IOM supervisor will complete the PER using the standard format (Annex B). The PER should be signed by the supervisor, and a scanned version is to be submitted to the IOM SBP focal point, who will then forward it to the relevant Standby Partner Agency and save a copy for file.

The PER is an important tool for the Standby Partner Agency to validate the performance of their staff; therefore, it is critical that the PER appropriately address the performance of standby personnel. It is necessary that the hosting IOM CO completes the PER and, as requested by our Standby Partner Agencies, provides honest feedback to the IOM SBP focal point in a timely manner. If requested by the Standby Partner Agency, a debriefing meeting may be arranged between the Standby Partner Agency representative, IOM CO, and the IOM SBP Team at HQ and will be communicated by the IOM SBP focal point.

Section 3: “Who Does What Checklist: Standby Personnel Procedures

	Steps	Actions	Responsibilities of:				
			IOM		Standby Partner Agency		
			Requesting CO	HQ	HQ	Standby Personnel	
PRE-DEPLOYMENT	1	Before Requesting	Before requesting a deployment, the IOM CO should: 1. Consider whether requesting a standby personnel is an operational imperative. 2. Consider whether the CO can meet the required administrative criteria (i.e., is able to provide and budget for expenses related to: office space, internal travel, travel to an R&R location).	X			
	2	Field Request	The IOM CO submits a standby personnel request form (Annex A) and TOR to the IOM SBP focal point at HQ (keeping RO in copy).	X			
	3	Review of Request	IOM SBP focal point along with relevant HQ division(s) review the request and TOR.		X		
	4	SBP focal point Alerts Agencies	IOM SBP focal point forwards requests to Standby Partner Agencies.		X		
	5	Shortlisting Candidates	If request is approved, Standby Partner Agency proposes suitable candidates and forwards their CVs to IOM SBP focal point within 48 hours.			X	
	6	Screening CVs	IOM CO, in close coordination with relevant IOM division(s), reviews the CV.	X	X		
	7	Candidate Selection	IOM CO confirms candidate selected with IOM SBP focal point, who in turn, advises the Standby Partner Agency of selected candidate and to trigger deployment process.	X	X		
	8	Deployment Documents	Standby Partner Agency begins the deployment process by sending deployment documents (e.g., signed IOM Undertaking, Passport			X	X

		copy, security training certificates, medical certificate) to the IOM SBP focal point, who then forwards on to the IOM CO.				
9	Briefing	Standby Partner Agency briefs standby personnel and should share the IOM Standby Personnel Information Brief			X	X

	Steps	Actions	Responsibilities of:				
			IOM		Standby Partner Agency		
			Requesting CO	HQ	HQ	Standby Personnel	
PRE-DEPLOYMENT	10	Additional Briefing	In some cases, standby personnel may pass through IOM HQ and/or the IOM Regional Office for additional briefings.	X	X	X	
	11	Visa	The Standby Partner Agency is usually responsible for obtaining visas. IOM can assist where necessary (e.g., letter of invitation may be necessary from the IOM CO).	X		X	
	13	Travel Arrangement	Standby Partner Agency arranges external travel for standby personnel and forwards itinerary to IOM SBP focal point, who then shares it with the IOM CO.		X	X	
	14	Security Clearance	IOM CO is responsible for requesting security clearance through UNDSS TRIP system and advises the IOM SBP focal point once clearance is granted.	X			
DDEPLOYMENT	15	Pick-Up Arrangements	IOM CO arranges pick-up at airport, internal transport and accommodation upon arrival.	X			
	16	Briefing Upon Arrival	IOM CO arranges briefing of standby personnel, including security briefing.	X			
	17	Reporting Lines	TOR and reporting lines indicated in standby personnel request form (Annex A) should be clarified upon arrival of the standby personnel.	X			
	18	IOM ID Card	IOM CO is responsible for providing the standby personnel with an IOM ID Card.	X			
	19	Access to Working Facilities	IOM provides the standby personnel with office space, access to laptop, vehicles, etc.	X			
	20	Changes in TOR	Changes in TOR should first be discussed between the standby personnel and direct supervisor. The IOM CO informs the IOM SBP	X	X		

			focal point, who contacts the Standby Partner Agency for final approval.				
	21	Extension of Deployment	IOM CO contacts the IOM SBP focal point one month prior to the end of the deployment (keeping RO in copy) with a justification for extension and a PER (Annex B). IOM SBP focal point then forwards request to Standby Partner Agency.	X	X		

	Steps	Actions	Responsibilities of:				
			IOM		Standby Partner Agency		
			Requesting CO	HQ	HQ	Standby Personnel	
DEPLOYMENT	22	Handover & Debriefing	IOM CO and the standby personnel should ensure that the standby personnel will hand over his/her work prior to departure.	X			X
	23	Performance Evaluation Report (PER)	The direct supervisor must complete the PER (Annex B) and send it to the IOM SBP focal point, who will then submit it to the Standby Partner Agency.	X	X		
POST-DEPLOYMENT	24	Partner Debrief	Standby Partner Agency debriefs its standby personnel.			X	X
	25	Payment Processing and Financial Reconciliation	If a reimbursable loan agreement or other cost-sharing mechanisms were in place, invoices, payments and other activities should be settled in a timely manner.	X	X	X	

Section 4: Partner Agency Fact Sheets

CANADEM



Background

Established in 1996 with Canadian Foreign Affairs funding, CANADEM is a not-for-profit Canadian Agency dedicated to advancing international peace and security through the rapid mobilization and mission management of experts committed to international service.

With an overall general roster of over 45,000 experienced international and Canadian experts, CANADEM end-users include UN Agencies, other inter-governmental organizations, the Canadian, UK and other governments, and non-governmental entities of all kinds.

Funding

CANADEM is a fully funded project and receives no core funding. FCDO (United Kingdom) and Global Affairs Canada are the primary funding sources for Standby Partnerships. All requests are considered on a case-by-case basis, and in general, CANADEM's funder will only consider supporting deployments to a rapid onset emergency (as opposed to a protracted crisis).

CANADEM also deploys candidates with funding from the hosting agencies through a Reimbursable Loan Agreement (RLA).

Core Profiles and Strategic Priorities

CANADEM's database of experts cover a variety of areas including but not limited to: human rights, democratization, elections, rule of law, governance, security and policing, child protection, engineering, humanitarian aid, water and sanitation, counter-trafficking, admin-logistics.

Many CANADEM roster members are bilingual in French and English. Overall, the roster has 63 languages: all speak English; 12,995 are bilingual French/English; 2,575 fluent/native Spanish speakers, 4,001 speak Arabic.

The deployments funded by Global Affairs Canada are focused on core life-saving positions and rapid onset humanitarian crises.

Additional Deployment Information

- **Leave entitlements:** unless previously agreed to between the IOM CO and CANADEM, standby personnel deployed through CANADEM are not entitled to any leave (except for normal weekends and any applicable R&R) during the first three months of their deployment.

Website

For additional information, please visit <https://canadem.ca/>.

Danish Refugee Council (DRC)

Background

The Danish Refugee Council (DRC) is a private, non-profit, non-governmental humanitarian organization founded in 1956. DRC is a self-mandated protection agency working to secure durable solutions to conflict affected populations around the world. With nearly 9,000 employees working in approximately 40 countries, DRC is Denmark's largest humanitarian NGO.

The DRC roster's aim is to timely fulfill needs and achieve long-term solutions for affected people. The majority of deployments are rapid emergency deployments to areas of man-made conflict. However, deployments to global clusters or specific initiatives are also facilitated. The DRC roster hosts approximately 440 active members who have all gone through a recruitment process and have attended an induction training.

Funding

The DRC roster is funded by the Danish International Development Agency (Danida) as well as the UK Foreign, Commonwealth, and Development Office (FCDO). A small number of deployments obtain funding from the United States Agency for International Development (USAID) and the Swiss Federal Department of Foreign Affairs (FDFA).

DRC also deploys candidates with funding from the hosting agencies through reimbursable agreements or through cost-sharing.

Core Profiles and Strategic Priorities

DRC's core profiles include: Camp Coordination and Camp Management; Cash & Voucher; Cluster Coordination; Environmental Advisor; Humanitarian Affairs; Information Management; Logistics/Supply Chain; Protection (including child protection and gender-based violence); Resilience; Shelter; and WASH.

DRC focuses on conflict zones and less on natural disasters. Prioritization is given to the country and regions where DRC is operating. The majority of DRC deployments are to Africa (West, Central and East), MENA countries, and L3 emergencies.

Additional Deployment Information

Leave entitlements: DRC standby personnel accumulate 2.08 days of leave per month, and leave days must be approved by the IOM supervisor. However, during emergencies, DRC standby personnel are not entitled to take any leave (except for normal weekends and any applicable R&R) for the first three months.

Website

For additional information, please visit www.drc.dk.

Ministry of Foreign Affairs, Luxembourg (“emergency.lu”)



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG

Background

In 2011, the Luxembourg government launched the “emergency.lu” project. It was initiated as a public-private partnership by the Ministry of Foreign Affairs of Luxembourg in collaboration with HITEC Luxembourg, SES TechCom, and Luxembourg Air Ambulance.

emergency.lu is a global integrated communication platform, designed to help the humanitarian community and civil protection teams in the field (re)establish telecommunication services. The project provides a multi-layer telecommunications platform for humanitarian aid responders consisting of satellite infrastructure and capacity, communication and coordination services, satellite ground terminals for rapid and long-term deployments, and transportation of equipment to the operational area.

Funding

The development, prepositioning, maintenance and deployment of emergency.lu equipment, as well as the training and deployment of emergency.lu personnel is fully funded by Luxembourg.

Requested projects for innovation, transfer of knowledge, such as the development of humanitarian aid coordination platforms may also be covered by Luxembourg or cost-shared with IOM.

Equipment/Service Package

The emergency.lu project aims to improve the worldwide preparedness and rapid response capacity by covering the communication gap in the first hours and days after a disaster. The 24/7 on-duty technical and expert staff are generally ready to deploy within 24 hours to any location in world.

The standby agreement between Luxembourg and IOM offers services in the following areas:

1. emergency.lu satellite-based telecommunication platforms fully equipped by Luxembourg to provide telecommunications and coordination services to IOM in humanitarian operations, either through a rapid deployment in support of unforeseen operations, or for a longer-term deployment in support of on-going humanitarian operations (e.g., “forgotten”, recurrent, or protracted crises);
2. Experts on standby for short-term support missions with IOM emergency operations, mainly, but not exclusively, with the objective to install, operate or dismantle an emergency.lu satellite-based telecommunication platform after its rapid deployment in response to an unforeseen emergency or during a longer-term deployment to support an on-going IOM humanitarian operation;
3. Innovation and transfer of knowledge in the areas of information and communication technology and information management.

Additional Deployment Information

To learn more about the types of rapid and long-term deployment packages that emergency.lu can provide, please contact the IOM SBP team at sbp@iom.int.

Website

For additional information, please visit www.emergency.lu.

UK Foreign, Commonwealth, and Development Office (FCDO)



Background

The Foreign, Commonwealth, and Development Office (FCDO) leads the UK Government's response to humanitarian emergencies in developing countries. FCDO works with other UK Government Departments, international organizations, aid agencies and Governments of the countries affected.

FCDO provides critical resources in response to humanitarian emergencies and can deploy staff to affected areas. FCDO also has access to extensive rosters of experts operated by four NGOs: CANADEM; Danish Refugee Council (DRC); Norwegian Refugee Council (NRC); and, RedR Australia.

Funding

FCDO funds emergency standby personnel primarily through funding the four aforementioned NGO partners (CANADEM, DRC, NRC, and RedR Australia). This mechanism enables a broad range of expertise to be accessed for standby deployments, matching FCDO funds to the best candidate from one of the four databases. Additionally, FCDO can provide standby personnel from its own database into UN operations. These posts are primarily P5 roles.

Core Profiles and Strategic Priorities

FCDO's core profiles include: Humanitarian Advisors; Humanitarian Affairs Officers; Logisticians; and Reporting Officers. FCDO also holds more specialist profiles, including Civil Military, WASH, Security and Shelter Advisors. Generally, the profiles on the FCDO database are those aimed at supporting FCDO's own humanitarian operations.

FCDO considers each standby personnel request on a case-by-case basis, with advice sought from their FCDO Country Offices (where present). FCDO support prioritizes emergency surge personnel to fill critical strategic positions in UN agencies. Particular attention is given to meeting the needs of the most vulnerable, delivery of results, and value for money.

Additional Deployment Information

- When making a request to FCDO HQ for standby personnel, it is *critical* for the requesting IOM CO to liaise directly with FCDO counterparts on the ground (if applicable), as FCDO HQ confers with their colleagues in the field before making their decision. Once an agreement is reached, IOM CO can formalize the request by reaching out to IOM SBP team (sbp@iom.int) with the Request Form and TOR.
- **Leave entitlements:** standby personnel will follow the leave policy of their respective Standby Partner Agency. If the standby personnel has been deployed directly from FCDO's roster, there is no set number of days for leave, standby personnel are allowed to take whatever number of days as welfare break during his/her deployment as long as the IOM supervisor agrees to it.

Website

For additional information, please visit [FCDOhttps://www.gov.uk/government/organisations/department-for-international-development](https://www.gov.uk/government/organisations/department-for-international-development).

International Humanitarian Partnership (IHP)



Background

The International Humanitarian Partnership (IHP) is a voluntary multinational cooperation between governmental emergency management agencies active in the field of humanitarian assistance. These agencies are part of and are funded by their governments. IHP member agencies are ASS LUX (the Luxembourg Rescue Services Agency), DEMA (Danish Emergency Management Agency), ERB (Estonian Rescue Board), CMC (Crisis Management Centre Finland), DSB (Norwegian Directorate for Civil Protection and Emergency Planning), MSB (Swedish Civil Contingencies Agency), FCDO (UK Foreign, Commonwealth, and Development Office), and THW German Federal Agency for Technical Relief.

The overall aim of the IHP is to enhance emergency response efforts through supporting operational actors (primarily the UN, but also the EU and other humanitarian actors) to respond to natural disasters and complex emergencies, by providing rapidly-deployable support functions and services based on pooling the capacities of the IHP members. The assistance is generally offered on an in-kind basis, but IHP support can also be cost-shared between the IHP and the requesting organization or fully covered by the requesting organization. The IHP is based on voluntary participation, mutual interest and close cooperation, and involvement does not hinder members from responding to emergencies on an individual basis.

Equipment/Service Package

The IHP delivers support in three different ways, namely deployment of experts, service packages, and training. The IHP's core strength is swift deployment of standardized service packages to emergency situations. The service packages include emergency equipment and material, along with support staff to operate the equipment and services. The packages are flexible in size and scope, and their application is often based on a joint assessment with the requesting organization. Example equipment/service packages include office and accommodation base camps and light base camps as well as ICT modules to provide information and communications technology support.

Requests for support should be channeled through the IHP chairperson, or through any of the agencies' focal points. With regards to deployment to IOM and other organizations, the IHP response is coordinated through one IHP member, acting as the IHP operational lead.

Additional Deployment Information

To learn more about the types of service packages that the IHP can provide, please contact the IOM SBP team at sbp@iom.int.

Website

For additional information, please visit www.ihp.nu.



iMMAP

Background

iMMAP is an international not-for-profit, non-governmental organization that provides targeted information management support to partners responding to complex humanitarian and development challenges. They promote measurable change in people's lives through their core philosophy that better data leads to better decisions and, ultimately, better outcomes.

Founded under the legacy of the Survey Action Center (SAC) and the Global Landmine Survey (GLS) initiative, iMMAP formed in 1998, leading the first internationally-coordinated effort to combine information management, sociology and GIS technology to define the scourge of landmines and explosive remnants of war and change the way their impact on society is measured. Their work championing information management and GIS technology has expanded beyond humanitarian mine action to the broader relief and international development arena.

Funding

iMMAP's main funding comes from two sources, the United States Agency for International Development (USAID) and the UK Foreign, Commonwealth, and Development Office (FCDO).

iMMAP also deploys candidates with funding from the hosting agencies through reimbursable agreements or through cost-sharing.

Core Profiles and Strategic Priorities

iMMAP's roster contains solely information management experts. They have at the forefront of information management support for humanitarian clusters (UN and International NGOs): Logistics, WASH, Health, Protection, Education, Nutrition, Camp Management, Food Security, and Gender-Based Violence.

Additional Deployment Information

Leave entitlements: iMMAP standby personnel are not entitled to any leave days (except for normal weekends) during the first three months of their deployments. After which, they are entitled to a two week break. If applicable, they are to follow the same R&R policy, which will also override the leave entitlement.

Website

For additional information, please visit www.immap.org.

Irish Aid



Background

Irish Aid is the Irish Government's official aid programme managed by the Department of Foreign Affairs (DFA), working on behalf of the Irish people to address poverty, hunger and humanitarian need in some of the poorest countries in the world. The provision of humanitarian assistance continues to form a vital part of Ireland's development cooperation engagement.

The Rapid Response Initiative is a central feature of Ireland's humanitarian assistance programme. It is an operational tool designed to contribute to Ireland's overarching humanitarian goal of saving and protecting lives by addressing capacity and resource constraints in the international humanitarian system. One of the key elements of its Rapid Response Initiative is its roster of highly-skilled and experienced individuals – a Rapid Response Corps – for deployment overseas, at short notice, to work with Ireland's UN Standby humanitarian partners as part of their emergency response efforts.

Core Profiles and Strategic Priorities

A Better World, Ireland's policy for international development, provides the framework for Ireland's expanding development cooperation programme in the decade ahead with the following development priorities: Reducing Humanitarian Need, Climate Action, Gender Equality and Strengthening Governance. Their focus areas are where Ireland has proven expertise and can make a real difference, including in conflict prevention and resolution, humanitarian action, agriculture and nutrition, health, social protection and education.

Their roster of over 80 experts have the following profiles:

- Humanitarian Affairs/Programme Manager
- Shelter Specialists
- Protection (including Child Protection)
- Logistics, including Fleet, Warehouse, supply chain
- Information Management
- Engineers (including Civil, WASH, Electrical)
- Gender, including GBV
- Early Recovery/Emergency Specialist or Coordinator
- Accountability to Affected Population/Community Resilience
- Civil Military Coordination Officer/Access
- Nutritionist
- ICT
- Coordinator
- Cash Program Officer
- Public Health
- Camp Coordination and Camp Management (CCCM)
- Mine Action Advisor
- Education Officer

Additional Deployment Information

Leave entitlements: Irish Aid standby personnel are entitled to 1.5 days of paid leave for each full month of continuous service. If applicable, they are to follow the same R&R policy of IOM staff in the mission of deployment.

Website

For additional information, please visit www.irisha.id.ie



Swedish Civil Contingencies Agency (MSB)

Background

The Swedish Civil Contingencies Agency (MSB) is the central governmental disaster and emergency management agency in Sweden. Nationally, MSB is responsible for issues concerning civil protection, public safety, disaster and emergency management, and civil defense. Internationally, MSB works to strengthen the capacities of affected countries, government institutions, multilateral organizations such as the UN and EU, and civil society organizations, to prevent, prepare, respond and recover from emergencies.

MSB's international capacity is divided into four overall areas of support: (1) deployment of experts (individuals or teams); (2) support modules (equipment, support services and staff); (3) capacity development projects; and (4) training and exercises.

MSB integrates cross-cutting issues in all aspects of the organization, primarily in relation to gender equality and environment. It is also a results-based organization and will report on each mission and deployment as per the terms of reference (TOR) and results-framework.

Funding

Most standby partner deployments are funded by the Swedish International Development Cooperation Agency (SIDA). MSB has a dedicated rapid response mechanism established through SIDA for funding and each deployment request requires a specific application for funding. Funding can range from full-funding from SIDA, cost-sharing or full funding from the requesting organization.

Core Profiles and Service Packages

Their expert profiles include: Administration; Construction and Support; Disaster Management; Environment; Water; Sanitation and Hygiene (WASH); Humanitarian Assistance; Information and Communications Technology (ICT); Information; Logistics; Medical; Mine Action; Emergency Response; and Security.

MSB also has several service packages established for rapid deployment, including office & accommodation (hubs), shelter and camp support unit, and IT & telecommunications.

Additional Deployment Information

Leave entitlements: MSB standby personnel are entitled to 30 days of annual leave per year. The opportunity to take leave during their deployment may vary, depending on the length and nature of the mission. MSB will compensate for leave days not utilized if it is not possible to use them during the contract period. Leave plans must be approved in advance by the IOM supervisor. When applicable, MSB standby personnel are entitled to the same R&R as IOM staff.

To learn more about the types of service packages that can be requested from MSB, contact the IOM SBP team at sbp@iom.int.

Website

For additional information, please visit www.msb.se.

Netherlands Enterprise Agency – Dutch Surge Support Water (RVO – DSS Water)



Netherlands Enterprise Agency

Background

The Netherlands Enterprise Agency (RVO) is a Dutch government agency which operates under the auspices of the Ministry of Economic Affairs and Climate Policy. Its activities are commissioned by the various ministries and, in some cases, the European Union. Some activities of the Commodities Boards are also included.

The agency works in the Netherlands and abroad with governments, knowledge centres, international organisations and many other partners.

In particular, Dutch Surge Support Water (DSS Water) responds to calls for water-related disaster relief around the globe. DSS Water deploys Dutch water experts to help solve water and sanitation issues, water resources management and water supply.

DSS Water was founded in 2015 by the Dutch government, the Dutch water sector and the Netherlands Red Cross.

Funding

The expert is contracted by the NEA but will be deployed and supported in close cooperation with the requesting organisation. As a matter of principle, experts are not paid a salary by NEA, but they do receive a cost reimbursement. Many of the experts on the roster generally maintain full-time employment elsewhere. Experts with no income during the deployment are eligible for a base fee.

Core Profiles

The pool of experts from the DSS Water roster consists of – primarily selected – top experts in the water management field, WASH and corresponding expertise areas. Each of them is experienced in working in emergency situations and in an international environment and has completed the necessary safety trainings. Experts can be deployed within 48-72 hours. Deployment varies from several weeks to a few months.

Additional Deployment Information

Leave entitlements: During the first three months of an emergency, DSS Water standby personnel are not entitled to any leave (except for normal weekends and any applicable R&R). After which, standby personnel are entitled to the accrual annual leave only if this is provided to them in accordance with their terms of service according to their contract with NEA. Leave must be approved in advance by NEA and the head of the IOM office to which the standby personnel is deployed.

Website

For additional information, please visit <https://english.rvo.nl/>.

Norwegian Refugee Council (NRC)



Background

The Norwegian Refugee Council (NRC) is an independent humanitarian organization providing assistance, protection and long-term solutions to displaced persons worldwide. They respond to new and protracted displacement crises, and advocate for the rights of refugees and internally displaced persons locally, nationally, and internationally in order to influence decision-makers to improve conditions for those affected by displacement.

Through their standby roster, NORCAP, NRC works to strengthen the capacity of the international community to prevent, prepare for, respond to and recover from crises. NORCAP provides international organizations and national institutions with experienced and skilled personnel on short notice, and its roster boasts more than 800 experts. Typical deployments last between 6 to 12 months, to ensure a continuous response, but will generally not exceed 18 months.

The NORCAP partnership with the [Global Camp Coordination and Camp Management \(CCCM\) Cluster](#) started in 2012 and resulted in the CCCMCap Roster. This roster contains camp coordination and camp management experts who are deployed for cluster coordination and technical support. CCCMCap includes rapid response teams, tools and capacity development for camp, urban and out-of-camp settings.

Funding

The Norwegian Ministry of Foreign Affairs has helped to fund NORCAP since its inception in 1991. Other funders include the UK Foreign, Commonwealth, and Development Office (FCDO) and the European Commission's Humanitarian Aid and Civil Protection Department (ECHO).

NORCAP also deploys candidates with full funding from the requesting agencies or through cost-sharing. In general, IOM CO requesting an extension beyond the first six months will be asked to consider cost-sharing the extension.

Core Profiles

Roster members have various areas of expertise, including: Coordination and Leadership; Peacebuilding and Peacekeeping; Protection; Climate and Clean Energy; Energy and Resilience; Cash and Markets; Gender Based Violence; Education; Community Engagement and Accountability Specialists; Information Management; Emergency Health; Logistics; Shelter/Site Planning; and, WASH.

Additional Deployment Information

Leave entitlement: During the first three months of an emergency, NRC standby personnel are not entitled to any leave (except for normal weekends and any applicable R&R). After which, they are to follow the same IOM leave entitlement policy (2.5 days/month). All leave must be approved in advance by the IOM supervisor.

Website

For additional information, please visit www.nrc.no/norcap.

RedR Australia

Background

RedR Australia is a leading humanitarian agency for international emergency relief that provides skilled people and training to help communities rebuild and recover in times of crisis. RedR also helps to rebuild resilience in disaster prone countries through their disaster preparedness training activities and strategic collaboration with National Disaster Management Offices throughout the Asia Pacific.

RedR was established in 1992 by an engineer who called on his peers to apply their skills to disaster relief. Over the past two decades, RedR has expanded the breadth of expertise they are able to offer in humanitarian emergencies.

Funding

RedR Australia is mainly funded by the Australian government through the Department of Foreign Affairs and Trade and the UK Department for International Development (FCDO).

Core Profiles and Strategic Priorities

RedR Australia's maintain a roster of more than 800 technical specialists across a range of skill profiles including but not limited to: Information Management/GIS; Humanitarian Affairs Coordination; Education; Protection; Disaster Risk Reduction (DRR); Civil/Construction Engineering; Gender/GBV; Emergency Shelter; Logistics; and WASH.

Standby personnel deployments generally reflect RedR Australia's geographic priorities, generally within the Asia-Pacific region.

Additional Deployment Information

Leave entitlement: during an emergency, RedR Australia standby personnel are entitled to 20 days of annual leave per year and leave is usually taken at the conclusion of a deployment, but all leave must first be approved by the IOM supervisor.

Website

For additional information, please visit www.redr.org.au.

Swiss Agency for Development and Coordination/ Swiss Humanitarian Aid Unit (SDC/HA)



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Background

The Swiss Humanitarian Aid Unit (HA) is the operation arm of Swiss Humanitarian Aid and is affiliated with the Swiss Agency for Development and Coordination (SDC). Its specialists are deployed to implement projects of the SDC or its UN partners, before, during and after periods of crisis or conflict.

The SDC/HA is a corps of over 700 people who are on call in time of need. Most of the specialists are requested to carry out Switzerland's humanitarian aid projects around, while others are seconded to UN agencies, who benefit from their experience and expertise.

Funding

SDC/HA deployees are usually free of charge to IOM, except for any required travel in-country/region, which should be covered by receiving IOM Country Office. DSA is not expected to be paid by IOM unless otherwise negotiated between IOM and SDC/HA HQs.

Core Profiles

The SDC/HA roster offers a wide range of technical and operational knowledge, including but not limited to: coordination and administration; water, sanitation, and hygiene (WASH); rescue; disaster risk reduction and environment; medical; protection and gender based violence (GBV); logistics support; construction; security; information; and technology/communications. .

Additional Deployment Information

When making a request to SDC for standby personnel, it is *recommended* for the requesting IOM CO to liaise directly with SDC counterparts on the ground (if applicable), as SDC HQ confers with their colleagues in the field before making their decision. Once an agreement is reached, IOM CO can formalize the request by reaching out to IOM SBP team (sbp@iom.int) with the Request Form and TOR.

Leave Entitlement: During the first three months of an emergency, SDC/HA standby personnel are not entitled to any leave (except for normal weekends and any applicable R&R). After that period, an agreement regarding leave will be reached on an ad hoc basis between IOM and SDC/HA. Leave accrued during a deployment of more than three months is normally taken during the course of the deployment.

All expenses related to R&R—including travel to/from an R&R location)—is covered by SDC/HA.

Website

For additional information, please visit <https://www.eda.admin.ch/sdc> and <https://www.eda.admin.ch/deza/en/home/activities-projects/activities/humanitarian-aid/swiss-humanitarian-aid-unit.html>.



CASCOS BLANCOS
CAPACETES BRANCOS
CASQUES BLANCS
WHITE HELMETS

White Helmets Commission, Argentina

Background

The White Helmets Commission is a unit of the Ministry of Foreign Affairs and Worship of the Argentine Republic in charge of designing and implementing international humanitarian assistance. Guided by the principle of non-indifference among States, it carries out its activities through a working model based on cooperation, solidarity and community participation. It is entirely integrated with civilian personnel and backed by a team of national and international volunteers.

Funding

Endorsed by the United Nations General Assembly (UNGA) in 1994 and the Organization of American States (OAS) in 1998, the White Helmets benefits from the voluntary funding received by both the UNGA and the OAS.

Core Profiles

The White Helmets rely on a database that included professional and specialist volunteers as part of qualified teams working in: Camp Coordination and Camp Management (CCCM); Emergency Health; Emergency Logistics; Information Management; Needs Assessment; and WASH.

Additional Deployment Information

Leave Entitlement: This will vary for each deployment and should be clarified by the White Helmets focal point prior to deployment.

Website

For additional information, please visit www.cascosblancos.gov.ar.

Annex A: IOM REQUEST FOR SUPPORT FROM STANDBY PARTNERS (SBP)*

*Note that SBP support should be seen as complementary to other existing sources of preparedness and should not be used to replace poor staff planning. When IOM makes a standby personnel request to an SBP, several criteria are considered by the SBP as to whether or not they can meet the request. Criteria may vary among the SBPs, but in general a strong justification is required for why IOM is requesting a position and how IOM plans to fill the position once the standby personnel's deployment is completed.

Please send your request to: Marian Solangon (msolangon@iom.int putting SBP@iom.int in copy)

Date: DD - MM - YYYY

POSITION DETAILS	
1. Title and level of post for which a standby personnel is requested:	
2. Country:	
3. Duty Station (please note if duty travel will be required, and if so, where to and how often):	
4. Expected starting date and time-frame of assignment:	
5. Will office space and working tools be provided?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. Have the Terms of Reference been shared/attached?	Yes <input type="checkbox"/> No <input type="checkbox"/>
JUSTIFICATION FOR REQUEST	
7. Is this a new or extension request?	

	New <input type="checkbox"/>	Extension <input type="checkbox"/>
8.	Please explain why the post is urgent and why current IOM capacity cannot meet this need (or if requesting an extension, why one is needed):	
9.	What are 3-4 critical deliverables of this post?	
10.	What is the longer-term staffing plan after SBP temporary support period/handover strategy (where relevant)?	
SECURITY & ADMINISTRATIVE		
11.	UN Security Phase in-country/duty station:	
12.	Special medical requirements (vaccinations etc):	
13.	Visa Requirement (e.g., visa on arrival, invitation letter, etc):	
14.	R&R cycle at duty station:	
15.	Direct Supervisor of deployee:	
16.	Focal Point for practical arrangements related to deployment (security clearance, pick-up at	

airport, booking of hotel, briefing, etc):	
17. Focal point for the Performance evaluation:	
18. Approval and Signature by IOM Head of Office/Representative Date of Approval	

Annex B: Performance Evaluation Report

PERFORMANCE EVALUATION FORM FOR STANDBY STAFF

PART 1 - Basic Information			
(To be completed by the Supervisor)			
NAME (LAST, FIRST)	TITLE OF POST	DUTY STATION (Country)	SECONDING AGENCY

FUNCTION (a brief description of key tasks)	PERIOD OF ASSIGNMENT: FROM: TO:

PART 2 - Key Activities and Outputs of Deployment		
(As stated in the Terms of Reference. To be completed by the supervisor and the deployee. The supervisor may request the technical focal point of the deployee to provide input)		
Planned key activities and outputs (to be completed upon arrival by the deployee)	Self-assessment and comments by the deployee on achievements, indicating if outputs were achieved	Evaluation and Comments by Supervisor

PART 3 – Impact and Sustainability of the Deployment (To be completed by the supervisor)	
1. IMPACT on Organisation: How (if at all) has this deployment strengthened your organisation or operation? (E.g. through transfer of skills, new initiatives, innovation, set-up of new systems, etc.)	
2. SUSTAINABILITY for Organisation: How will your organisation ensure that the deployee’s contribution is sustained? (E.g. institutionalisation of new practices, handover, replacement)	
3. EFFECT on the situation on the ground/persons of concern, if relevant: How has this deployment provided relief or assistance to affected populations?	

GENERAL COMMENTS on Standby Staff’s overall performance:

PART 4 – Professional Competencies Evaluation (To be completed by the supervisor, with input from technical focal point as applicable)					
RATINGS	Unsatisfactory	Only Adequate	Satisfactory	Very Good	Exceptional
Technical competencies (Job competence, technical know-how and understanding)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work relations/interpersonal skills (Relations with other staff, Government and/or implementing agencies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication skills (Expression of ideas and thoughts, both oral and written)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commitment/ Attitude/Drive (Dedication, initiative, enthusiasm, interest)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>GENERAL COMMENTS on the deployee’s overall performance:</u>					

<p>RECOMMENDATION by Supervisor:</p> <p>Standby Staff should be considered for: (tick one)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Deployments with the same type of tasks as this one <input type="checkbox"/> More complex and difficult tasks <input type="checkbox"/> Less demanding tasks only <input type="checkbox"/> Tasks in a different technical area <input type="checkbox"/> Should <u>NOT</u> be considered for future deployments
<p>Supervisor's name:</p> <p>Title:</p> <p>Date:</p>	

PART 5 – Standby Staff's Review of Ratings/Assessment by the Supervisor	
<input type="checkbox"/> Agree with the above evaluation	<input type="checkbox"/> Do not agree with the above evaluation
<p>GENERAL COMMENTS by the Standby Staff:</p> <p>Comment, for example, on your overall performance and on any strengths, skills or qualities which you possess.</p>	
<p>COMPETENCY DEVELOPMENT AND TRAINING NEED:</p> <p>Please indicate your need (if any) for further job-related training:</p>	

Instructions And Guidelines

1. The following guidelines should be used in evaluation the Standby Staff's performance. They are aimed at ensuring consistent application of evaluation rating by the evaluating officers:
 - Unsatisfactory: The performance/quality of service failed to meet the minimum standards of acceptability. The lack of required quality contributed to the complete or near failure of the deployment.
 - Only Adequate: The performance/quality of service was only adequate. More had in fact been expected. On the other hand, the deficiency was not so grave as to jeopardize the objectives of the deployment.
 - Satisfactory: The performance/quality of service was sufficient for the satisfactory completion of the deployment.
 - Very good: The performance/quality of service was of a higher standard than expected and resulted in a fully satisfactory completion of the tasks given to the Standby Staff.
 - Exceptional: The rating should be reserved for Standby Staff whose performance/quality of service was of an exceptional degree, and therefore considered worthy of special note.
2. Part 1 and Part 2 of the form should be completed upon arrival of the Standby Staff. The remaining parts should be completed before the departure of the Standby Staff.
3. It is essential to bear in mind that the performance/quality of service should be evaluated in terms of the objectives and requirements of the deployment for which s/he was engaged.
4. The completed form should be submitted to Standby Arrangements, EMOPS Geneva and to the Standby Staff.