Managing the refugee and migrant crisis
The role of governments, private sector and technology

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"We want to ensure that refugee rights are upheld everywhere and that they have access to shelter, food and healthcare. This must continue. But we also want to create opportunities for education and livelihoods. This is what refugees want desperately."

Filippo Grandi, United Nations (UN) High Commissioner for Refugees, February 2016

Contents

Executive summary

Macro vulnerabilities and protracted political instability in various parts of the world, including the Middle East and certain regions of Africa and Asia have given way to a growing migrant crisis that is increasingly reverberating through the politics, economies and societies globally, particularly in Europe. As the number of refugees globally continues to rise, even though an immediate resolution seems unlikely in the near future, it is crucial for governments, multilateral organisations, public and private sectors to contribute towards finding solutions.

Though much of the current refugee exodus from the Syrian conflict has impacted the Middle Eastern and Central Asian neighbour states, including Jordan, Lebanon and Turkey, global attention and media has been focused on Europe, where political institutions are experiencing substantial pressure and strain. However the importance of assessing impacts and developing solutions for unmanaged migration and refugee issues by governments and the private sector is a global challenge, and a global opportunity.

This paper explores the definitions, causes and challenges of migration, with an emphasis on forced and unmanaged migration. We also take a closer look at the 'push' and 'pull' factors that influence refugee and unmanaged migration flows, both in the Middle East and North Africa and also in other global hotspots. In this paper, we outline the roles, opportunities and challenges faced by governments and private sector actors alike in addressing this crisis, and we discuss opportunities for collaboration as well as the key role technology can play.

In the final sections of this paper, we present future trends and scenarios as well as recommendations. We urge consideration of the analyses presented, because left unaddressed, or if addressed unilaterally rather than in parallel, the ongoing refugee and migrant crisis has the power to distort the politics of nations, presenting significant long-term risks to the macro business environment and, in the case of Europe, the single market. In this context, public and private sectors have a critical role to play and can serve as leaders in developing solutions for enhancing the security and wellbeing of nations and their inhabitants, whilst encouraging a humanitarian response to the crisis.

Introduction

Globally, one in every 122 human beings is now either a refugee, internally displaced or seeking asylum. This represents an increase of over a third in the last five years (see Figure 1).[1]

According to the United Nations High Commissioner for Refugees (UNHCR, or The UN Refugee Agency), there are currently 59.5 million people across the world who have been displaced, 19.5 million of these are refugees.[2] In Europe alone, more than 1,011,700 migrants arrived by sea in 2015 and, almost 34,900 arrived by land, according to estimates by the International Organisation for Migration (IOM).[3]

Upon reflection, many in Europe will view 2015 as the year of the migrant[4] crisis. This is largely owing to rising volatility and political instability in the Middle East and Africa, and the associated surge in migration to Europe.
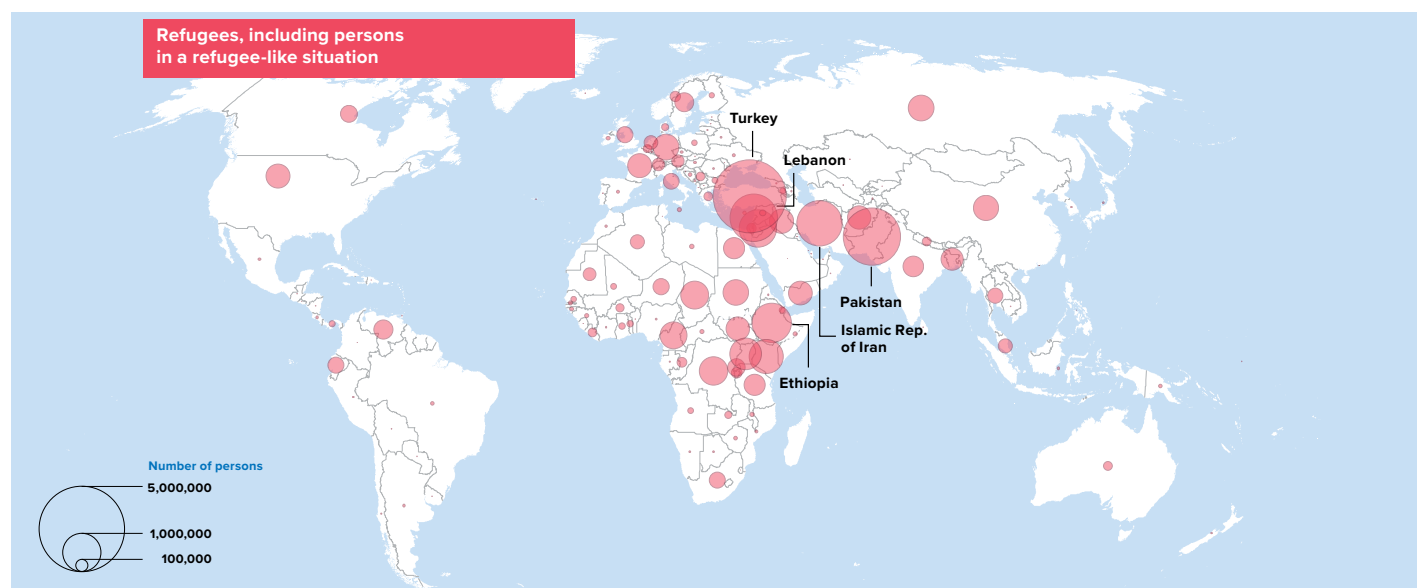
Figure 1: Global trends – increase in worldwide displacement
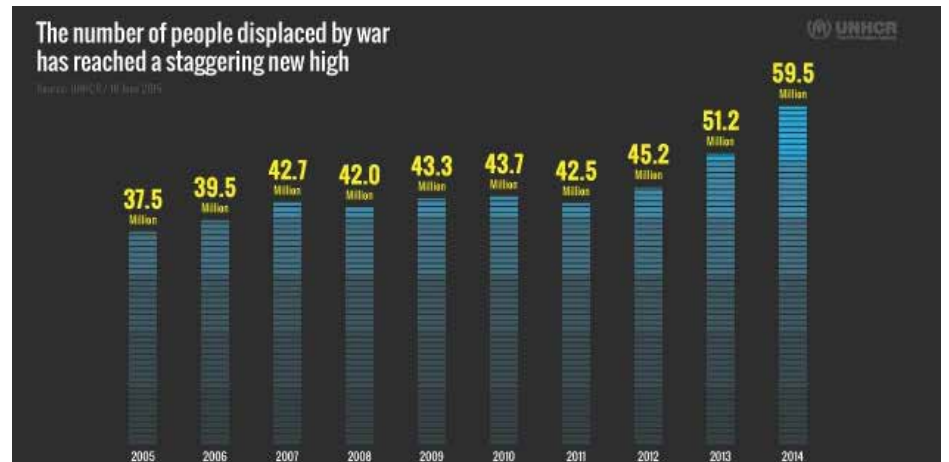
Source: UNHCR 18 June 2015

However, the refugee and migrant situation and the subsequent issues it brings, are a global concern, not just a European one (see Figure 2).

Figure 2: Refugees, including persons in a refugee-like situation

1 http://www.unhcr.org/558193896.html

2 These numbers have cumulated over a number of years. The figures, unless explicitly stated, do not only reflect 2015 numbers.

3 http://www.bbc.com/news/world-europe-34131911

4 In line with the BBC, we use the term 'migrant' to refer to all people who are on the move who have yet to complete the legal process of claiming asylum. As per the BBC's definition this group includes people fleeing war torn countries such as Syria, who are likely to be granted refugee status, as well as people who are seeking jobs and better lives, who governments are likely to rule are economic migrants.

The causes of the mass movement of migrants to Europe

The number of migrants attempting passage to Europe in 2015 was largely unprecedented. According to the UNHCR, Germany has accepted the greatest number of migrants in Europe in absolute terms, with an estimated 964,574 new migrants in 2015[5]. Of this, approximately 484,000 of the migrants came from Syria[6]. The UK has made a commitment to accept 20,000 Syrian refugees from UNHCR camps over the next five years.[7] On a per capita basis, however, Sweden ranks among the most accepting countries, having taken in roughly 190,000 refugees, or 2 percent of the population.[8] Figure 3 shows disproportionate burden sharing among the European Union (EU) member states.

According to the UNHCR's annual Global Trends Report: World at War (June 2015)[9], in the past five years, at least 15 conflicts have re-erupted or re-ignited (eight in Africa: Côte d'Ivoire, Central African Republic, Libya, Mali, north-eastern Nigeria, Democratic Republic of Congo, South Sudan and this year in Burundi); three in the
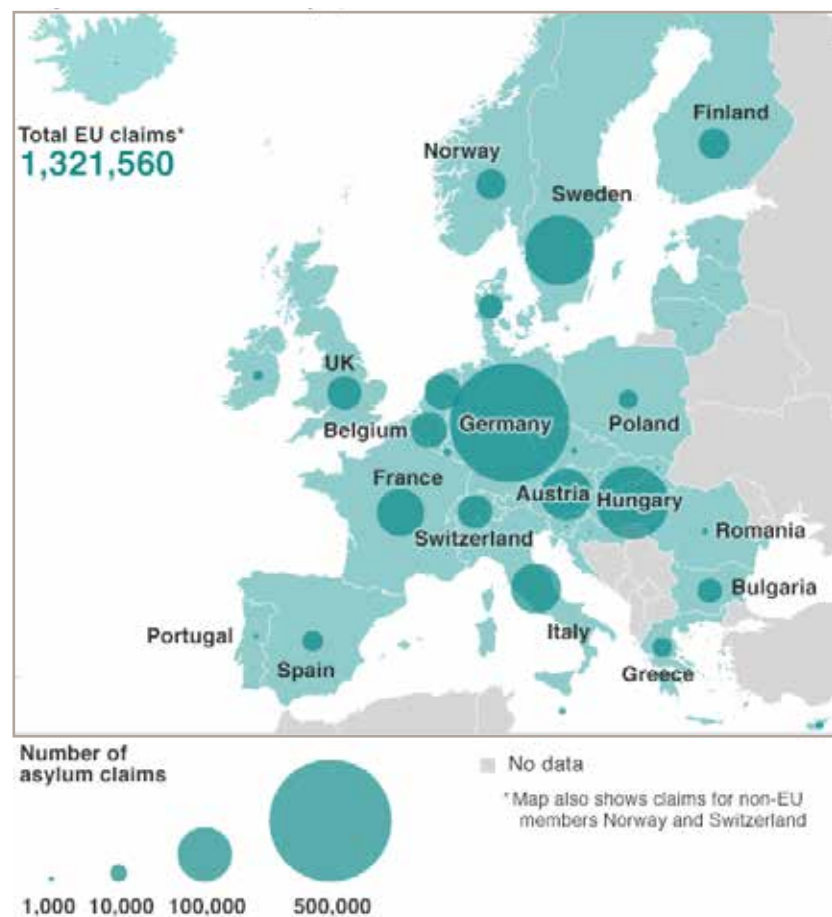
Understanding the driver is key to categorising a migrant as either a refugee or economic migrant and influences the decision as to whether an individual will be afforded protection under the 1951 Refugee Convention

Middle East (Syria, Iraq, and Yemen); one in Europe (Ukraine) and three in Asia (Kyrgyzstan, and in several areas of Myanmar and Pakistan). Since early 2011, the main reason for the acceleration has been the war in Syria which is now the single largest driver of displacement.[10]

However, it is important to note that war is not the only driver for migration. Other drivers such as political instability or violence in the home country, high unemployment and poverty, famine triggered by climate change, and systematic discrimination are all motivators for people to move.[11] In fact, the UNHCR reports that in the first five months of 2016, more than 39,000 Afghans also made the journey across the Mediterranean to Greece (UNHCR Questionnaire findings for Afghans in Greece, May 2016). This shows that people are still traveling long distances as a result of persistent unrest

Figure 3: Asylum claims in Europe 2015

Source: Eurostat

5   http://qz.com/567469/germany-is-taking-in-more-refugees-in-2015-than-the-us-has-in-the-past-10-years/

6   http://www.welt.de/politik/deutschland/article149700433/965-000-Fluechtlinge-bis-Ende-November-in-Deutschland.html

7   http://www.parliament.uk/briefing-papers/sn06805.pdf

8   http://foreignpolicy.com/2016/02/10/the-death-of-the-most-generous-nation-on-earth-sweden-syria-refugee-europe/

9   http://unhcr.org/556725e69.html#_ga=1.126912907.702443651.1455545632

10   http://www.unhcr.org/558193896.html

11   http://www.migrationpolicy.org/article/europe-migration-crisis-context-why-now-and-what-next

Understanding the drivers of migration is key to categorising a migrant as either a refugee or economic migrant and influences the decision as to whether an individual will be afforded protection under the 1951 Refugee Convention.[12]

Shifting dynamics in finding a resolution

The image of Aylan Kurdi[13]: a young boy whose body washed up on the shores of Turkey became the face of the migrant crisis in Europe and was a stark reminder to the world of the growing humanitarian crisis prompted by civil unrest, poverty, famine and war. The image evoked a sense of outrage at the perils of migrants making the dangerous crossing to Europe and galvanised public opinion about the migrant crisis. In addition, it increased the international pressure on European governments to find a solution respecting international laws and the rights of migrants, whilst ensuring the safety and security of European borders. German Chancellor Angela Merkel and French President Francois Hollande issued a joint statement subsequent to Aylan's death stating that "the European Union must act decisively and in

accordance with its values" whilst putting forward "joint proposals to organise the reception of refugees and a fair distribution in Europe" as well as "converging standards to strengthen the European asylum system."[14]

However, following through on this commitment was made difficult by the unprecedented number of migrants arriving in Europe, combined with the inability of existing asylum systems to absorb such high volumes. For example, the Dublin Regulation of 6 June 2013 outlines the responsibilities for member states in evaluating and determining the status of asylum applications. This has now been challenged by overwhelmed capacity in countries such as Greece and Germany.

The migrant crisis and its related debates were further exacerbated by the terror attacks in Paris in November 2015 which shifted public focus to protecting Europe from further terror targets and ensuring that sufficient security checks were built in both at external borders and into the processes for dealing with asylum claims.

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12   http://www.unhcr.org/uk/1951-refugee-convention.html

13   Aylan Kurdi was a 3 year old Syrian child who drowned trying to cross the Mediterranean. Full story can be found on http://www.independent.co.uk/news/world/europe/aylan-kurdi-s-story-how-a-small-syrian-child-came-to-be-washed-up-on-a-beach-in-turkey-10484588.html

14   http://pbs.twimg.com/media/CN-w2XZWoAA5c4U.png

The direct result of this was the introduction of temporary border controls by some member states including France, Germany, Austria, Slovenia, Sweden, Hungary, Norway[15] and Denmark, calling the future of the Schengen Agreement (which stipulates a zone of twenty-six European countries abolishing their internal borders and having a common visa policy, thus allowing for the unrestricted movement of people, goods, services and capital) into question.[16] The terror attack in Belgium in March 2016 and subsequent attacks in France and Germany has led to further feelings of insecurity and instability within Europe, and the roadmap to Schengen (proposed by the European Commission), which will require the opening of all internal borders within the EU by the end of December 2016, continues to be queried.[17]

The European Commission has emphasised that the stabilisation of the Schengen system is critical for the protection of the free movement principle and for ensuring that there is no long-term economic detriment to the EU economy as a result of re-establishment of border controls. For example, 1.7 million workers in the EU cross a border every day to go to work. The re-introduction of border controls would cost commuters and other travellers between Euros 1.3 and 5.2 billion in time lost (per annum).[18]

As Europe collectively struggles to find a unified solution to the migrant crisis, challenges continue to mount (see Figure 4) and there are pressures on making the terms of existing relative regulations work, due to some member states acting unilaterally.

Figure 4: The challenges Europe faces are complex

1 Successfully caring for and resettling migrants

2 Differentiating between genuine asylum claims and economic migrants

3 Integrating new migrant arrivals into society

4 Assessing the infrastructure and ability of the accepting countries to deal with the number of refugees and migrants

5 Securing funding for humanitarian aid and assistance provided upon arrival

6 Protecting borders and ensuring the security of nationals in the context of unmanaged migration and increasing threats from terrorism

7 Developing innovative and advanced technology to help respond more quickly and effectively to the situation on the ground, in real time

8 Responding to the refugee crisis in a way that preserves the values and legitimacy of the EC and its member states

15   Norway is not a member of the EU but is part of the Schengen Agreement

16   http://www.bbc.co.uk/news/world-europe-34826438

17   http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/schengen/docs/communication-back-to-schengen-roadmap_en.pdf

18   http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/schengen/docs/communication-back-to-schengen-roadmap_en.pdf

Others, such as Germany, initially subscribed to an open door policy for migrants, though this decision has been criticised for acting as a migration pull factor. Divisions between member states have deepened, despite the threat of the EU losing credibility as a political and economic leader. The EU-Turkey Agreement, however, though not without its critics, was hailed as a major milestone for the EU in presenting a coherent, strategic response to the migrant crisis.

Future projections: understanding and evaluating the crisis

In order to understand the migrant crisis and work towards finding a common solution, it is important to understand the reasons for the largest migration to Europe since the Second World War. In the following sections, we assess and evaluate the response of European governments and key stakeholders, including the difficulties that prevent the early resolution of the crisis.

We also analyse the push and pull factors and the impact (both positive and negative) that the migrant crisis will have from the perspective of governments (national and local), the public, and companies operating global businesses within Europe and elsewhere. This is a dynamic and fluid situation and governments and business need to adapt accordingly.

What drives the movement of people globally?

Migration is not a new phenomenon. History demonstrates that migration has existed for centuries as trade relations, the expansion of empires, wars, persecution and political turmoil have triggered human movement within regions, countries and beyond. Migration is a global phenomenon that pertains to a broader scope of the population than what the media typically refer to as 'migrants'.

Migration can be differentiated as managed and unmanaged, voluntary or forced. This paper will focus primarily on forced and unmanaged migration and the challenges they pose to government policies, together with the risks and opportunities they create for private sector actors.[19]

Managed migration refers to relocation to a host country in a planned manner such as through quotas or visas.

Unmanaged migration refers to migration that the host country has not planned or accounted for.

Voluntary migration means relocation according to personal desires.

Forced migration is driven by push factors, namely, risks, social pressures and conflicts, which can lead to seeking asylum in other countries. However it can also be influenced by pull factors.

Many of these risks and opportunities are in some way economic, but may overlap with issues of humanitarian concern, such as violence, war, disease, resource scarcity and the right to re-join families and communities. Migration can be facilitated or discouraged by policy, and policy often attempts to classify migration. This makes the definition of 'migrant,' 'refugee' or 'asylum seeker' difficult to objectively determine. The following section highlights some of the key challenges with labelling people who migrate, and offers a broader understanding of the push and pull factors that drive global migratory flows.

19   Overseas Development Institute: https://www.odi.org/sites/odi.org.uk/files/odi-assets/publications-opinion-files/9913.pdf

A number of terms are used to describe those who migrate: migrant, refugee, asylum seeker, etc. While some terms such as refugee and asylum seeker have a basis in legal frameworks/agreements others do not. However, they all have cultural and political associations that can be just as impactful as legal definitions. While 'migrant' is arguably the broadest term and includes refugees and asylum seekers, Non-Governmental Organisations (NGOs) have criticised the media for using 'migrant' as a derogatory term that plays into the hands of anti-immigration politics. Moreover, the label 'economic migrant' is used – for example, in the EU – to assert that a migrant has no humanitarian basis for claiming asylum and eventual settlement, instead justifying expulsion because the basis for the individual's migration is rooted in the desire to improve their standard of living from an economic perspective.

Definitions of a refugee or asylum seeker can also differ according to government and policy acceptance/interpretation. Even within the EU, member states have not fully harmonised their lists of 'safe countries," or countries that are deemed compliant with the 1951 Refugee Convention, and the policy actions which those lists entail.

Push factors

Push factors include the numerous reasons why migrants might be incentivised to leave their homes, such as humanitarian concerns (including conflicts), overpopulation and destruction of the local environment, wage stagnation, or job scarcity. These are differentiated from pull factors, which are reasons for which migrants might choose to migrate to a certain country, region, or city.

Governments that are net migrant receivers sometimes engage in some form of international policy to reduce push factors, usually by funding multilateral organisations within the UN or NGOs that focus on mitigating the effects of war or conflicts, famine, drought or human rights abuses. For example, UNHCR provides relief to conflict zones such as Syria, but also in neighbouring countries such as Lebanon or Jordan in order to help those countries contain and care for refugee populations. Push factors can also occur in places where migrants have relocated, where issues such as poor working opportunities and uncertain legal status push them to continue their journey on to Europe and elsewhere.

There is also increasing evidence that push factors have complex and overlapping relationships. For example, many EU countries attempt to differentiate 'economic migrants' from asylum seekers, although conflict and economic deterioration are often linked in ways that do not always explicitly feature human rights violations. More recently, climate change has been identified as a broad force behind other migratory push factors and this is likely to increase the numbers of migrants in the years ahead. In fact, the United States National Academy of Sciences has identified the extended drought in Syria between 2007 and 2010, which was exacerbated by climate change, as one of the factors that led to the Syrian conflict.[20]

Humanitarian issues play a unique role in the dynamics of forced migration as both push factors and also consequences of push factors. Involuntary migrants are arguably some of the most vulnerable individuals. Forced migration is often triggered by humanitarian concerns, but these concerns continue to affect migrants while they travel and throughout the process of settlement in a new country; they are often forced to resort to unlawful practices and criminal networks (i.e. smuggling and human

trafficking) simply to continue along their journey. Consequently, forced migration sustains black markets, underground economies and criminal networks given its reliance on using non-standard means of earning a living or crossing borders. Children, youth and women remain particularly vulnerable, since they might not enjoy legal protection or access to support networks that would mitigate the risks of exploitation. Traumas associated with migration may also pose challenges to eventual settlement in a country, and may require additional services such as counselling to integrate successfully.

Pull factors

Pull factors are incentives for migrants to journey to a certain place and include working opportunities, benefits, ease of travel, the possibility of permanent settlement and the opportunity to reconnect with family and community networks. Pull factors are often created inadvertently by governments. However, those governments also often directly address and try to minimise pull factors, namely by tightening border controls, cutting benefits, restricting settlement opportunities and working rights.

In the past year, EU countries that had attracted the most migrants have made an effort to reduce pull factors, such as cuts to benefits in Germany, quotas on migrant numbers in Austria and tightened border controls in Sweden.

Despite the EU's commitments to human and refugee rights, numerous Central and Eastern European countries have built walls and tightened border controls in an effort to prevent or divert migration. In some countries, bureaucratic inertia in processing asylum requests and the detention-like condition of holding facilities has indirectly discouraged migration to the country.

20   United States National Academy of Sciences, 2015. http://www.pnas.org/content/112/11/3241.abstract

International cooperation and considerations for governments

Government responsibilities

The UN 1951 Refugee Convention (the 'Convention') and its subsequent 1967 Protocol ('the Protocol') are the most important legal documents setting out government responsibilities towards refugees globally.

As well as the Convention and Protocol, there are other important instruments (such as the Dublin Regulation in the EU and the European Human Rights Convention) outlining government responsibilities. However many of these instruments are specific to certain countries and regions rather than global in nature. Nearly 150 countries worldwide are signatories to the Convention and the Protocol, although fewer have fully implemented them into law. These documents set out the definition of refugees (or asylum seekers) and a requirement that governments do

not return refugees to a territory where his or her life or freedom is threatened (the principle of non-refoulement). They also establish cooperation procedures with the UNHCR.

With the Convention and Protocol in mind, this section outlines the responsibilities of governments, and the political challenges and opportunities that governments face when dealing with asylum seekers and refugees, both in terms of formulating and implementing policy.

Bureaucratic duties

Since the Convention and Protocol require signatory countries to hear an asylum appeal, refugees have the right to remain in a country in which they have submitted an asylum claim until their appeal is deemed invalid. This leads to bureaucratic obligations, notably to register applicants, process asylum requests, provide shelter and working opportunities and sustained communication until a legal decision on the application is undertaken.

Compliance has proven to be costly, particularly at moments of acute migratory flows. In Germany, for example, the cost of refugee care and acceptance in 2015 was roughly 10 billion Euros.[21] Greece, unable to shoulder similar types of costs, was considered between 2013 and 2015 to be exempt from EU-wide burden refugee sharing initiatives. For countries that are part of the EU's Schengen Agreement, asylum and border policy must be carried out at a regional level and harmonised to be effective.

Third countries may also have obligations to each other on refugee issues: for example, a readmission agreement signed between two countries allows refugees that have arrived in the first country and travelled onto a second country to be returned to the first country by the second. Within the EU, this obligation is embodied in the Dublin Regulation, which requires asylum seekers to lodge a request in the first country of arrival; additionally, there are bilateral readmission agreements between the EU and other parties such as Russia, Ukraine, Pakistan and the Western Balkan countries. Such agreements require the establishment of police and judicial cooperation, which presents certain challenges.

Partial compliance

In practice, compliance with the Convention and Protocol is not always strictly observed. This poses policy challenges at a global level, as the fragmentation of global migration policy leads to a scenario of unilateralism based on political and economic interests, rather than collaborative burden sharing. A notable example of partial implementation of the Convention is one country that, until early 2016, only awarded refugee status to migrants from Europe, while granting Syrians a special status and refusing to implement any status for other common migrant nationalities, such as Iraq or Afghanistan.

In order to combat this, in July 2016 the European Commission presented a proposal for the reform of the Common European Asylum System[22] to the European Parliament. The proposal is to replace the Asylum Procedures Directive[23] with a new Regulation. Having a Regulation, instead of a Directive would mean mandatory and harmonised application by all EU members. The purpose of the reform is to move towards a fully efficient, fair and humane asylum policy to ensure asylum seekers are treated in an equal and appropriate manner by all EU members.

Government co-ordination is key

Migration policy inevitably requires coordination at the local, national and international levels, as well as between governments, NGOs, and private sector actors (discussed in subsequent sections). This is most evident in Europe, as governments strive to harmonise national and EU-wide migration policy. However, areas such as common border policies and security cooperation have often been reactive rather than proactive.

National politics can often hamper international cooperation, as leaders refuse to take an active role in managing regional issues out of domestic political concerns. This was the case even before the EU's migration crisis reached a crescendo in the summer of 2015, as EU leaders either ignored or failed to act pre-emptively on warnings from NGOs of an impending surge in migration. Additionally, the EU's lack of common asylum policy has also led to other countries feeling the effects of one country's pull factors, for example when German Chancellor Angela Merkel declared "refugees welcome," some perceived this as contributing to the migrant crisis as they felt that this sent an incorrect message to migrants, and led to a large influx of migration across numerous EU countries, including Greece, Macedonia, Serbia, Croatia, Hungary, Slovenia, Austria, and Germany.

21   http://www.spiegel.de/politik/deutschland/kosten-fuer-fluechtlinge-auf-zehn-milliarden-euro-geschaetzt-a-1051600.html

22   http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/asylum/index_en.htm

23   http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/asylum/common-procedures/index_en.htm

Migration policy in Europe

In recent years, migration policy in Europe has largely been reactive rather than proactive. Even before the migrant crisis, inter-EU border and asylum policies such as Schengen and the Dublin Regulation were challenged, given that they lacked the parallel institutions of an inter-EU border guard and harmonised data sharing, or 'smart borders.'[24]

The Schengen Area, which includes 26 European countries in the European Economic Area (EEA) was established in 1995 and aimed to remove obstacles to trade and the free movement of people by abolishing border controls and visa regimes between contiguous countries, also for people arriving from a third country outside the zone. However, in the past year, the Schengen area has experienced disruptions and the reinstatement of temporary border controls to deal with a variety of challenges, from terrorist-related security threats to the migrant crisis.

While Schengen countries have shared in the benefits of abolished borders, they are now beginning to feel the consequences of the lack of protective measures guaranteed in the system, specifically common policies in security, migration and border management which are necessary to secure a zone without internal borders. For example, the perpetrators of the Paris attacks in November 2015 were able to organise in Belgium out of view of French police before crossing the border to carry out the attack. The Dublin Regulation is another feature of migration policy which does not necessarily address corresponding border controls or inter-governmental accountability. It establishes that asylum seekers must be processed in the first country of arrival, but does not have effective provisions to ensure countries' compliance. Since the onset of the migrant crisis, EU leaders have sought to amend the Dublin Regulation with a method of redistributing asylum seekers to relieve overwhelmed border countries such as Greece and Italy.

This was reflected in the six point plan proposed by UNHCR High Commissioner Grandi in March 2016 to help EU Member States manage and stabilize the refugee situation. The plan included six key points: relocation of asylum seekers out of first arrival 'hot spots' such as Greece and Italy; support for Greece in processing and caring for refugees; compliance with EU asylum directives; managed solutions for safe and legal travel for refugees to countries of destination such as labour mobility schemes; safe-guard those at risk such as unaccompanied or separated children; and develop connected systems for arrival country registration centres to enable refugees to request asylum across different EU countries. UNHCR's proposals make clear that equitable sharing of responsibility is key to bringing about a managed and orderly solution.[25]

While the existing EU-wide policies are unlikely to collapse entirely, they will continue to experience stress while EU leaders are only able to incrementally amend them. In the meantime, substantial progress on border policy, such as an EU-wide border guard and 'smart borders' are underway, in part motivated by Brexit and the desire for the remaining 27 EU member states to deepen security cooperation.

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24   http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/smart-borders/index_en.htm

25   http://www.unhcr.org/uk/news/briefing/2016/3/56d96de86/unhcr-6-steps-towards-solving-refugee-situation-europe.html

Considerations for governments

In accordance with the requirements of the Convention and Protocol, states often provide services to migrants, namely those who are in the process of applying for asylum or have already secured refugee status. In theory, refugees often have access to the same services as the citizens of a country. These services include some kind of legal status, health care, education and employment opportunities. For example, according to the UNHCR Weekly Report of 20 October 2016, approximately 700 refugee children from camps in Greece started school that same month with 45 classes tailored to refugee children at 16 primary and secondary public schools. Working closely with the Greek Ministry of Education, the UNHCR supported the provision of interpretation services.

However, gaining access to such benefits can be hampered by bureaucratic obstacles, language barriers, an inability to secure stable residence or the introduction of government-led policies to constrain access. This final constraint has been a more active factor in Europe in the wake of the migrant crisis, as EU countries seek to reduce pull factors while still maintaining their commitment to upholding international refugee law. For example, some EU countries have imposed a freeze on family reunification settlement schemes in order to deal with current capacity issues while also discouraging migration. Some EU countries have also sought to make benefits less liquid, for example by replacing cash benefits with services in kind, such as credit towards housing or healthcare.

Political opportunities

Usually an unplanned phenomenon, migration presents a variety of political opportunities to governments. Migration can present demographic solutions to ageing populations, boost growth, and foster greater cooperation across regions and countries to address migratory issues. Migration can provide economic benefits, both through adding demographic diversity and boosting competitiveness, as well as boosting consumption, provided that a degree of integration is ensured by the state. Germany has historically benefited from migration and stands to profit in the future as well. Waves of Turkish migrants compensated for a deficiency of manual labourers in the post-war decades in Germany, and migrants from Eastern Europe and the Middle East might offset the negative economic trends of an ageing population over the coming decades if there is successful integration.

The migrant crisis in Europe has prompted important discussions on border policy and greater security. This is despite the broader challenge of developing an EU-wide asylum policy, as countries develop independent, unilateral solutions to the issues. Moreover, the crisis has compelled greater cooperation between the EU and third party countries and regions. For example, during the Valetta Conference in Malta, late 2015, the EU provided development-related incentives for sub-Saharan African countries in exchange for cooperation on migration issues. Although advances since the conference have been limited, governments have substantial opportunities for engagement.

Political challenges

In addition to opportunities, the current surge in migration has created a number of political challenges. Rather than perceiving the macro economic benefits of migration, some electorates tend to see refugees as a threat to national culture, the welfare state, job security, societal harmony and the common fabric of the EU. Moreover, an increase in anti-immigration media reporting makes the messaging around such platforms difficult to disseminate.

The politics of migration have shown the EU's weakness to drive policy on issues that affect society at the micro level, as electorates turn away from collective burden sharing. This, in turn, has undermined EU-wide consensus, and has also dovetailed with attempts by populist politicians to disrupt EU-level politics by asserting national referenda, as has been the case with the UK's EU membership referendum or the Dutch referendum on the association agreement with Ukraine. More broadly, there is concern that unmanaged migration undermines the belief in the European project, instead fostering xenophobia and tendencies towards closed borders and protective governments.

Migration can present demographic solutions to ageing populations, boost growth, and foster greater cooperation across regions and countries.

Economic impacts and the role of business

Economic impacts

Global migration presents a range of opportunities and challenges to businesses. It does so by influencing economic dynamics at the country and regional levels across three main areas: fiscal policy and public finances, labour market supply and demand, and new commercial opportunities. This section will describe each of these economic dynamics and assess how they shape the role of business in addressing the global migrant crisis.

While this paper provides a high level understanding of the economic environment created by the global migrant crisis, it is important to note that each economic impact will be felt by migrant-hosting countries to different degrees – depending on a multitude of factors including geography, policy preference, and demographics – and across different time horizons. For example, unmanaged migration will affect public finances significantly and immediately, generating both fiscal constraints as well as stimulus. Labour markets, however, may not process the full effects of unmanaged migration for the next few years, given varying policy considerations around migrant integration and resident workers. The impacts of this can be interpreted both positively and negatively.

Fiscal policy and public finances

First and most pressing, the ongoing migrant crisis compels increased public spending. In many European countries, this fiscal dynamic is viewed as a drain on host governments resulting from a rapid increase in welfare payments and broader humanitarian assistance associated with reception and initial support services. This is particularly problematic in countries experiencing overwhelmed capacity. Governments facing a surge in unmanaged migration will be forced to increase public spending in areas such as food, shelter, health, and basic income support. Key components of the resettlement and integration process are education and language training. Governments will increasingly shoulder the up-front expenditures associated with these

services, as well as systems for processing asylum claims and enforcing returns. In countries suffering overcapacity, additional financing will likely be necessary for security purposes, such as policing and border control. In the long term, countries that see the unsuccessful integration of migrants could experience heightened neighbourhood crime and instability (due to any tension between migrant groups and native populations), and disenfranchisement with civil society, eventually mandating more police spending by governments.

The necessary increase in public spending in response to the migrant crisis will generate budgetary constraints across governments. The consideration by some countries of offering a basic unconditional income without additional welfare or benefits, could offer a potential solution for relieving such fiscal pressures. Viewed positively, government financing will also function to boost aggregate demand, creating stimulus in the economy. The International Monetary Fund (IMF) projects that, relative to the baseline, the current surge in asylum seekers will lift the EU's Gross Domestic Product (GDP) by about 0.09% and 0.13% for 2016 and 2017 respectively.[26] This is largely due to an increase in aggregate demand in the European economy, which the OECD estimates at roughly 0.1-0.2% of GDP in 2016 and 2017.[27]

Labour market supply and demand

In the medium to long term, global migration will increasingly shape labour markets, influencing employment and GDP dynamics more broadly. As stated previously, migration can offer demographic solutions to ageing populations and is likely to enhance demographic diversity in workforces. Though the entry of migrants and refugees into employment will generate downward pressures on wages and inflation, this will likely be compensated in part by the fiscal expansion.

The impact of unmanaged migration (i.e. migration that a host country has not planned or accounted for) on labour markets will occur gradually and over an extended period. This is due, in part, to the varying conditions across countries for accessing labour markets during the period of asylum claim. While the policy environment of some countries prevents asylum seekers from working at all whilst their claim is being processed, asylum seekers in other countries can access the formal labour market almost immediately or face significant waiting periods. In many cases, limited language training and a lack of documentation proving migrants' qualifications and approval for employment exacerbate this waiting period and prolong migrants' entry into labour markets, so increasing public spending. In the EEA for example, by the end of 2016 higher bound estimates indicate that asylum seekers will make

up about 0.4% of the EEA labour force. In Germany, a country commonly cited in high demand for labour, asylum seekers are expected to make up around 1% of the work force by the end of 2016.[28]

Government financing will boost aggregate demand, creating stimulus in the economy.

26   https://www.imf.org/external/pubs/ft/sdn/2016/sdn1602.pdf
27   https://www.oecd.org/migration/How-will-the-refugee-surge-affect-the-European-economy.pdf
28   https://www.oecd.org/migration/How-will-the-refugee-surge-affect-the-European-economy.pdf

The speed of migrants' integration into a host country's labour market, the extent to which their skills complement or overlap with those of the resident workforce, and their contribution to production (or labour market performance) will determine the long-run impact of unmanaged migration on employment dynamics and national GDPs. This relationship touches on two key challenges:

Perceptions of the resident native labour force
As unmanaged migrants are increasingly integrated into the workforces of host countries, resident native labour market participants could fear that migrants are taking their jobs.

Labour market performance of unmanaged migrants
In Europe and other developed economies, unmanaged migrants often present weaker labour market performance – defined by participation rates, employment rates, and wages – than resident native labour market participants. This is particularly true in the period immediately following a migrants' arrival in the host country, and especially for unmanaged female migrants, refugees, and unmanaged migrants from less developed economies or with different language skills.

Businesses face a unique challenge in promoting an environment of cultural understanding for refugees and unmanaged migrants, as they seek to enhance the performance of their employees. The extent to which businesses and host governments recognise these challenges and develop policies for counteracting them, alongside the increased utilisation of skills-job matching platforms, will influence the successful integration of migrants into labour markets and the positive economic impacts of their participation over time.

New commercial opportunities

With an increase in fiscal spending, global migration generates important commercial opportunities. The resettlement and integration of refugees has, and will continue to boost consumption, mostly through food sales and other household goods, and also in real estate (providing temporary and permanent housing options for newly-arrived individuals).[29] This is particularly evident in countries like Turkey, where many migrants arrive with cash in hand. However, the current crisis in the Middle East and its spillover effects in Europe have fuelled the development of informal economies. This is largely a consequence of refugees' lack of work permits, offering a supply shock to informal labour markets.[30]

A sometimes perceived lack of human or innovative capacity on the part of governments, alongside a widespread desire of individuals and organisations across sectors to work toward the common good, creates space for entrepreneurial activity. This is also true for Public Private Partnerships (PPPs) and independent private sector actors which can contribute solutions to the issues most pressing.[31] We elaborate on this point in the subsequent section.

29   World Bank, 2015. The Impact of Syrian Refugees on the Turkish Labour Market. http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/20 16/02/09/090224b08415e3b5/3_0/Rendered/PDF/laborThe0impact0of00Turkish0labor0market.pdf

30   Frontier Strategy Group. Europe's Migrant Crisis: What to Expect in 2016 and Beyond. http://blog.frontierstrategygroup.com/2016/06/europe/

31   Wharton, 2015. Europe's Migrant Crisis: Balancing the Risks with Long-term Gains. http://knowledge.wharton.upenn.edu/article/europes-migrant-crisis-balancing-the-risks-with-long-term-gains/

The role of business

Global migration and the migrant crisis can generate a variety of opportunities for businesses.

Government support

As the global migrant crisis and unmanaged migratory flows have expanded and evolved, many governments around the world have struggled to respond to the influx. The demand for humanitarian assistance in the short-term and institutional change in the long-term have highlighted capacity and organisational constraints that private sector actors can help to alleviate in two primary ways:

Inter-departmental coordination and strategic planning

In many countries, different government departments or agencies manage different aspects of the migrant arrival and resettlement process. The difficulties of cross-agency coordination pose unique challenges, and can create inefficiencies at a systemic level. This is particularly problematic in environments where the relevant departments lack clarity on their specific mandate and the complementary services offered by other agencies. Through in-depth advisory and inter-agency coordination, businesses can assist municipal and national governments with their strategic analysis and planning objectives. They can also assist in contract management, critical for the management of large financial flows required for refugee response. In areas such as coordination between the central government and local authorities, businesses can play a critical function in assisting local policy makers on the rights and regulations associated with the country's refugee response, often determined at the national level. Businesses can help governments identify the risks and opportunities inherent in their refugee response strategy. They can create operational definitions for each agency's core mandate and responsibilities, and ultimately, work with government bodies to develop an overarching framework for refugee and migrant response.

Intra-departmental organisation and programme management

Governments around the world are facing increased pressure to provide resources in responding to the global migrant crisis. Historically, many countries developed ad hoc solutions to these pressures, as political mandates to do so ebbed and flowed. However, as the current crisis appears more protracted and public demands increase, there is a critical need for more sustainable solutions. One such need is internal organisation and efficiency frameworks, which businesses are well suited to provide, given their advanced programme management capacity. Through the performance of organisational assessments and the development of more advanced project management systems, businesses can offer solutions to orchestrate processes and increase efficiencies within government departments and agencies. Such solutions would be particularly valuable in areas such as refugee admissions and processing, where many countries face severe capacity constraints.

Corporate social responsibility

Sustainable solutions to the migrant crisis and unmanaged global migration, more broadly, require engagement from organisations across the public and private sectors. Businesses, specifically, can also extend their engagement beyond the immediate crisis through Corporate Social Responsibility (CSR) initiatives in key areas, including employment, education, healthcare, and housing.

One such need is internal organisation and efficiency frameworks, which businesses are well suited to provide, given their advanced programme management capacity.

Filling the skills gap

One of the primary concerns of business executives, according to the 19th Annual PwC CEO survey, is the availability of key skills.[32] Migration has a significant influence on labour markets, and the impact of migration on a country's GDP is affected by the extent to which migrants and refugees are effectively integrated into a country's workforce. Businesses play a key role in this relationship through their willingness to accept migrant workers. Ideally this is done through the hosting of internships and trainees; ultimately recruiting migrants as full-time employees. However, a frequent challenge faced by migrants and refugees in gaining employment is successfully matching their skills and/or gaining a work permit for the labour needed by the host country.

Businesses can strive to fill this gap in a number of ways, specifically through the hosting of language and skills-based training programmes or the sponsorship of learning opportunities for migrants and refugees at local universities and educational institutions. This will serve the dual purpose of helping businesses to absorb migrants in need of jobs, and helping countries to grow their labour force, a critical need in places such as Germany, Italy and Japan, which are experiencing significant population ageing.

In addition, the subsequent combination of low managed resettlement rates to desired countries and more refugees in border host countries living in communities and cities whilst awaiting resettlement, can lead to crowded conditions with refugees perhaps working informally, exposed to exploitation. Here international business can help support these communities as governments look for new approaches with new and different actors.

Public Private Partnerships (PPPs)

Unmanaged migration and the reception of refugees also puts pressure on government and non-government agencies to provide basic human services such as healthcare and housing. Businesses can play a key role in providing these services both through funding and also by engaging in PPPs with the relevant government agencies. In many cases businesses can supplement a government or NGO's role in providing these services by developing independent solutions.

Innovation

The role of business in innovating solutions to issues surrounding the global migrant crisis is critical. Looking beyond technology, which is addressed in the subsequent section, businesses can be integral in developing new initiatives that aim to mitigate the negative effects of the migrant crisis and promote the economic strength of countries and the wellbeing of individuals. For example:

Project management and information sharing

Responding to issues associated with governmental and agency capacity constraints, businesses can innovate new systems for programme management and information sharing. They can drive the development of standardised fact bases, containing both quantitative and qualitative data points on global migratory flows and refugee profiles, in an effort to create common understanding across sectors and agencies, and also to support government initiatives around border controls and national security.

Skills and employment mapping

Seeking to promote the successful integration of migrants and refugees into labour markets and local communities, businesses can contribute to the development of mature assessment tools for skills and employment mapping. Such tools can be used to match the backgrounds, skills, and language profiles of migrants with a country's labour demands to foster an environment most conducive to personal wellbeing and economic health.

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32   https://www.pwc.com/gx/en/ceo-survey/2016/landing-page/pwc-19th-annual-global-ceo-survey.pdf

The role of technology and digital innovation

Technology plays a critical role in the refugee and migrant crisis, through the innovation and provision of tools and solutions to governments, private sector and other international organisations.

Typically, governments and international organisations rely on end-to-end enterprise technology solutions – hardware, software and infrastructure for database management, communication between agencies, security at and inside borders, identity verification and tracking, strategic analysis and planning, and aid and funds distribution.

Some consumer focused technology companies use mobile phone apps to provide solutions to issues faced by refugees at a more micro level, such as information sharing, housing, safety, aid and fund raising, healthcare, integration and jobs matching.

Technology solutions for governments and international organisations

Technology companies, both enterprise and consumer focused, provide hardware, software and infrastructure to governments and international organisations that maintain databases of incoming asylum seekers and migrants.

The three main IT systems that the technology sector has helped create in Europe are the Eurodac, the Schengen Information System and the Visa Information System (See Figure 5).

Given the sheer number of refugees, data points and technical capacity constraints, information management remains one of the biggest challenges. Additionally, most databases cannot easily communicate with other databases in different countries. Information on asylum seekers often sits in silos and is ineffective in piecing together a cohesive picture at the time of decision making. Furthermore, technical standards and platforms are not always consistent across organisations and agencies within and across countries, complicating the linking of systems. Therefore, to address the technical challenges, governments, along with the private sector need to work together to enable the linking up of systems, or perhaps create a new, centralised, all-encompassing database on asylum seekers, immigrants and visitors.

Addressing challenges in information management and sharing across agencies and organisations requires collaboration as well as immense technological capacity that can process and match information across billions of queries in a timely, secure and efficient manner.

Connecting systems is also dependent on strong international networks as databases are invariably related to, and housed in, individual countries, especially in the EU. Additionally in remote border areas, technology infrastructure and online connectivity is generally not as strong, so access to reliable information is not always possible. This can hamper border guards to be able to cross-check identities and entry-exit or criminal records of incoming asylum seekers on a real-time basis.
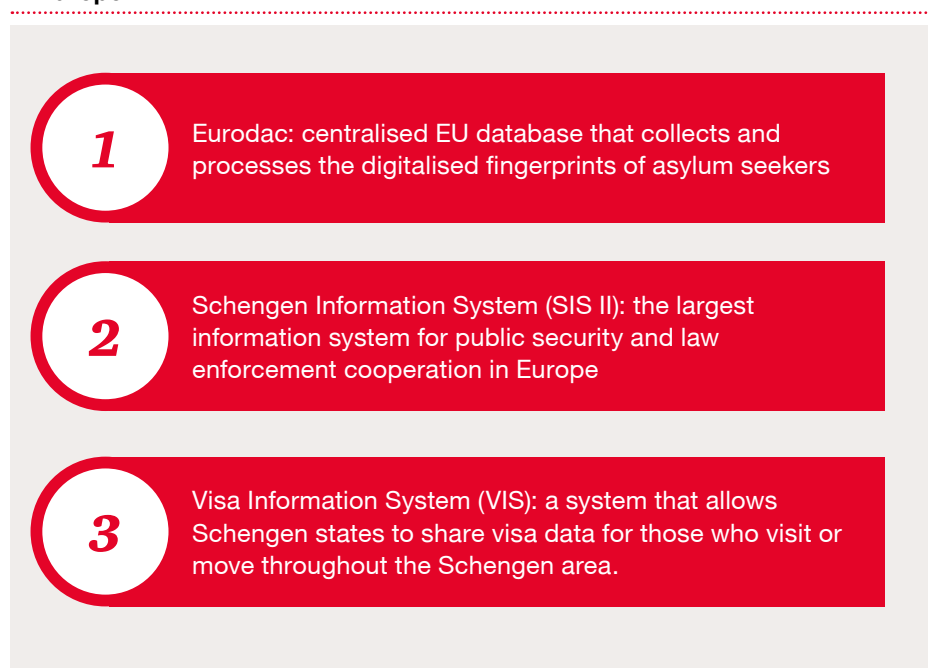
Biometrics

Breakthroughs in biometrics—finger printing, facial recognition and iris scanning - play a key role in identity verification, border controls and tracking. With the help of biometrics, governments and international organisations can establish unique identities of asylum seekers and refugees, address the issue of lack of documentation for asylum seekers, and also allay security concerns by enabling identification and tracking of those inside the host countries' borders.

Biometrics, through the establishment of unique IDs, such as those developed by the Unique Identification Authority of India (UIDAI)[33], can help with disbursement of aid directly to refugees and undercut corruption and fraud.

With the current Syrian crisis, iris scans are often used to establish the identity of refugees and their biometric information is encoded into aid cards equipped with digital encoders and vouchers they receive. In the Middle East, iris scanners are increasingly appearing in retail shops that accept refugees' aid cards and vouchers in exchange for necessities. These identifiers also allow consumption and behavioural patterns to be monitored and forecasted. In some countries such as Lebanon, digital cards and vouchers can be used to withdraw cash from Automatic Teller Machines (ATMs).

Figure 5: The three main IT systems the technology sector has helped create in Europe:

1 Eurodac: centralised EU database that collects and processes the digitalised fingerprints of asylum seekers

2 Schengen Information System (SIS II): the largest information system for public security and law enforcement cooperation in Europe

3 Visa Information System (VIS): a system that allows Schengen states to share visa data for those who visit or move throughout the Schengen area.

33   http://uidai.gov.in/

Successful employment of biometric technologies is dependent on availability of funds to afford equipment, especially for iris scans at entry-exit points at borders. Also, advances in biometrics are currently limited by database capacity challenges, such as algorithmic and scalability issues. Facial recognition is the most affordable of the three above mentioned biometric technologies, as other technologies such as iris scans are still expensive to scale. Currently, facial recognition and finger printing therefore remain the most widely used.

Border control systems and drones

Smart Borders is a European Commission initiative to modernise and more efficiently manage the EU's external borders through innovative technologies. Some countries, such as Spain and Portugal are testing biometric screening systems at border control points which match travellers' facial biometrics against those on travel documents, with additional provision for fingerprinting.

Additionally, the European Commission is considering employing a fleet of drones to monitor its remote unmanned border areas, notwithstanding the fact that the acceptability of drones remains politically ambiguous. Drone-mounted cameras can monitor migrant movement during daylight hours, while infrared sensors can help track at night.

Some non-governmental agencies also employ drones to search the seas and locate refugees in distress.

Mobile-based tech solutions to help refugees

Vigorous efforts are underway in the technology community to help refugees and other stakeholders in the field. To reach refugees and individuals more effectively, mobile phone based apps are the preferred solutions and several are being developed to address issues such as housing, communication and internet connectivity, safety and surveillance, healthcare, information provision, crowd sourcing, jobs matching and overall integration.

The technology community and private sector have come together repeatedly to brainstorm solutions to the migrant crisis at various hackathons and meet ups are organised by innovation labs of UNHCR in different countries. For example in Lebanon, Egypt and particularly Jordan they brainstorm initiatives such as RAIS (Refugee Assistance Information Systems), 'Social Media and SMS Outreach' and 'Biometric Cash Assistance'. Through these innovation labs, projects are prototyped and tested in UNHCR operations around the world depending on needs and context.[34]

Internet connectivity and communication

Internet connectivity and communication are key to access information and support networks. To enforce this a major social media network has vowed to bring internet access to UN coordinated refugee camps. And a global industry body for telecommunication providers launched the 'Humanitarian Connectivity Charter',[35] calling for a coordinated plan from mobile service operators to provide emergency network coverage, including wifi in areas with high refugee concentration. The demand is assessed through data gained from the UNHCR's Statistics Database and from data collected in the field by other NGOs and voluntary organisations. Crowdsourcing is also proving to be one of the most useful data-driven tools for tackling refugee challenges.

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34   http://innovation.unhcr.org/labs/

35   http://www.unocha.org/top-stories/all-stories/mobile-network-operators-pledge-support-their-subscribers-humanitarian-crise

Migrant safety

Companies and individuals have also developed apps that provide information to migrants for their safety. One such example is a mobile portal created for NGOs to provide refugees with real time information for safer and quicker onward journeys.

Fundraising and aid

Technology companies, especially crowdfunding companies are playing an important role in helping aid organisations raise money and distribute aid. Examples include a project backed by the UNHCR which raised over $1.5 million from more than 23,000 backers; new donation vehicles being built for NGOs; and initiatives where addresses are being created for refugee camps to which aid can be delivered.

Housing

Social entrepreneurs have launched multiple online initiatives to house refugees, especially across Europe. For example: an accommodation booking company has created a dedicated channel to enable aid workers to stay close to their work locations; another organisation is helping crowdsource accommodation for refugees in European nations; and one site matches refugees in Germany to shared housing for a minimum of three months.

Healthcare

Due to a shortage of medical staff in crowded refugee centres around the Middle East, healthcare agencies are increasingly using telemedicine to allow specialists around the world to communicate with patients in field hospitals remotely, and even to supervise complex surgical procedures. Additionally, due to lack of medical records and documentation for refugees fleeing warzones, projects are underway to develop ways for a person to carry his or her own health records in a portable, electronic format on their mobile phones. Such a solution would also help overcome language barriers between medical professionals and refugees.

Integration and settling

There are now several mobile apps that help refugees integrate in their host countries better. One such app, available in multiple languages, helps refugees who are settling into a new city to navigate filing for asylum and access basic services such as healthcare etc. One of the world's largest software developers is also working on a free app which could be used by refugees in Germany to register for asylum. PwC Netherlands has developed its own 'Welcome in' platform that helps incoming migrants, including refugees, integrate and settle-in better in host countries.

Jobs matching

One of the key contributions the private sector can make to facilitate refugees' integration in their host countries is the provision of jobs or training for entering the labour market. The key to getting a job is learning the host country's language along with matching and/or acquiring the skills in demand in the host country. Various NGOs, start-ups and private sector companies are already providing solutions: for example in refugee camps distributing donated laptops to enhance language and online learning skills; teaching migrants programming; offering internships and apprenticeships etc. PwC Germany has also successfully launched the Jobführerschein initiative; helping to find jobs by providing combined language and vocational orientation courses for over 250 refugees.

Healthcare agencies are increasingly using telemedicine to allow specialists around the world to communicate with patients in field hospitals remotely.

Future trends and recommendations

The paper thus far has sought to provide a clearer understanding of the ongoing migrant crisis, especially in Europe, and explored definitions, causes and challenges. The paper has also outlined the role and challenges faced by governments, businesses and technology while addressing this crisis. This final section takes a closer look at push and pull factors that could influence future refugee and unmanaged migration flows, and makes recommendations to governments, businesses and technology companies.

Future trends impacting push factors and scenarios for pull factors

Push factors: increasing scale

Push factors, such as political instability and climate change are likely to increase in global hotspots beyond Europe over the next two years, thus increasing the flow of refugees worldwide. The European Commission expects another three million refugees to arrive by the end of 2016 compared to approximately 700,000 arriving by November 2015, and does not anticipate the momentum to slow before 2017.[36]

Trends exacerbating push factors

Horn of Africa
For decades, the Horn of Africa, particularly Somalia and Eritrea, has seen a steady stream of migration, largely due to political instability in the region. The UN estimates that roughly 400,000 people, nine percent of the Eritrean population, have fled in recent years.[37] We anticipate climate change issues, especially in the Horn of Africa to continue driving even more people from their homelands.

36   http://www.independent.co.uk/news/world/europe/eu-expecting-another-3-million-refugees-migrants-before-end-of-2016-a6722096.html
37   http://www.wsj.com/articles/eritreans-flee-conscription-and-poverty-adding-to-the-migrant-crisis-in-europe-1445391364

Libya

Libya is likely to remain a major gateway for migrants trying to reach Europe, despite the recent establishment of a national unity government. Since the end of the Gadhafi regime, Libya has become the preferred gateway for sub-Saharan African migrants, particularly those from West Africa or Eritrea, and their smugglers. Having a relatively unstable central authority means that there has been less opportunity to put effective controls of migration routes in place, unlike other countries in the region like Tunisia or Egypt. This has increased pressure on Southern European countries (particularly Italy, whose island of Lampedusa is only a few hundred kilometres away from the Libyan coast) that are receiving this inflow of migrants. Although the 2015-2016 peace talks between the Islamist and non-Islamist camps were successful on balance, the national unity government will struggle to impose its authority over the various militias and groups in Libya.

As a result, European governments are wanting to find a solution. However migratory issues are likely to persist; even when the unity government is fully operational, it will potentially take months, if not years, before they are able to effectively manage the current outflow and associated risks.

Yemen

As competing forces, both external and internal, fight for control of the country, there has been a surge in individuals fleeing Yemen in search of stability. According to UNHCR, the roughly 180,000 individuals fleeing Yemen primarily travel to other countries in the region: Oman (51,000), Saudi Arabia (39,880), Djibouti (35,562), Somalia (32,209), Ethiopia (12,780), and Sudan (6,347).[38] In addition, there are also large numbers of Somalis who have been living in Yemen as refugees, and are now returning to Somalia.

Southeast Asia

The largest migrant crisis in Southeast Asia in the past several years concerns the Rohingya people in Myanmar. The UN Office for the Coordination of Humanitarian Affairs (OCHA) estimates 230,000 internally displaced people in Myanmar, most of which are ethnic Rohingya Muslims.[39] The Myanmar government does not acknowledge the Rohingya as citizens, rather claiming that they are illegal immigrants from Bangladesh, and the government of Bangladesh insists they are not. As a result, tens of thousands of Rohingya Muslims have sought to escape to Thailand or Malaysia, mainly by sea, with large loss of life, reaching a peak in 2015.[40]

Push factors, such as political instability and climate change are likely to increase in global hotspots beyond Europe over the next two years, thus increasing the flow of refugees worldwide.

38   http://data.unhcr.org/yemen/regional.php

39   https://www.amnesty.org/en/countries/asia-and-the-pacific/myanmar/report-myanmar/

40   https://www.theguardian.com/law/2015/oct/21/thousands-rohingya-refugees-flee-boat-looming-disaster-amnesty

Climate change

In addition to rising political volatility, the environment's impact on global migratory flows is significant and likely to grow exponentially in the coming years, given the accelerated rate of climate change and its consequences. Environmental change can cause migration both through general degradation (such as desertification, rising sea level or coastal erosion) and also through slow or sudden-onset natural disasters, such as earthquakes, tropical storms, flooding or landslides. Both phenomena affect livelihood patterns and systems of production and, therefore, compel individuals and communities to leave their homes either temporarily or permanently.

The risks associated with such migration are likely to be exacerbated by issues of poverty, governance, conflict, and general security. In the Middle East, for example, climate change could render certain regions, already vulnerable to violent conflict, uninhabitable over the long-term. Even the United States has started its first subsidised resettlements forced by climate change.[41]

In the future, climate change may compel migration from more and other regions of the world, which will present an increase in associated political and economic risks. Public and private sector actors alike must therefore shift the focus from managing disasters to managing risks, i.e. being more disaster resilient.[42]

Given structural issues and continued political instability in the Middle East and various countries in Africa, migrant flows to Europe are likely to increase and therefore affect migration globally as countries outside Europe offer to take in more refugees from the conflict areas.

41   http://www.nytimes.com/2016/05/03/us/resettling-the-first-american-climate-refugees.html?_r=0
42   The Global Assessment Report 2015, https://www.unisdr.org/we/inform/gar

Pull factors: scenarios based on government policies and society

In order to assess pull factors in the future, we look at four simple, theoretical scenarios based on two variables – government policies and society – and whether both are relatively open or closed to refugees (see Figure 6).

Government policies

Open government policies refer to the existence of formal government plans to intake refugees whereas closed implies that the government does not have formal policies to intake refugees on a regular or ad-hoc basis.

Societies

Open societies refer to societies that absorb and integrate refugees relatively easily compared to closed societies where refugees find it exceedingly difficult to integrate and face continued hostility and lack of opportunities.

Theoretical pull scenarios

First scenario

If both government policies and societies are open to refugees and can successfully integrate them in a managed way, all parties stand to benefit from the economic promise of an increased workforce and cultural diversity. That said, successful integration of refugees can increase pull factors for other refugees.

Second scenario

If both government policies and societies are closed to refugees, pull factors for refugees are lower as are opportunities for the country to capitalise on the economic potential of refugees.

Third scenario

If government policies are open whereas the society is closed, hostility towards refugees and potential for conflict and backlash increases.

Fourth scenario

If government policies are closed and the society is open, the country is more likely to be able to manage diversity within its closed borders.

As the migrant crisis increases globally, based on the intersectionality of domestic politics, economics and social factors, some countries, such as those in the EU are likely to become more closed towards refugees. On the other hand, other countries are likely to remain relatively more open and accepting of refugees over the short and medium term; enabling them to reap the economic and social benefits from successful integration.

Figure 6: Future scenarios impacting pull factors

Society		Government policies	
	Open	Scenario 1	Scenario 4
	Closed	Scenario 3	Scenario 2
		Open	Closed

The European Union

Host countries in the EU risk becoming increasingly closed as evidenced by the Brexit vote in the UK and rapid rise of right wing populist leaders. According to the Migration Observatory at Oxford University, in 2015, three quarters of people in Britain favoured reducing immigration[43]. The alleged assaults in Germany on New Year's Eve in 2016 and subsequent attacks in France have soured public sentiment towards refugees. As societies in the EU become more closed, democratically elected governments may also sooner or later have to take into account public sentiment against migrants and refugees. As migration becomes increasingly politicised in some host countries, the basic rights of asylum seekers may more frequently be compromised despite policies of the UN, European Council and European Human Rights Commission.

Therefore, based on current trends in the EU, scenario three (closed society, open government policies) or scenario two (closed society, closed government policies) may be more prevalent in the future. Policies dealing with migration in some host countries may become increasingly customised towards differentiated national prerogatives. If this is the case those countries may move away from the current EU model in which the goal for migration policy is harmonisation across countries with disparate geographies, demographics and political landscapes, to a model which employs more direct control over the process of migration to limit access to benefits etc.

As a result, while the inevitability of the movement of people across borders may continue to pose a challenge to security, the economic impact of migration will be differentiated between states according to the political capacity to integrate migrants into society.

Australia

The issue of asylum seekers attempting to enter Australia, particularly by sea, has been an ongoing political issue. Offshore processing of applications in centres established in off-shore locations have been a widely debated component of Australian migration policy. Public concerns about conditions within these centres and treatment of migrants have been raised to both major political parties when in Government. However, in response to developments in the Middle East and migratory flows across Europe, in late 2015 the Australian government publicly committed to accepting an additional 12,000 Syrian and Iraqi refugees, and increasing the annual intake of refugees from all nations from 13,750 for 2015-2016 to 18,750 for 2018-2019. [44] Per polls in 2015, such as the one conducted by Lonergan Research, the majority of Australians back the decision to increase the intake of Syrian refugees [45], and Amnesty International ranked Australia as one of the most welcoming refugee destinations in 2016 [46]. With re-election of the incumbent Government in mid 2016, Australians will be watching how it delivers on its commitment and overcomes the many challenges to effective resettlement. While the country as well as the refugees can benefit from relatively open government policies and society, i.e. scenario one, according to surveys such as the one by Lonergan Research, people believe the government needs to do more to implement the plan to settle and integrate refugees into Australian society. Better integration could serve as a pull factor for additional refugees who can in turn contribute more to the growth of the Australian economy and society.

Canada

Canada is another example of a country that has been open towards refugees (both, in terms of government policies and society) and in 2016, was ranked as one of the most welcoming countries for refugees by Amnesty International[47]. Between November 2015 and February 2016, the Government re-settled 25,000 Syrian refugees[48] and has committed to settling more in the future. Even though the government estimates the cost to re-settle the 25,000 Syrian refugees to be over a billion dollars over the next six years[49], Canada's regions that are struggling with long-term economic stagnation and an aging population are likely to get a boost from incoming Syrian refugees.

To conclude, based on the intersectionality of domestic economics, politics and social factors, there may be divergent future scenarios for different host countries in terms of accepting, integrating and reaping benefits from refugees. Therefore, pull factors for refugees are likely to differ based on future scenarios that play out across various host nations.

Based on current trends in the EU, scenario three (closed society, open government policies) or scenario two (closed society, closed government policies) may be more prevalent in the future.

43   www.migrationobservatory.ox.ac.uk
44   Australian Government Department of Social Services, https://www.dss.gov.au/settlement-and-multicultural-affairs-programs-policy/syrian-iraqi-humanitarian-crisis
45   https://www.theguardian.com/australia-news/2015/sep/09/poll-shows-australians-back-rise-in-refugee-intake-but-criticise-abbotts-handling-of-crisis
46   Amnesty International, http://www.amnesty.org.au/news/comments/41797/
47   https://www.thestar.com/news/immigration/2016/05/19/canada-ranks-4th-most-welcoming-country-for-refugees.html
48   Government of Canada, http://www.cic.gc.ca/english/refugees/welcome/
49   http://www.huffingtonpost.ca/2016/03/22/syrian-refugees-federal-budget-2016_n_9525346.html

Recommendations

In the following section, we present recommendations for governments, international organisations, NGOs and the private sector, including technology companies, on managing the refugee and migrant crisis, globally.

Governments and international organisations

Governments can take actions to reduce push and pull factors that drive unmanaged migration, as well as manage the current crisis, both within and at their borders. However, to effectively respond to the migrant crisis, it is key that governments share information and work together.

To reduce push factors

To reduce push factors governments collaboratively can address the sources of the migrant crisis – economically, politically and through co-operation agreements with counterparty governments and international organisations. Governments of countries that accept refugees, typically richer countries with more opportunities, can arguably provide more aid or invest in the creation of sustainable livelihoods at the source of conflicts and economic malaise, so as to help create opportunities and decrease unmanaged migration.

Governments can also forge quid pro quo bilateral or multi-lateral agreements, such as the 2016 EU-Turkish agreement to stem the flow of migrants into the EU. To protect vulnerable refugees, deeper collaboration and agreements are important for governments, government agencies and multilateral organisations to better co-ordinate, communicate and share information. This, in order to help increase successful cross-border operations against criminals and criminal organisations – especially those involved in migrant smuggling. This is also where the link between governments and technology needs to be strong.

To address pull factors

Governments should be able to better detect illegal migrants, quickly process their asylum applications and return migrants that are not granted asylum. One of the incentives for unmanaged migrants is the knowledge that the EU's return system – meant to return unmanaged migrants or those whose asylum applications have been refused – is not infallible. Governments need to take further measures to strengthen security at borders, as well as better track the entry and exit of migrants across borders. Improving the sharing and coordination of information across agencies and countries would also help governments improve their capabilities to manage and control the refugee influx, both in country as well as at their borders. Primarily, the way in which governments formulate policies to integrate refugees with different cultural backgrounds and skills into society, taking into account their public's perception and attitude, could also determine whether further refugees are drawn to recipient countries.

Role of private sector, including technology companies, in finding solutions

The private sector can help governments and their agencies co-ordinate better, engage in PPPs to provide humanitarian needs, offer employment and training programmes, and find innovative solutions to tackle various aspects of this crisis. The private sector can also help governments and relevant agencies dealing with the migrant crisis overcome capacity and organisational constraints by facilitating inter-departmental coordination and strategic planning, and intra-departmental organisation and programme management.

Businesses can extend their engagement beyond the immediate crisis through CSR initiatives in key areas, including employment, education, healthcare, and housing. They can also play a key role in helping integrate refugees by recruiting as employees, hosting internships, apprenticeships and offering skills training programmes, including language courses. Private sector entities can engage in PPPs with relevant public agencies to provide basic human services such as healthcare and housing.

This paper has highlighted some of the ways in which businesses can more fully engage in new initiatives that aim to mitigate risks and promote new opportunities for countries and individuals. However, working alongside government institutions and agencies, businesses can ensure that their efforts are in line with national policy and benefit from the increased political resources devoted to the migrant crisis, as well as the breadth of data and knowledge that governments maintain. Governments, on the other hand, can benefit from businesses' focus on efficiency, innovation, and value-add, in an effort to reduce redundancies and facilitate effective organisation. Working together, public and private sector actors can develop real-time solutions for the enhancement of global wellbeing and economic health.

Technology companies can also help by finding innovative solutions; continuing to provide tools and solutions to governments, NGOs, private sector and international organisations as they grapple with the refugee and migrant crisis whilst facing multiple constraints. Innovative consumer-focused technology companies and start-ups can provide enhanced solutions to issues faced by refugees at a more micro level, such as information sharing, housing, safety, aid and fund raising, healthcare, integration and jobs matching. Enterprise technology companies can provide more tailored end-to-end hardware, software and infrastructure solutions for improved database management, communication between agencies, security at and inside borders, identity verification and tracking, strategic analysis and planning, and aid and funds distribution.

The private sector can help governments and their agencies co-ordinate better, engage in public-private partnerships to provide humanitarian needs, offer employment and training programs, and find innovative solutions to tackle various aspects of this crisis.

Concluding remarks

In the current refugee and migrant crisis, the definitions and responsibilities outlined in the UN's 1951 Refugee Convention and subsequent 1967 Protocol are critical principles in guaranteeing to safeguard humanitarian assistance to those most in need.

Beyond these agreements, international solidarity and burden-sharing together with collaboration, communication and information dissemination are absolutely necessary for increasing coordination and clarity around the growing migratory issues the world is facing.

This paper has highlighted how the combined roles of governments, business and technology are key in helping resolve these complex issues and challenges.

Working alongside government institutions and agencies, businesses can bring their expertise to help enhance and streamline country and regional solutions. Governments and governmental agencies can benefit from new technologies, business knowledge and PPPs to help increase efficiencies, enable cost sharing and take advantage of innovative solutions for effective management and controls.

In conclusion, to enhance the positive potential impacts – both societal and economic – and mitigate the risks associated with evolving global migratory flows, individuals, technology, private sector and governments must work together to give a strong collaborative response.

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