



Project Part financed by the European Union

PROJECT 'IMMENSITY'

Ref. No. 5D016

IMMIGRANT'S ENTREPRENEURSHIP FOR SOCIO- ECONOMIC COHESION AND IMPROVEMENT OF LIVING STANDARDS

[Please fill in the yellow-colored fields]

Work Package 5:	Evaluation of the Project – Formulation of Plans for Immigrants' Return – Follow-up Plan
Action 5.1.:	Formulation of Plan for the Return of Economic Migrants to their countries of origin / Bosnia and Herzegovina
Deliverable 5.1.1.:	Plan for the Return of Economic Migrants to their countries of origin / Bosnia in Herzegovina

Version:	Final 1.1	Date: 28/01/2007
Type:	Report	
Availability:	Confidential	
Responsible Partner:	Regional development agency of Inner-Karst region	
Editor:	Boštjan Požar	
Contributor:	Martina Erjavec, Mateja Simčič, Andreja Penko, Katja Buda,	

CONTENTS

Part 1: IDENTIFICATION SHEET	4
Part 2: RETURN PLAN FOR ECONOMIC MIGRANTS.....	7
2.1 PURPOSE OF THE PLAN	7
2.2 SCOPE OF THE PLAN	9
2.3 RETURN MODEL(S)	ERROR! BOOKMARK NOT DEFINED.
2.4 RETURN SUPPORT	13
2.5 PARTNERS AND STAKEHOLDERS.....	16

Part 1:
IDENTIFICATION SHEET

Part 1: IDENTIFICATION SHEET

Ref. No	5D016
Project acronym	IMMENSITY
Project full title	Immigrant's Entrepreneurship for Socio-Economic Cohesion and Improvement of Living Standards

[Please fill in the yellow-colored fields]

Security (distribution level)	Confidential
Date of delivery	28/01/2007
Deliverable number	5.1.1
Type	Report
Status & version	Final 1.1
Number of pages	17
Work Package contributing to the deliverable	Work Package 5
Action Responsible Partner	Regional development agency of Inner-Karst region
Other Contributors	-
Author(s)	Boštjan Požar, Martina Erjavec, Mateja Simčič, Andreja Penko, Katja Buda
Keywords	Return Plan for economic immigrants, Bosnia and Herzegovina

Abstract (for dissemination)	<p>Governmental organisations have a key role in the return of immigrants; in Slovenia these are the Ministry of the Interior – Refugee and Alien Integration Section, the Ministry of the Interior – Migrations Section, and the Ministry of Labour, Family and Social Affairs. In the future, an important role will also be played by the regional government, which will deal with the area of migrations. Governmental organisations could assist the immigrants who are returning to their country of origin in various ways:</p> <ul style="list-style-type: none">- financially, by paying them a one-off amount and by reimbursing their travel expenses- by providing administrative assistance to facilitate their resettlement in the country of origin- by providing such training and education of immigrants that corresponds to the needs of their country of origin (A good example in the area of migrations is France, which has bilateral agreements with the sending countries. These agreements ensure that the practical training which the immigrants (of mainly African origin) receive in France is what their country would benefit from. At the same time, the experience that the immigrants gain greatly facilitates their resettlement in the country of origin.)- by providing assistance in setting-up the business and financial aid to return- by encouraging different kinds of development investments- by ensuring facilities for financial transfers of migrants to their countries of origin, particularly by decreasing the cost of transfers and encouraging them to invest these funds in the development- by setting up centres and introducing teacher training programmes in order to inform and educate immigrants in advance about the conditions which they can expect in a particular country. <p>Slovenia enables the transferability of pension rights (Bosnia and Herzegovina, Serbia, Macedonia...); aliens can also have their qualifications officially recognised. Also important in the return of immigrants are NGOs</p>
---	---

Part 2:
**RETURN PLAN FOR ECONOMIC
MIGRANTS**

Part 2: RETURN PLAN FOR ECONOMIC MIGRANTS

2.1 PURPOSE OF THE PLAN

Please describe the setting of your pilot structure for economic migrants established in the framework of the IMMENSITY project. The design of the IMMENSITY project aims at supporting the socio-economic integration of migrants and the improvement of their living standards by providing assistance to become entrepreneurs and self-employers. Please explain IMMENSITY's aims to improve the conditions in the countries of origin as well by facilitating bilateral trade and through the return of economic migrants' resources.

Within the pilot structure, economic immigrants who wish to become self-employed will be offered counselling services and provided with quality information and support services. They will also benefit from all services which are currently offered by the VEM Point (One-Stop Shop) to Slovene citizens wishing to perform a business activity.

At a VEM Point one can register a business activity, change the registration or delete the activity from the register. Future entrepreneurs can discuss their plans with a VEM Point adviser and ask him for advice and support. A future entrepreneur who decides to establish his own company can approach a VEM Point employee who can by his authority and on his behalf carry out the procedures necessary for establishing entrepreneurship.

The office for economic immigrants will be open every Monday from 8 to 12, which amounts to around 20 hours per month. The services for economic immigrants will be provided by an adviser employed by our organisation, while a VEM Point adviser will also be able to help with his professional knowledge. In addition to the information on entrepreneurship, we will endeavour to provide the immigrants with other information on immigration-related issues. If the state decides to support the continuation of the project once it is completed, we will of course continue with the Pilot Structure. Otherwise, the services could, at least partially, be provided by VEM Point advisers. On condition they express interest in such activities or counselling, we see good opportunities in liaising with non-governmental voluntary organisations, with which we would share our experience.

The return plan is intended for immigrants who wish to return and invest their energy, ideas and entrepreneurship in their country of origin by starting or expanding their business. The professional knowledge and discipline brought from abroad by the returning workers, can help their country achieve greater economic productivity.

The Immensity Project long-term objectives are as follows:

- development of immigrants' entrepreneurship potential by means of pilot structures providing online and offline services such as information, counselling, training, education.
- promotion of bilateral trade with countries in which the immigrants originate
- finding ways to improve living conditions in the countries of origin
- tactful planning of immigrants' return to their countries and reinstatement of their entrepreneurship activity there.

The return of immigrants contributes to the development of their country of origin. Their contribution is reflected in financial, human and social capital. The main challenge regarding the return is to find ways of encouraging immigrants to share the skills and resources that they have acquired in the host country.

Migrants can contribute to the development of economy, technology as well as social services. The level of their contribution to the development process depends on their ability and motivation as well as on whether their return is temporary or permanent. Their contribution also depends on the existent socio-economic and institutional conditions.

The types of capital managed by immigrants:

- human capital: human capital available in diaspora comprises different levels of education and training, professional knowledge and the knowledge that can be acquired through the development initiatives in the country of origin.

- financial transfers between the country of origin and the home country can be in many forms including the following: direct investments, trade, savings (sending money), commercial investments, real estate purchases and humanitarian aid. It is also important to establish quality intergovernmental cooperation in the economic field, for instance as regards tax relief.

- social capital: social capital is becoming a more and more important factor in economic, social and migration policies. It refers to networking which leads to transmission of values and standards, and encourages the understanding and cooperation, both internal and between communities. Social capital is passed on to families and friends as well as to communities and institutions in the countries of origin.

- affective capital: specific obligations that the immigrants have towards their country of origin together with their good intentions; this is manifest as a feeling of responsibility to change things from the outside. Such obligations and sentimental attachment cultivate an ethnic and nostalgic market which in turn supplies the immigrants, their needs and habits, with products from their country of origin. Such trade relations may represent an important source of income and employment for workers in their countries of origin.

2.2 SCOPE OF THE PLAN

Describe the target group for whom the return plans are to be formulated. Information for this section can be drawn from the "Existing Situation Analysis" which the project partners have already undertaken in the course of the implementation of IMMENSTIY. Please refer also to the current status of the migrants and the legislation which determine this status. Describe the geographical coverage for which the return plans are to be formulated: your region and the CADSES area.

The target group is represented by immigrants doing seasonal work in construction, who often come from former Yugoslavia. The remaining 24% of immigrants are employed in manufacturing, trade and catering industries, computer services, health care and in education. According to the Ministry of the Interior a considerable part of the so-called economic immigrants (approximately 15%) presumably include risk groups. This refers to issuing work permits for the profession of a dancer, which is, in the Ministry's view, increasingly turning into 'white slave trade'. The dancers come mostly from Eastern European countries (Ukraine 71%, Moldavia, Russian Federation). Generally speaking, most immigrants employed in the region come from the countries of former Yugoslavia. The majority of them are workers from Bosnia and Herzegovina and Macedonia, and to a lesser extent from Serbia, Montenegro and Croatia. Workers from other countries represent a very small proportion of economic immigrants.

Aliens can obtain the following work permits:

- personal work permit (issued upon application of the alien): a type of work permit that enables free access to labour market unless the work permit is issued for self-employment. In such case the work permit does not allow its holder to become employed by another employer nor to provide services based on civil-law contracts. This permit can be obtained by aliens who have legally resided in Slovenia for at least one year. Based on different conditions, as specified by law, a personal work permit is issued for various periods of validity: one year, three years or for an indefinite period of time.
- employment authorisation (issued upon the application of the employer): a type of work permit bound by the employer's needs on the basis of their job systematisation. This permit allows the alien to become employed only by the employer who has applied for the permit. Such permit is normally issued for up to one year, and only exceptionally, for two years.
- authorisation to work (issued upon the application of the employer): a type of work permit with previously determined limited validity on the basis of which the alien can be employed or can work in Slovenia for such purpose as defined in the permit. This may cover work performed by workers posted by foreign companies, training and retraining, seasonal work of aliens, work of foreign representatives and individual services of aliens.

Economic or work migrations in the Republic of Slovenia are regulated by the Employment and Work of Aliens Act (Official Gazette of the Republic of Slovenia, No 4/06 – official consolidated text; hereinafter referred to as EWAA) and the Aliens Act. Also important are other regional acts which regulate the social and other status of third-country nationals in the Republic of Slovenia. EWAA is in line with the EU directives regulating individual areas related to third-country nationals, including the Council Directive 2003/109/EC concerning

the status of third-country nationals who are long-term residents, the Council Directive 2003/86/EC on the right to family reunification, the Council Directive 2005/71/EC on a specific procedure for admitting third-country nationals for the purposes of scientific research, the Council Directive 2004/81/EC on the residence permit issued to third-country nationals who are victims of trafficking in human beings or who have been the subject of an action to facilitate illegal immigration, who cooperate with the competent authorities, and the Council Directive 2004/114/EC on the conditions of admission of third-country nationals for the purposes of studies, pupil exchange, unremunerated training or voluntary service.

EWAA regulates the employment, service delivery and other forms of work permitted by other Slovene legislation and is comparable to the legislation of other European Union member states.

On the basis of EWAA as well as on conditions on Slovene labour market, the Government of the Republic of Slovenia issues an annual Aliens Decree Determining the Quota of Work Permits, which limits the number of third-country nationals on Slovene labour market and was first introduced in 2004.

EWAA determines the highest possible number or quota of work permits to be issued to third-country nationals, which must not exceed 5% of the whole working population of the Republic of Slovenia. In the past few years this has amounted to approximately 44 – 45,000 work permits.

Within the Immensity Project, Interreg III B CADSES, return plans will be developed by five project partners. The Regional Development Agency of Inner-Karst Region covers part of south-eastern Slovenia and includes the municipalities of Bloke, Cerknica, Ilirska Bistrica, Logatec, Loška dolina, Pivka and Postojna. Other partners developing return plans are the Region of Central Macedonia from Greece, the Region of Marche from Italy, the Regional Development Agency SA in Bielsko-Biala from Poland and the Agency for Support of Regional Development Košice from Slovakia. Professional support in developing the plans is provided by the International Organisation for Migration – German Mission (Germany).

CADSES (Central, Adriatic, Danubian and South-Eastern European Space) is addressing trans-european cooperation on a transnational level and aims at achieving higher territorial and economic integration within the co-operation area, promoting more balanced and harmonious development of the European space. The CADSES Programme is, among the 13 transnational co-operation areas in Europe, the largest and most complex area. From the coasts of the Baltic Sea, through the mountains of the Central Europe and the Hungarian plains, through the Austrian and Slovenian alpine landscapes, CADSES stretches down to western Italy and Greece, thus grouping the Balkan regions, including Moldova and part of Ukraine. The CADSES area comprises regions belonging to 18 countries: 11 of them are EU-Member States (Austria, Bulgaria, Czech Republic, Germany, Greece, Hungary, Italy, Poland, Romania, Slovak Republic and Slovenia) and 8 are Non-EU-Member states (Albania, Bosnia and Herzegovina, , Croatia, Federation of Serbia and Montenegro, former Yugoslav Republic of Macedonia, Republic of Moldova, and Ukraine).

2.3. SCOPE OF THE PLAN

Please describe which return model you consider most appropriate for the target group which consists of the beneficiaries of the IMMENSITY project. The IMMENSITY project aims also to support the development of countries of origin by promoting bilateral trade and facilitating the return of migrant's resources. Please outline how these resources can be used within the context of your return plan in order to ensure a sustainable return and/or circular migration movement which contributes mutually to the development of countries of origin as well as the host country.

Voluntary return is based on a decision freely taken by the individual. A voluntary return decision embraces two elements: freedom of choice, which is defined by the absence of any physical, psychological or material pressure; and an informed decision which requires having enough accurate and objective information available upon which to base the decision. Support schemes for returnees include financial assistance for the return and where possible, reintegration measures offered to the individual.

With regard to the duration of return migration it can be distinguished between different categories:

- Permanent return

- Temporary return:

* Seasonal migration between host country and country of origin with stays of less than a year's duration

* Temporary migration: stays in host countries exceeding a year

* Repetitive migration: the same individual crosses the border more than once over the time

Repetitive migration, whether seasonal or temporary, is called circular migration

In Slovenia we generally deal with temporary returns.

In this country thus prevails:

- Circular migration of third country nationals settled in the EU

Immigrants could be offered certain benefits: giving them the possibility to retain some form of privileged mobility to and from the EU member states where they were formerly residing, for example options for re-entry (dual citizenship, permit to stay, work permit), portability of social welfare (pensions, health insurance). These elements are particularly important for low-skilled workers, but are advantageous to migrants at all skill levels, giving them more flexibility to tailor their migration experience to their particular needs and preferences.

In cooperation with the countries of origin, Slovenia could establish a system of networking and databases with the aim of motivating the former immigrants with projects, jobs and other opportunities. Transferable benefits, such as health insurance, could facilitate mobility. This would require tactful intergovernmental planning and negotiations.

A new type of circular migration calls for a well-coordinated action of both parties, the country of origin and the host country.

Countries that welcome immigrants can develop a more flexible migration plan that would enable people to experience their moving back in a more positive way.

Countries of origin could develop means of promoting circular migration and profiting from it at the same time. As part of this, technical and financial support could be offered by host countries.

By returning to their country of origin immigrants can contribute to its development. Successful development can trigger the return and, vice versa, the return of immigrants can contribute to the development of their country of origin.

The political challenge is to create the conditions that would enable such cycle to begin. Our government and the governments of the countries of origin should start to cooperate in order to support return initiatives – be it temporary or permanent return.

2.3 RETURN SUPPORT

Please identify existing structures which provide return counseling to migrants that want to return to their home countries. Please describe the type of information offered (tailored, country specific, migrant specific). Please find out, whether it is possible to provide return information tailored to the needs of IMMENSITY beneficiaries. Please describe the scope of logistical and financial support offered to migrants who wish to return. Please identify the main actors in this field and describe how they can be involved in your return plan.

The management of return migration poses significant challenges and is a key issue on the agenda of national and international policy makers.

A variety of factors may be involved for migrants in deciding their voluntary return. The length of absences from the country of origin is one factor correlated with the tendency of migrants to consider returning to their country of origin. Some research has been conducted to better understand the range of motivations that trigger the resurgence of an individual's resolve to return. This research has considered push/pull factors such as the length of absence from the country of origin and of stay in the host country; the degree of integration and eligibility for welfare schemes in the host country; the nature of the individual's "investment" in the migration process, access to information on the return process, as well as the nature and extent of reintegration assistance available.

Key tools for return and reintegration assistance include: information on conditions and prospects in the country of return, to support the migrant's decision to return; socio-economic profiling of potential returnees to assess their needs and motivations; return counselling and return-related information for partners and migrants to improve preparation for return and assist with reintegration already in host countries; and post-return monitoring to ensure appropriate and sustainable reintegration and delivery of reintegration assistance.

Slovenia has no significant experience as regards the return of immigrants to their countries of origin. There are few good practice examples and system solutions for the return of immigrants to their countries of origin have not yet been found. An example of good practice is the International Organisation for Migration (IOM), which was active in Slovenia at the turn of the century. IOM provided the immigrants who were victims of trafficking in human beings with the following: preparation of documentation, free air-fare to return to their country of origin, document verification and, if required, help with obtaining travelling documents, transit visa, information upon arrival, information on useful contact organisations, pocket money. It also facilitated the reintegration of immigrants in their country of origin (for instance in Ukraine, Bulgaria, Romania) by providing the following: airport reception, safe housing, health and psychological assistance, legal aid, financial assistance, vocational training. In the past years these activities have been taken over and are still performed by Društvo Ključ – Center for Fight Against Trafficking in Human Beings.

Please describe how return migrant entrepreneurship can be stimulated and prepared. Identify institutions and structures which can assist the migrant with the preparation of the return in advance, i.e. draft of a business plan, market research in country of origin. Describe the linkages to the countries of origin. Please explore the possibilities of how to use migrants' remittances in order to support entrepreneurship. Please identify development or financial institutions which can support the migrants' plans by providing micro-credits, grants, co-financing. Please identify governmental structures, international organizations or NGOs which can support the migrant entrepreneur upon his return

Immigrants and their potential: Migrants have been remitting significant sums of money to the countries of origin. In many occasions this has been used to acquire land and premises and sometimes resulted in the emergence of economic activities. The remittances are not only earmarked to support those who stayed behind in the country of origin. It has also been used to ensure that in years to come one could return relatively comfortable to the country of origin. Migrant residents in Europe actually live in two societies: with one foot in their country of origin and with the other in their home country. Of late one sees that migrants explore possibilities to set up businesses in countries of origin as well without the explicit objective to return. They either wish to contribute to the development of their countries or wish to exploit investment opportunities. In both cases they have seen new opportunities while they were in the host country; either in their actual work or as active participants in society. Transfer of ideas, methods of work and technology from one country to another become possible through the migrant entrepreneur. It then serves as a basis for development of the private sector. New markets in two societies are linked with each other. Products are not only sold in the country of origin, the market in the host country offers new opportunities as well. The resident migrant entrepreneur thus becomes a traveling migrant entrepreneur.

Links with the country where the immigrants come from

Most economic immigrants come from Bosnia and Herzegovina. The opportunities to return of course depend on the cooperation between both countries. Slovenia has relatively good cooperation with Bosnia and Herzegovina in the economic field. The economic cooperation between the countries is regulated by important bilateral agreements: Agreement between the Republic of Slovenia and Bosnia and Herzegovina for the Reciprocal Promotion and Protection of Investments, Agreement between the Republic of Slovenia and Bosnia and Herzegovina Relating to Scheduled Air Services, Agreement between the Republic of Slovenia and Bosnia and Herzegovina on Economic Cooperation, Agreement on International Road Transport of Passengers and Goods between the Government of the Republic of Slovenia and the Council of Ministers of Bosnia and Herzegovina, Agreement between the Republic of Slovenia and Bosnia and Herzegovina on Scientific and Technological Cooperation, Convention between the Republic of Slovenia and Bosnia and Herzegovina for the Avoidance of Double Taxation and the Prevention of Fiscal Evasion with Respect to Taxes on Income and on Capital, Agreement on Development Cooperation between the Government of the Republic of Slovenia and the Council of Ministers of Bosnia and Herzegovina. The balance of bilateral business transactions is also varied.

In the first eight months of 2007 the largest exports to Bosnia and Herzegovina were the following: medicinal products for retail sales (5.1 per cent), cars and

other motor vehicles for the transport of persons (2.4 per cent), textile and fabrics (2.2 per cent), refrigerators, refrigerating equipment and heat pumps (2.1 per cent), pneumatic tyres (1.9 per cent) and mineral and other waters, soda water and non alcoholic beverages, except juices (1.9 per cent). In the first seven months of 2006 the biggest exporters were: Prevent Global d.d., Gorenje d.d., Droga Kolinska d.d., Krka d.d., Merkur d.d., in Fructal d.d.

In the first eight months of 2007 the largest imports to Slovenia were the following: air and vacuum pumps, compressors and fans (22.4 per cent), wire and rods, forged and hot-rolled in coils of non-alloy steel (7.8 per cent), wood, sawn or chipped lengthwise, peeled or not, planed or not, of a thickness exceeding 6 mm (3.7 per cent), ferrous waste and scrap of iron or steel (3.6 per cent), articles of leather or of composition leather (3.4 per cent), and waste and scrap of copper (2.8 per cent). In the first seven months of 2006 the biggest importers were: Cimos d.d., Oil Metal Company d.o.o., Merkur d.d., Matal d.o.o., IMPOL d.d. in HSE d.o.o. As migrations in Slovenia have not been a mass phenomenon, we have not developed mechanisms to support the return of immigrants.

2.4 PARTNERS AND STAKEHOLDERS

Please characterize the different stakeholders involved in the field of return migration of economic migrants in your country and describe their activities and responsibilities. Please identify possible partners and facilitators of a possible return project for IMMENSITY beneficiaries. Consult with them how a possible cooperation can be realized. Describe the other stakeholders, possible overlapping and/or competing fields of actions.

Even though activities in the area of the return of immigrants have not been developed, the necessary strategies will have to be developed in the future. Governmental organisations have a key role in the return of immigrants; in Slovenia these are the Ministry of the Interior – Refugee and Alien Integration Section, the Ministry of the Interior – Migrations Section, and the Ministry of Labour, Family and Social Affairs. In the future, an important role will also be played by the regional government, which will deal with the area of migrations. Governmental organisations could assist the immigrants who are returning to their country of origin in various ways:

- financially, by paying them a one-off amount and by reimbursing their travel expenses
- by providing administrative assistance to facilitate their resettlement in the country of origin
- by providing such training and education of immigrants that corresponds to the needs of their country of origin (A good example in the area of migrations is France, which has bilateral agreements with the sending countries. These agreements ensure that the practical training which the immigrants (of mainly African origin) receive in France is what their country would benefit from. At the same time, the experience that the immigrants gain greatly facilitates their resettlement in the country of origin.)
- by providing assistance in setting-up the business and financial aid to return
- by encouraging different kinds of development investments
- by ensuring facilities for financial transfers of migrants to their countries of origin, particularly by decreasing the cost of transfers and encouraging them to invest these funds in the development
- by setting up centres and introducing teacher training programmes in order to inform and educate immigrants in advance about the conditions which they can expect in a particular country.

Slovenia enables the transferability of pension rights (Bosnia and Herzegovina, Serbia, Macedonia...); aliens can also have their qualifications officially recognised.

Acting within the Government of Bosnia and Herzegovina is the Ministry of Displaced Persons and Refugees, Sector for Displaced Persons, Returnees and Refugees, which delivers projects and provides assistance to refugees and other emigrants who wish to return to Bosnia and Herzegovina.

The assistance provided by the Sector for Displaced Persons, Returnees and Refugees includes issue of documents, home transportation, reception, reintegration assistance as well as monitoring of the return.

NGOs can often engender more confidence and cooperation among migrants than governmental organizations. They also frequently offer perspectives and ideas that can enhance the migration policy debate.

- Refer potential return cases to institutions providing assistance to migrants willing to return to their countries of origin

- Provide return counseling and referral to the returnees (pre-departure and post-arrival)
- Disburse financial assistance to returnees
- Generally assist with vulnerable cases
- Provide reintegration assistance (incl. reception, referrals, job search, vocational training and micro-enterprise development projects)

Potential NGOs to cover this area are: Ključ (Center for Fight Against Trafficking in Human Beings), Rdeči križ Slovenije (Slovenian Red Cross), Karitas Slovenije (Caritas Slovenia), Slovenska filantropija (Slovene Philanthropy).

International organisations that cover migrations are another important factor in assisting immigrants in returning home. IOM is active in Bosnia and Herzegovina. This organisation has already prepared the following projects related to the return of immigrants: Return of Irregular Migrants Stranded in Bosnia and Herzegovina, <http://www.iom.ba/AVR-2.html> , Assisted Voluntary Return (AVR) Programme to Bosnia and Herzegovina and to Kosovo province for rejected asylum seekers/irregular migrants currently residing in the Canton of Vaud (Switzerland) <http://www.iom.ba/AVR-VAUD.html> , Assisted Voluntary Return for vulnerable cases to BiH and to Serbia and Montenegro including Kosovo <http://www.iom.ba/AVR-1.html> , Assisted Voluntary Return for vulnerable cases to BiH and to Serbia and Montenegro including Kosovo <http://www.iom.ba/AVR-1.html> , Employment Assistance Services for Returnees from Switzerland and their Communities in Bosnia and Herzegovina <http://www.iom.ba/EAS.html> , Temporary Return of Qualified Nationals (TRQN) <http://www.iom.ba/TRQN.html> Information Referral Services for Returnees from Switzerland <http://www.iom.ba/AVR-IRS.html>