



International
Labour
Organization



THE ILO RESPONSE
to the
**SYRIAN
REFUGEE
CRISIS**

UPDATE APRIL 2018

ILO STRATEGY FOR SUPPORT

The Syrian refugee crisis is one of the most protracted and complex humanitarian emergencies of modern time. It has led to the displacement of more than 12 million Syrians since 2011, more than five million of whom are registered refugees in Jordan, Lebanon and Turkey.

Within the framework of the Regional Refugee Response and Resilience Plan (3RP), the ILO has adopted a development-focused and employment-driven strategy to support host communities and refugees in Jordan, Lebanon and Turkey. It aims to preserve social and economic stability and build resilience at the national level, in line with national plans and local chapters of the 3RP. Embedded in the principles of decent work, the ILO strategy builds on its core mandate to promote employment, social dialogue, social protection and international labour standards.

The ILO's work is grounded in an institutional refugee response policy framework outlined in the ILO's 2016 "Guiding Principles on the Access of Refugees and other Forcibly Displaced Persons to the Labour Market" and Recommendation 205 on Employment and Decent Work for Peace and Resilience.



Beneficiaries of ILO-supported programme in Jordan

To date, the ILO has implemented an array of interventions in Jordan, Lebanon and Turkey to promote decent work amongst Syrian refugees and host communities, contributing to building resilience and long term economic and social development in host countries. The ILO strategy focuses on the following areas of response:

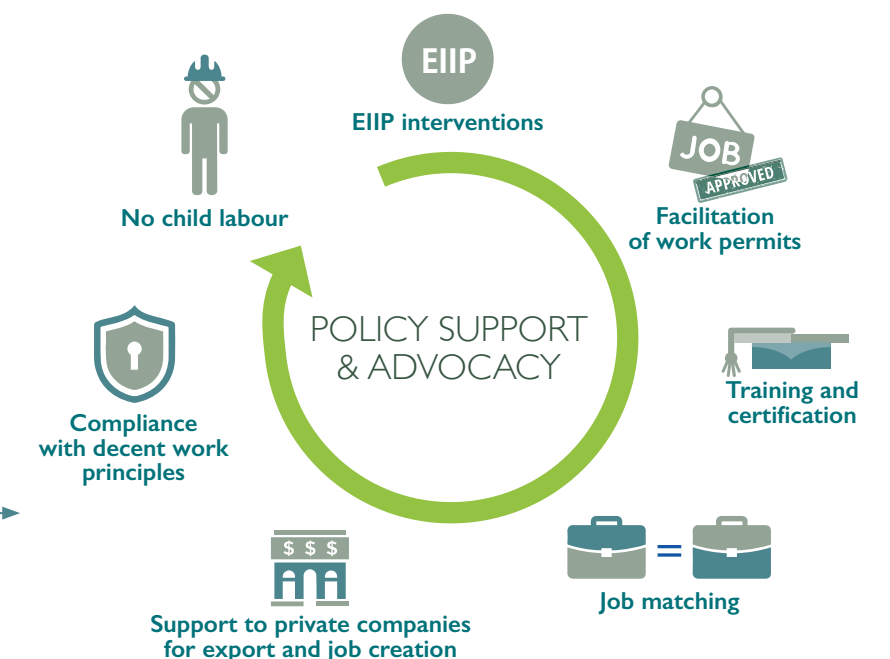
- Support evidence-based policy development and strengthen institutional capacities for a well-coordinated, employment-rich national response
- Facilitate access to livelihood opportunities through labour-intensive work, skills development, and entrepreneurship development
- Strengthen labour market governance for improved compliance with fundamental principles and rights at work – including for the elimination of child labour

"It is not just jobs but decent jobs that make all the difference in the lives of Syrian refugees and the communities hosting them."

Ruba Jaradat, Assistant Director General and Regional Director for Arab States, ILO

"We need to further expand our commitment to support the efforts to build resilient, healthy and inclusive labour markets for the benefit of all workers, nationals, migrants and refugees, leading to sustainable socio-economic development." **Heinz Koller**, Assistant Director General and Regional Director for Europe and Central Asia, ILO

An ILO integrated approach to promote more and better job opportunities for refugees and host communities



ILO's interventions in response to the Syrian refugee crisis in Jordan, Lebanon and Turkey have been funded by a combination of ILO's own resources, voluntary core funding and targeted funding from the Governments of Canada, Germany, Italy, Japan, the Netherlands, Norway, Sweden, Switzerland, the United Kingdom, the United States of America and the European Commission. Moreover, ILO interventions have been supported through joint UN Programmes - with FAO, UN Women, UNICEF and the Peace Building Fund.

JORDAN

The Jordan Compact is a resilience-based approach which seeks to create 200,000 jobs in immediate response to the crisis while also contributing to long-term development goals. This has created greater clarity and purpose at the policy level, especially regarding the labour market, economic and investment environments.

The ILO's Programme of Support in Jordan is an integrated research, policy and intervention ecosystem, supporting the creation of decent jobs for both Jordanians and Syrians¹. The programme is organised around three strategic pillars:

STRENGTHEN LABOUR MARKET GOVERNANCE FOR IMPROVED COMPLIANCE WITH DECENT WORK PRINCIPLES

- For the first time, refugee camp residents were able to apply for work permits and jobs outside the camps
- ILO evidence-based advocacy led the way to issuance of more than half of all permits in 2017. The General Federation of Jordanian Trade Unions (GFJTU) signed a Memorandum of Understanding to ease release of 6,300 construction sector permits in 2017. In the agricultural sector, 22 cooperatives also delivered permits to workers
- In partnership with EU and Government of Jordan, the ILO's *Better Work* programme now facilitates exports to Europe by offering Jordanian companies third-party monitoring services for compliance with decent working conditions



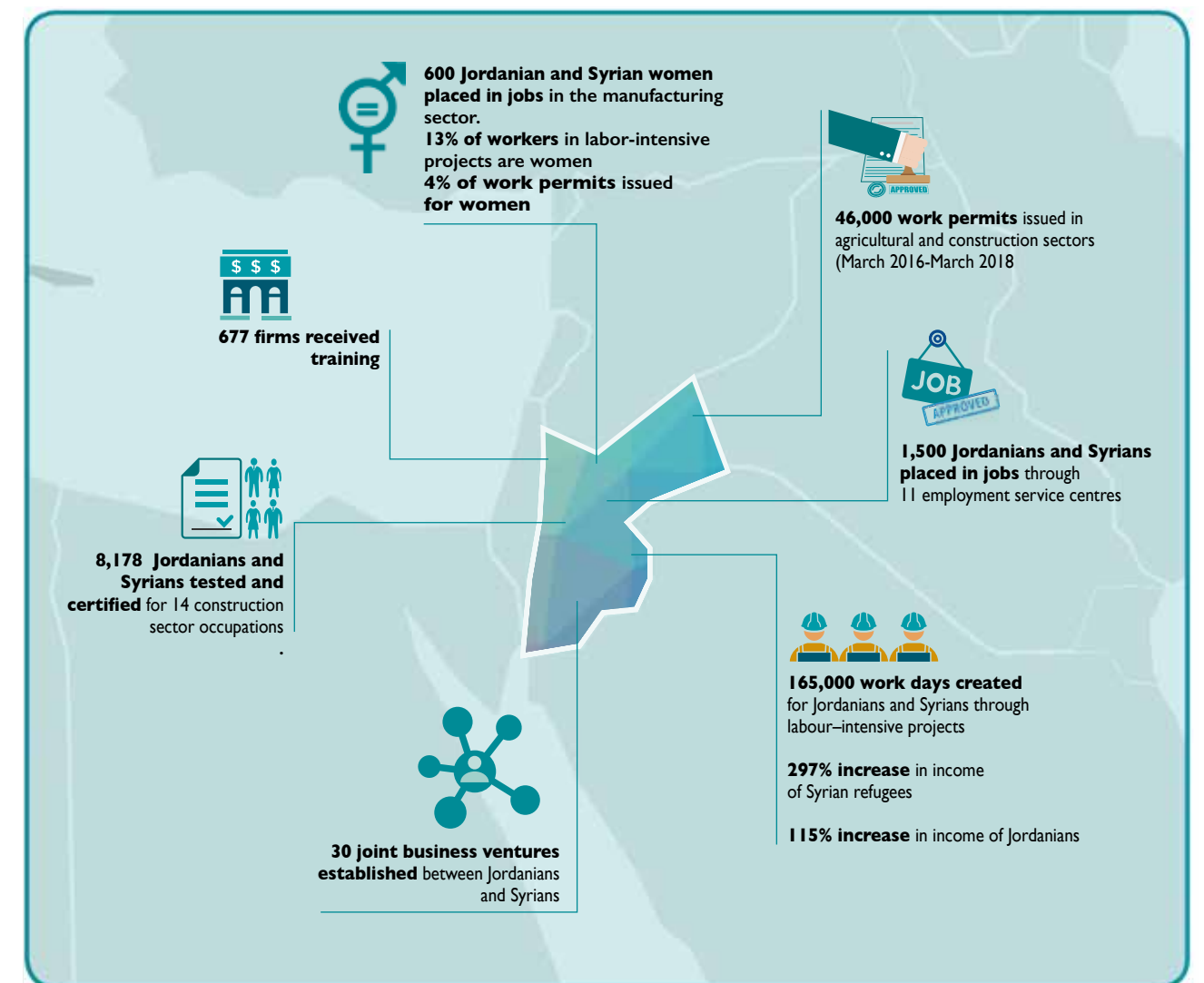
SUPPORT AN ENABLING ENVIRONMENT TO UNDERPIN IMPROVED PRIVATE SECTOR PRODUCTIVITY AND CREATION OF DECENT WORK

- In September 2017, the ILO established 11 Employment Service Centres, including two centres in Zaatari and Azraq camps in collaboration with UNHCR. More than 3,300 Jordanians and Syrians registered for services in the first three months, and some 1,500 people were placed in jobs to date, 40 per cent of whom were women
- Skills and training formalised for thousands of Jordanians and Syrians, through testing and issuing of Recognition of Prior Learning certificates (RPL), which cover 14 skilled and semi-skilled occupations across the construction sector and help re-entry into the labour market
- 30 joint business ventures established through open competition
- Some 677 firms attended awareness sessions on EU-Jordan Rules of Origin agreement, labour matching, legal advice, work permit support, labour transportation inside camps, and skills-needs identification



SUPPORT THE IMMEDIATE CREATION OF DECENT JOBS FOR JORDANIANS AND SYRIAN REFUGEES TO EASE CURRENT CONDITIONS

- ILO's Employment Intensive Investment Programmes (EIIP) provided income opportunities to 5,300 Syrian refugees and Jordanians; more than 13 per cent of beneficiaries were women
- EIIPs boost Syrian refugee and Jordanian incomes and develop community assets and public infrastructure
- Through Standard Operating Procedures by ministries and development partners, ILO promotes a harmonised approach for all cash-for-work and EIIP projects, ensuring their adherence with international labour standards



- "First, I would like to get a new home. Second, I am no longer a burden on anyone or have to ask an organization or agency for aid. I have become an active member of society." **A Syrian female beneficiary working in the garment sector**
- "We are very happy with the feedback that we received because there was a general feeling of contentment. They now have their professions to help them in the future, and not just in the factory." **Employment officer at Dhulail employment centre**
- "I have had a work permit for a year now. I am working, and supporting my children. After we got our work permits, we were able to work. We are able to go to farms for work even if they are far from here. This is what has changed. We are now able to go anywhere without worrying. We now have work permits. We are protected." **Um Khaled, Syrian farmer**



LEBANON

The conflict in Syria has impacted Lebanon's social and economic growth, increased vulnerabilities among refugees and host communities, and exacerbated pre-existing development challenges, with significant implications for the labour market. High levels of unemployment and informality have been further aggravated.

Within the framework of the Lebanon Crisis Response Plan (LCRP) 2017 to 2020, ILO's response to the Syria crisis in Lebanon is focusing on employment and decent work deficits². Key ILO achievements are summarised under the following three pillars:

STRENGTHEN LABOUR MARKET GOVERNANCE FOR IMPROVED COMPLIANCE WITH DECENT WORK PRINCIPLES



- ILO technical assistance and advocacy resulted in a simplified work permit process with reduced cost for certain groups of Syrian refugees
- ILO is helping the Ministry of Social Affairs to establish a harmonised approach to all cash for work infrastructure programmes in compliance with international labour standards
- In partnership with the Lebanese Ministry of Labour, educational and training materials raised awareness around issues related to work permits, occupational safety and health (OSH), working conditions and conformity with national labour legislation
- Policy advocacy and direct rehabilitation services supported children involved in or at risk of being involved in the worst forms of child labour (see box 'A song of freedom')

In 2017, the sound of freedom rang out in the formation of a children's choir largely composed of children withdrawn from hazardous forms of work. Through the joint efforts of the ILO and the Ministry of Labour, in collaboration with the Ministry of Culture, NGOs and the National Higher Conservatory of Music, some 180 children were selected from auditions involving over 1,200 children. Under the patronage of the Lebanese President, Michel Aoun, the 180-strong choir gave its inaugural performance at the Presidential Palace in March 2018.

"This is not about entertainment," said ILO Deputy Regional Director for Arab States, Frank Hagemann. "It's about empowering children through music, giving them back their dignity, and speaking to their motivation to improve their lives."

A song of freedom from child labour



PROMOTE MARKET-DRIVEN APPROACH TO SKILLS DEVELOPMENT AND TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (TVET)



- ILO and UNICEF provide training to key practitioners to improve labour market information, assessments and activities. The TVET Strategy 2018 to 2022 will further embed labour market intelligence in training and vocational provision across sectors of the economy
- ILO partnership with FAO and Ministry of Agriculture delivers labour market supply and demand intelligence training to make agricultural curricula more responsive to labour market needs
- Inter-agency Standard Operating Procedures (SOPs) gear training to market demand

SUPPORT THE IMMEDIATE CREATION OF DECENT JOBS FOR SYRIAN REFUGEES AND LEBANESE TO EASE CURRENT CONDITIONS



- By the end of March 2018, EIIP projects created 8,500 worker days for both Lebanese and Syrian men and women. EIIPs boosted beneficiaries' incomes, and continue to contribute to the creation, maintenance and rehabilitation of community assets and public infrastructure
- More than 200 government and contractor staff have been trained in Local Resource-Based Technology (LRBT), tender requirements, mobilisation and social safeguard framework



EIIP beneficiaries in the construction sector in Lebanon.

TURKEY

Turkey hosts the highest number of refugees in the world. As such, it faces the challenge of integrating more than 3.5 million Syrian refugees into society and the labour market, including 2.1 million of working age.

To support decent work opportunities for Syrian refugees and host communities, the ILO has adopted a five-year Programme of Support to, with three pillars, as outlined below, strengthen refugees' and host communities' participation in the formal economy.

The ILO Office for Turkey operates in an environment which supports formal work arrangements. In response to the Syrian refugee crisis, the Government of Turkey has adopted a resilience-based development approach, as expressed in the innovative Regulation on Work Permits of Foreigners under Temporary Protection, January 2016. Yet integration into the formal economy continues to be an issue.

STRENGTHEN LABOUR MARKET INSTITUTIONS AND MECHANISMS



- Capacity-building of social partners and government institutions, specifically the Ministry of Labour and Social Security, for refugees' access to the labour market and on fair and effective labour migration governance
- One-stop shops established in cooperation with chambers of commerce and industry to provide integrated employment and guidance services in Turkish and Arabic
- First women-only centre set up under the leadership of UNWOMEN in cooperation with the national NGO ASAM to support refugee and local women to build livelihoods and improve through basic skills and vocational and technical training courses

→ 300 staff from tripartite partners have been trained

BUILD REFUGEES' AND HOST COMMUNITIES' SKILLS AND COMPETENCES IN LINE WITH LABOUR MARKET NEEDS



- Enhanced institutional training capacity of training and community centres and provision of equipment
- Provision of certified vocational training, including entrepreneurship training, Turkish language classes and basic labour market skills training
- Development and pilot-testing of a model for recognition of refugees' prior learning
- Development and delivery of a tailor-made occupational safety and health training module for refugees
- Awareness of Syrian refugees, host communities and employers raised on relevant legislation, labour rights and the importance of formal work

→ 5,971 Syrian refugees and host communities benefited from vocational training, including entrepreneurship training, basic labour market skills and language courses

→ Service provision capacity of 13 training and community centres improved

SUPPORT FORMAL JOB CREATION AND ENTREPRENEURSHIP OPPORTUNITIES



- Close cooperation with employers to explain work permit application procedures and provide incentives to hire refugees formally (coverage of work permit fees and social security contributions)
- Exploring potential for job creation through value chain analyses
- Support the establishment of joint cooperatives composed of Syrian refugees and host communities by identifying sectors for economic activities, providing legal assistance as well as business advisory support and orientation on cooperative management
- Legal counselling for Syrian SMEs established in Turkey to facilitate formalization

→ 89 Syrian SMEs trained on trade and labour law

→ First Syrian-Turkish women cooperative established

New lives and livelihoods



- "I am 34 years old. We walked across the border and arrived in Kilis with my family. I am a secondary school graduate and my childhood dream was to become a hairdresser. Now, I am attending a hairdressing course and I would like to start up my own hair salon in Turkey."

Zete Nahil, Adana, Turkey



- "I am 29 years old. I came to Turkey from Raqqa. I used to study public administration at university back in Syria but I had to leave. Currently, I am attending Turkish language courses and I hope to continue my education in Turkey."

Lewaa Huseyin, Şanlıurfa, Turkey



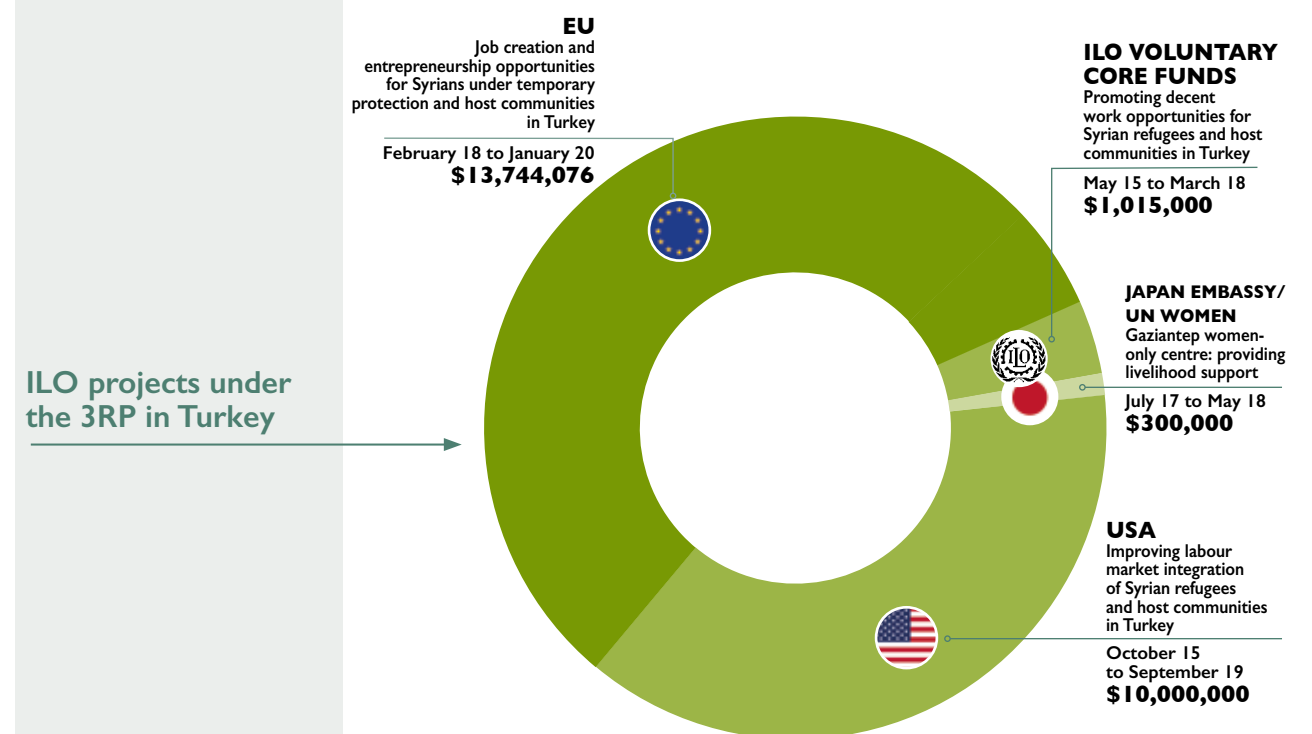
- "In cooperation with ILO, I employed 19 Syrian refugees at my workplace. I think we turned migration into a strength, by working and producing together."

Tarık Ciger, Employer of a Pallet Company in Mersin, Turkey



- "I am 27 years old; I have 4 kids. We ran away from the war, but my husband took my kids and returned back to Syria. I was left alone. I participated in Turkish courses and started working in different places. They are Turkish. I am Syrian but they already became my family... Now I don't feel alone. I am standing on my own feet."

Nur Zireyk, Gaziantep, Turkey



"Turkey has made a very important step by allowing legal access to employment; we are here to make it a reality for the benefit of refugees and the whole society." **Numan Özcan, Director of the ILO Office for Turkey**

ILO'S CONTRIBUTION TO 3RP TARGETS LIVELIHOODS AND SOCIAL COHESION

Indicator	2018 3RP TARGET ¹	COUNTRY	ILO CONTRIBUTION 2017	ILO PLANNED CONTRIBUTION 2018-2019
individuals employed or self-employed—including short-term (cash for work and seasonal labour) and long-term employment	121,610	JORDAN	• 164,905 workdays created • 5,300 individuals employed	• 220,000 workdays to be created • 9,000 individuals to be employed
		LEBANON	• 8,546 workdays created	• 227,500 workdays to be created • 6,000 individuals to be employed ²
		TURKEY	• 450 individuals employed	• 7,000 individuals to be employed
individuals supported to access employment (training, internships, job placement and language courses)	319,080	JORDAN	• More than 46,000 work permits received (19,203 through ILO supported agricultural cooperatives; • 6,287 through the General Federation of Jordanian Trade Unions) • 6,600 received professional training and certificates • 3,000 registered in MoL/ILO employment centres; 1,500 placed in jobs (40 percent women) • 677 firms received training	• 20,000 Syrian workers to renew work permits in agriculture sector • 15,000 Syrian refugees to obtain work permits in construction sector • 5,000 Jordanians and Syrian refugees will receive skills training for job opportunities to be created by the EU-Jordan Trade Agreement
		LEBANON	• 258 received training	• 25,000 to benefit from improved vocational training and education
		TURKEY	• 5,971 Syrian refugees and Turkish citizens benefited from vocational training, basic labour market skills and language courses	• 29,100 Syrian refugees and Turkish nationals to benefit from language, vocational, technical, skills development and entrepreneurship training as well as job placement programmes
mixed groups supported in social cohesion initiatives (directly or indirectly)	25,450	JORDAN	• 160,000 Syrian refugees and Jordanians directly or indirectly supported	• 150,000 Syrian refugees and Jordanians directly or indirectly supported
		LEBANON	• 10,000 Syrian refugees and Lebanese directly or indirectly supported	• 28,000 Syrian refugees and Lebanese directly or indirectly supported
		TURKEY	• 10,835 Syrian refugees and Turkish citizens directly or indirectly supported	• 72,000 Syrian refugees and Turkish citizens directly or indirectly supported

1- Targets are for inter-agency partners across all five 3RP countries (Egypt, Iraq, Turkey, Jordan and Lebanon)

2- Targets for Jordan and Lebanon are for the entire duration of the projects that extend beyond 2018 and are based on 40 days of employment on average



LESSONS LEARNED: SYRIA CRISIS RESPONSE



Comprehensive programmes for the promotion of decent work must be aligned and integrated with national responses



Rather than creating parallel structures, strengthen existing institutions and mechanisms to support resilience



Social dialogue, including working closely with national stakeholders and social partners, is a key element for success and an added value of the ILO's local development approach



Promote refugees' access to work permits and create incentives for formal employment, both for employers and refugees



Skills must be comprehensively assessed and then built up according to the needs of the labour market. Complement vocational skills with language, labour market and soft skills



Always include host communities in employment creation and livelihood interventions to avoid social tensions and improve their resilience to cope with the situation



Design special measures to increase women's participation in livelihoods and employment opportunities

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International Labour Organisation
4, Route des Morillons
CH-1211 Geneva-22 - Switzerland

**DEPARTMENT OF PARTNERSHIPS
AND FIELD SUPPORT**
Tel: +41 22 799 7239 / Fax: +41 799 6668
E-mail: pardev@ilo.org
www.ilo.org/pardev

ILO REGIONAL OFFICE FOR ARAB STATES
P.O.Box 11-4088 Riad Solh 1107-2150
Beirut, Lebanon
Tel: +961-1-752400 / Fax: +961-1-752405
E-mail: beirut@ilo.org

ILO OFFICE FOR TURKEY
Ferit Recai Ertuğrul Caddesi No. 4, 06450 Oran,
Ankara, Turkey
Tel : + 90 312 491 98 90 / Fax : +90 312 491 99 45
Email : ankara@ilo.org