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

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.
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 Syrians. 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.

**JORDAN**

46,000 work permits issued in agricultural and construction sectors (March 2016-March 2018)

- 600 Jordanian and Syrian women placed in jobs in the manufacturing sector.
- 13% of workers in labor-intensive projects are women.
- 4% of work permits issued for women.

- 165,000 work days created for Jordanians and Syrians through labor-intensive projects.
- 297% increase in income of Syrian refugees.
- 115% increase in income of Jordanians.

- 30 joint business ventures established between Jordanians and Syrians.
- 677 firms received training.
- 8,178 Jordanians and Syrians tested and certified for 14 construction sector occupations.

**“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 have work permits. We are protected.”** Um Khaled, Syrian farmer.

1- Total Development Cooperation portfolio under Syrian Crisis Response: US$37,314,244 (ongoing)
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 deficits. 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’)

**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

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
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 UN WOMEN in cooperation with three pillars, as outlined below, strengthen refugees’ and host communities’ participation in the formal economy.

**BUILD REFUGEES’ AND HOST COMMUNITIES’ SKILLS AND COMPETENCES IN LINE WITH LABOUR MARKET NEEDS**
- Enhance 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

**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 local women to build livelihoods and improve through basic skills and vocational and technical training courses
- Legal counselling for Syrian SMEs established in Turkey to facilitate formalization

**EU**
- Job creation and entrepreneurship opportunities for Syrians under temporary protection and host communities in Turkey
- February 18 to January 20
- $13,744,076

**ILO VOLUNTARY CORE FUNDS**
- Promoting decent work opportunities for Syrian refugees and host communities in Turkey
- May 15 to March 18
- $1,015,000

**JAPAN EMBASSY**
- UN WOMEN
- Core contributions: enhancing livelihood support
- July 17 to May 18
- $390,000

**USA**
- Improving labour market integration of Syrian refugees and host communities in Turkey
- October 12
- $10,000,000

**ILO projects under the 3RP in 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

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<tr>
<td>Individuals employed or self-employed— including short-term (cash for work and seasonal labour) and long-term employment</td>
<td>121,610</td>
<td>Jordan</td>
<td>164,905 workdays created + 5,300 individuals employed</td>
<td>220,000 workdays to be created + 9,000 individuals to be employed</td>
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<td>Lebanon</td>
<td>8,546 workdays created</td>
<td>227,500 workdays to be created + 6,000 individuals to be employed</td>
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<td>Turkey</td>
<td>450 individuals employed</td>
<td>7,000 individuals to be employed</td>
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<td>Individuals supported to access employment (training, internships, job placement and language courses)</td>
<td>319,080</td>
<td>Jordan</td>
<td>More than 46,000 work permits received (19,203 through ILO supported agricultural cooperatives, 6,387 through the General Federation of Jordanian Trade Unions</td>
<td>20,000 Syrian workers to renew work permits in agriculture sector, 15,000 Syrian refugees to obtain work permits in construction sector</td>
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<td>6,600 received professional training and certificates</td>
<td>5,000 Jordanians and Syrian refugees will receive skills training for job opportunities to be created by the EU-Jordan Trade Agreement</td>
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<td>3,000 registered in MoL/ILO employment centres; 1,200 placed in jobs (40 percent women)</td>
<td>677 firms received training</td>
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<td>Lebanon</td>
<td>258 received training</td>
<td>25,000 to benefit from improved vocational training and education</td>
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<td>Turkey</td>
<td>5,771 Syrian refugees and Turkish citizens benefited from vocational training, basic labour market skills and language courses</td>
<td>29,100 Syrian refugees and Turkish nationals to benefit from language, vocational, technical, skills development and entrepreneurship training as well as job placement programmes</td>
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<td>Mixed groups supported in social cohesion initiatives (directly or indirectly)</td>
<td>25,450</td>
<td>Jordan</td>
<td>160,000 Syrian refugees and Jordanians directly or indirectly supported</td>
<td>150,000 Syrian refugees and Jordanians directly or indirectly supported</td>
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<td></td>
<td>Lebanon</td>
<td>10,000 Syrian refugees and Lebanese directly or indirectly supported</td>
<td>38,000 Syrian refugees and Lebanese directly or indirectly supported</td>
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<td></td>
<td>Turkey</td>
<td>10,035 Syrian refugees and Turkish citizens directly or indirectly supported</td>
<td>72,000 Syrian refugees and Turkish citizens directly or indirectly supported</td>
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### 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.
THE ILO RESPONSE to the
SYRIAN REFUGEE CRISIS
UPDATE APRIL 2018