



International
Labour
Organization

ILO SUPPORT TO SYRIAN REFUGEES AND HOST COMMUNITIES

JORDAN, LEBANON, TURKEY, IRAQ AND EGYPT

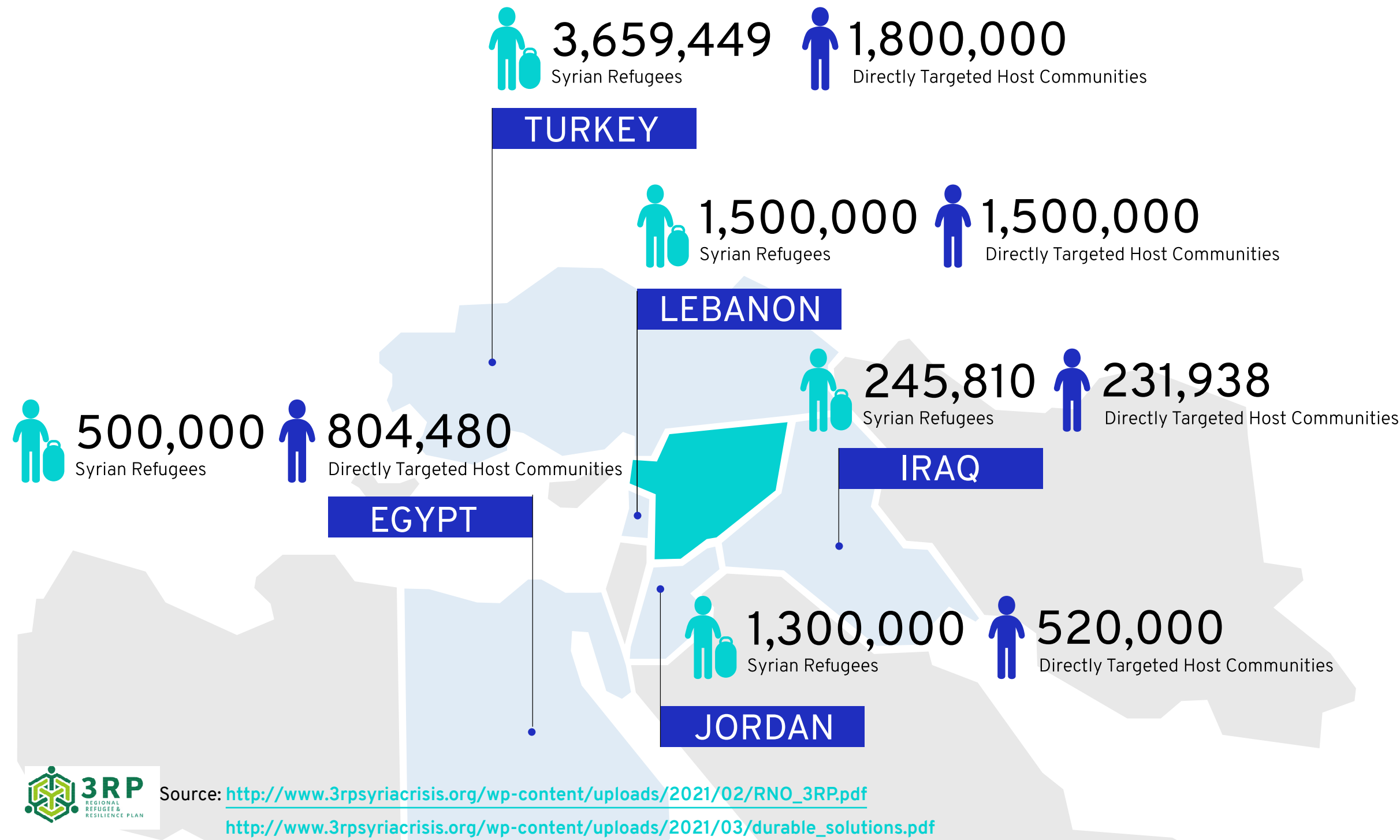


March 2021

From Displacement to Development Opportunities

AN ILO APPROACH TO DECENT WORK

The Syrian refugee crisis is one of the most protracted and complex humanitarian emergencies of modern time. There are around 7.2 million Syrian refugees across the region, which include Jordan, Lebanon, Turkey, Iraq and Egypt.



Within the framework of the [Regional Refugee and Resilience Plan \(3RP\)](#), the ILO is implementing a development-focused and employment-driven response, which aims to facilitate equal access to labour markets and promote decent work for all. These efforts aim to build the resilience of communities, and reduce aid dependency.

By enhancing opportunities for decent employment for women and men of both refugee and host communities, the ILO contributes to the 2030 Agenda for Sustainable Development, primarily goals 8, 1, 4, 5, and 10. At the same time, the ILO supports the implementation of the Global Compact on Refugees by easing the pressures on host countries and enhancing refugee self-reliance.

The ILO's work is grounded in the [Centenary Declaration for the Future of Work](#) and the [Guiding Principles on the Access of Refugees and other Forcibly Displaced Persons to the Labour Market](#), as well as on [Recommendation No. 205 on Employment and Decent Work for Peace and Resilience](#).

FINANCIAL REQUIREMENTS 2021

	Multi-sector	COVID-19 response
JORDAN	26,700,000	9,000,000
LEBANON	25,300,000	5,000,000
TURKEY	12,182,465	9,525,000
IRAQ	30,000,000	10,000,000
EGYPT	4,000,000	N/A
TOTAL	98,182,465	33,525,000

PARTNERSHIPS

The ILO's interventions supporting refugees and host communities are implemented in close collaboration with national governments, workers' and employers' organizations, as well as UN agencies, development partners, academia and civil society.

Interventions in Jordan, Lebanon, Turkey, Iraq and Egypt are funded by a combination of ILO's regular resources and targeted funding from:



And in partnership with:



COVID-19 AND THE WORLD OF WORK

A year since the outbreak of the COVID-19 pandemic, labour markets in countries neighbouring Syria continue to face unprecedented challenges. The ILO identified massive damages to working time and income, with prospects for a recovery in 2021 remaining slow.

According to the seventh edition of the [ILO Monitor: COVID-19 and the world of work, the percentage of working hours lost in 2020 relative to the last quarter in 2019 in the Arab States was 9.0 per cent.](#)

[Regional rapid assessments examining the immediate impact of the COVID-19 pandemic](#) in fragile Arab States, show a significant reduction in jobs and incomes for both Syrian refugees and host communities. Limited financial capacities to cope with the crisis have led to a deterioration in living and working conditions of all workers.

[In Turkey in April 2020](#), the loss in working hours was equal to 9.8 million full-time jobs (hours of work lost due to employment losses, an excess number of workers on unpaid leave and reduction in working hours) dropping to 2.2 million in September, after the most stringent measures had been lifted in June.

The sharp slowdown of economies and the closing of businesses has had a disproportionate adverse impact on vulnerable groups, increasing inequalities and worsening existing socio-economic vulnerabilities, especially among refugee and host communities. In Turkey, for example, 65 per cent of Syrian-owned businesses were substantially affected by COVID-19.

In the countries hosting Syrian refugees, ILO response measures include:



RAPID ASSESSMENTS

- Rapid assessments of the impact of COVID-19 on Syrian refugees and host community members in [Jordan](#), [Lebanon](#), [Turkey](#) and [Iraq](#), in collaboration with a range of humanitarian and development partners.
- Report on the [extension of social security in Jordan](#), which proposes policy approaches to extend coverage to groups who are often outside of the social security system, including agriculture workers, refugees and women.



BUSINESS CONTINUITY SUPPORT

- Developing the horticulture value chain in Lebanon and supporting business continuity, resilience and decent job retention for host communities and Syrian refugees in Micro, Small and Medium Enterprises (MSMEs) by providing technical and financial assistance to address the agricultural sector challenges in Jordan and Lebanon.
- A total of 1,000 small businesses – 45 per cent owned by refugees – will receive micro grants, to ensure business continuity and retention of employment in Turkey. Together with UNDP, a rapid self-assessment was developed to guide companies in human rights practices in COVID-19 times.



SKILLS TRANSFER THROUGH DIGITIZATION

- Promoting skills transfer and creating e-learning platforms to offer skills, language and soft-skills training for host communities and Syrian refugees in Jordan, Lebanon and Turkey.



SOCIAL PROTECTION

- Through the reimbursement of social security premiums during six months and work permit fees, employers in Turkey are supported to retain formal employment and uphold access to social protection for their workers, under the Transition to Formality Programme (KIGEP).

- Supporting the passage of new Regulations for the Maternity Insurance Fund in Jordan. The regulation enables working mothers to return to work while receiving childcare subsidy for their children either if they attend a childcare facility or if they stay at home.
- Supporting the development and operationalization of a National Social Protection Framework in Lebanon, through a series of national dialogue sessions and technical working groups. Some of these groups have been supported in developing their own [position papers](#) on social protection reform.
- Engaging various stakeholders in discussions around the establishment of a social protection floor in Lebanon, including the introduction of core life-cycle social grants, starting with people with disability, older people, and children.
- Providing technical assistance to the National Social Security Fund (NSSF) and Ministry of Labour on the creation of an Unemployment Insurance Fund in Lebanon to the population covered under the NSSF.



SAFETY AT WORK

- Building the capacity of the labour inspection and Occupational Safety and Health (OSH) systems in Iraq and supporting the design of a national response plan to COVID-19 at the workplace, inclusive of all workers, including refugees and migrant workers.
- Developing COVID-19 safety measures in the region across all Employment-Intensive Investment Programme (EIIP) as well as training Social Safeguard Officers to ensure labour intensive work sites remained open and safe.
- Raising awareness among agriculture workers, including Syrian refugees, on the use of electronic wallets, on the labour law, OSH and COVID-19 in Jordan.
- Promoting OSH in COVID-19 responses, by making guidelines accessible to refugees in Turkey.

JORDAN

MAIN ACHIEVEMENTS

In 2016, Jordan became the first country in the Arab region to facilitate the access of Syrian refugees to the labour market. This milestone was achieved through the signing of the Jordan Compact, which reduced barriers to the formal employment of refugees in the kingdom. The ILO's Programme of Support to the Jordan Compact promotes economic growth and decent job creation for refugees and members of their host community.



PROMOTING DECENT WORK FOR ALL

215,668 work permits have been issued by Jordan to Syrian refugees since 2016

20,742 of which were directly supported by the ILO **14%** women

- Advocating the right to work for Syrian refugees and enhancing their access to the formal labour market by supporting policy change and the delivery of work permits, to those employed in open occupations for Syrian refugees in Jordan.
- Six support offices have been established in collaboration with the General Federation of Jordanian Trade Unions to facilitate issuance of non-employer-specific work permits for Syrian construction workers.
- Enhancing efforts to [improve living and working conditions for workers on farms, including the provision of 480 upgraded homes for agricultural workers.](#)
- More than 600 working children or at risk of child labour in the agricultural sector received specialized child protection case management, including the provision of informal education.
- Engaging with factories to improve working conditions under the relaxed Rules of Origin trade agreement through collaboration between the European Union and ILO's Better Work Jordan Programme.

JOB CREATION

- Thousands of Syrian refugees and Jordanians have benefited from ILO's EIIP since 2016.

19,000 Syrian refugees and Jordanians **1,000,000** working days created since 2016
 20% women

- Through a network of 19 ILO employment service centres and guidance units, including six in agriculture, more than 22,500 Syrian refugees and Jordanian nationals have found jobs since 2017.

22,500 Syrian refugees and Jordanian nationals find jobs **8,759** women

- Around 24,000 job-seekers (27% women) have been identified through an e-counselling and guidance platform which was established to facilitate job-matching in 2017.
- A total of 31 cooperatives members, Jordan Cooperative Corporation employees and community-based organizations have been trained on [ILO's MYCOOP](#) training materials.

- Raising awareness of some 1,440 firms through sessions on EU-Jordan Rules of Origin agreement, labour matching, legal advice, work permit support and skills-needs identification. Nine companies were certified to export to the EU under the 2016 trade scheme through job-matching services provided by Employment Service Centres.
- Since 2017, 200 women were trained on "My First Business" to set up their own businesses. 114 women were directly supported through seed funding. 89 joint business ventures were established between Syrian refugees and Jordanian men and women.

DEVELOPING PEOPLE'S SKILLS

- A mobile training unit has been launched, in collaboration with the Jordanian Agricultural Engineers Association, providing agricultural workers with theoretical and practical trainings in different occupations, such as pruning, on the farms where they work. Around 260 workers will benefit from the initiative.
- Thousands of Syrian refugees and Jordanians, including persons with disabilities, upgraded their skills in manufacturing, agriculture and construction.

RECOGNITION OF PRIOR LEARNING

10,340 workers

ON-THE-JOB TRAINING

2,048 workers

OCCUPATIONAL SAFETY AND HEALTH

1,439 workers

VOCATIONAL TRAINING

452 workers

IMPACT STORIES



Farm workers in remote areas in Jordan are being provided with skills trainings in the classroom and in the field, through a new initiative launched by the ILO and the Jordanian Agricultural Engineers Association, which is bringing training sessions to their place of work. Physical isolation and lack of transportation to main urban areas prevents many farm workers from accessing training opportunities. A mobile training unit is visiting workers on various farms. "I have worked on farms for years and this is the first time we are visited by a mobile unit like this one," said Syrian worker Tahha Mohammed. "The station is useful. We have received training in pruning and fertilization."

LEBANON

MAIN ACHIEVEMENTS

Within the framework of the Lebanon Crisis Response Plan (LCRP) 2017 to 2020, the ILO's response to the Syria crisis in Lebanon is focusing on promoting employment and decent work under three key pillars: labour market governance, skills development, job creation and social protection.



DEVELOPING PEOPLE'S SKILLS

- Improving the structure and delivery of quality apprenticeship and workplace-based learning (WBL) within formal and non-formal skills training programmes.
- Standardizing approaches to non-formal training with the implementation of the Non-Formal Market Based Skills Training Guidelines.



100

Syrian and Lebanese youth graduated and received certification from five competency-based market-relevant technical and vocational courses in construction sector

metal welding, steel setting, foreman for road maintenance and construction, plumbing, and glass installation

- Mainstreaming entrepreneurship education into TVET courses through the **Know About Business (KAB)** programme.

63



schoolteachers trained on KAB programme

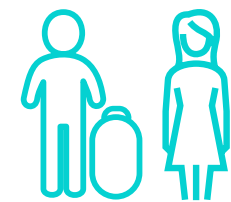
644



youth benefited from KAB entrepreneurship education

- Improving the quality, efficiency, and market relevance of TVET through evidence based local labour market research and tracer studies of around 900 graduates from non-formal vocational training programme covering agriculture and other economic sectors.
- Strengthening the governance of TVET system and the institutional capacity of TVET providers through review of practices and capacity building.

JOB CREATION



5,600

Syrian refugee and Lebanese women and men accessed income opportunities

155,800

working days created

\$2M

injected as wages

through the **ILO's EIIP**



80

companies trained under ILO's EIIP



300

government and contractor staff trained on Local Resource-based Technology.

- Introduced career guidance and job matching services for Syrian refugees and vulnerable Lebanese in one of the Community Development Centers in Akkar through a collaboration with UNHCR and the Danish Refugee Council (DRC).
- 128 jobs created for Syrian refugees and Lebanese youth through newly established income-generating initiatives (50% women).
- Rolling out technical and financial support to 20 small and medium agricultural and food processing companies, employing approximately 1,200 Syrian and Lebanese workers, to maintain their business operations and retain their employees.
- Supporting vulnerable Lebanese and Syrian refugees with entrepreneurship and business start-up development training and coaching.

650

beneficiaries will be trained on the ILO "My First Business" entrepreneurship development programme

50

income-generating initiatives will be supported with coaching and seed funding

10

social and solidarity initiatives will be supported in North-Lebanon and Akkar

- Launched a pilot project to improve working conditions and increase productivity and incomes in the horticulture sector in Akkar and the Beqaa.
- Performed a review of the legislative framework governing work in the agriculture sector to advocate for the protection of rights of agriculture workers, including Syrian refugees, in line with International Labour Standards.

ILO RESPONSE TO THE BEIRUT BLAST

A decent work approach to quick recovery and job creation

- Employing around 390 men and women, 136 of whom were Syrian, in the Beirut Region, to provide prompt response in rubble clearing in zones most affected by the Beirut Blast**
- Providing 1,000 OSH PPE sets to the Order of Engineers and Architects (OEA) and the Lebanon Grassroots Initiative (LGI), along with a Training of Trainer (ToT) on OSH for 100 members.



Clearing through the rubble from the streets of Beirut, Syrian Mohamad Moussa Al Ibrahim remembers August 4, when a devastating blast ripped through Lebanon's capital. "We were sitting at home; it was me,

my mum and siblings when suddenly the ground beneath us began to shake and then we heard a loud explosion," recalls Al Ibrahim. "The glass shattered." Al Ibrahim was one of the young people who was employed under the ILO's EIIP, to help with the clean-up efforts in the city. For many, the work meant restoring some form of livelihoods and providing much-needed income. "I am the only one working so I really need this work," said Al Ibrahim.

TURKEY


MAIN ACHIEVEMENTS

In Turkey, refugees under temporary and international protection have, since 2016, the opportunity to obtain work permits through their employer. Under its Refugee Response Programme, the ILO has been supporting refugees and vulnerable host community members to access decent work focusing on three key pillars. The main achievements since 2016 include the following:



SKILLS DEVELOPMENT *Investing in people and skills*

SUPPORTING EMPLOYABILITY THROUGH SKILLS DEVELOPMENT

 **22,000** refugees and host community members increased their employability by participating in vocational, language and soft skills training. More than 60 per cent of training graduates were women.



- Through a **workplace adaptation programme**, Turkish and Syrian workers are paired to follow a training programme together on labour legislation, occupational safety and health regulations and gender equality norms.
- Skills matching has been enhanced through an increased focus on **work-based training**. Through İŞMEP, a new skills development programme, beneficiaries build their skills on-the-job and are formally employed from day one.

JOB CREATION *Enhancing economic growth*

SUPPORTING THE CREATION AND RETENTION OF FORMAL JOBS

- **Labour market assessments** have shown that, for example, refugees can fill important labour market gaps in the shoe-making industry in Konya, as well as the furniture-making industry in Hatay.

 **820** persons participated in the **entrepreneurship programme**, out of which 185 received micro grants to establish their business
out of which 80% refugees

- The first women-led cooperative composed of Syrian, Turkish and Afghan women was established in Gaziantep in March 2019, followed by the establishment of Cemre cooperative in Eskişehir in December 2019, and Meryem cooperative in Adana in 2020.

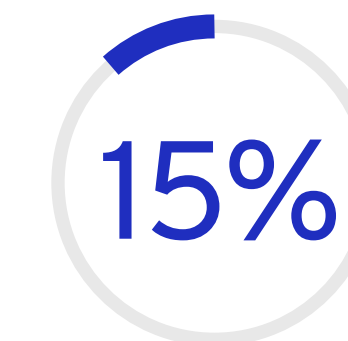
 **600+** including SMEs owned by refugees, supported through business advisory services and support for formalization
SMEs

- Under the Transition to Formality programme (KIGEP), incentives covering work permit fees and social security contributions during 6 months provided to employers to employ more than 10,500 refugees and host community members formally (more than 60 per cent refugees).

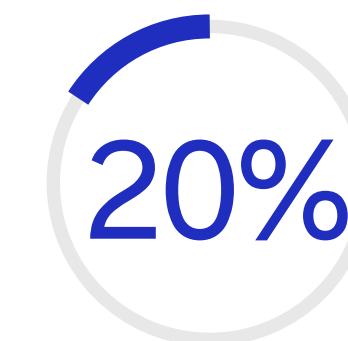
LABOUR MARKET GOVERNANCE *Strengthening fair and effective labour market governance*

PROMOTING DECENT WORK FOR ALL

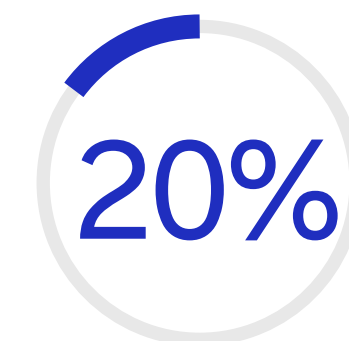
- The knowledge base on refugees' labour rights of public officials, workers' and employers' organizations was improved.



of all social security auditors



of all labour inspectors



of all labour and social security judges

have been trained in the legal framework protecting refugees in the labour market

- Service delivery capacity of public institutions (chambers, training centers) improved.



The ILO conducted awareness raising on the importance of decent work, especially formal work and on the elimination of child labour.

IMPACT STORIES



"I recently graduated and I hold my first job as an architect, it is quite exciting. My job hunting process was challenging. I wanted to work in my field of specialisation, and not work in another one just to start earning money. As a Syrian graduate, it was not easy at all. But I never lost my enthusiasm".

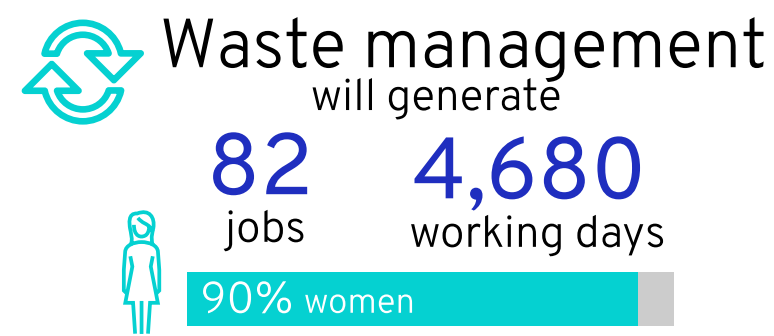
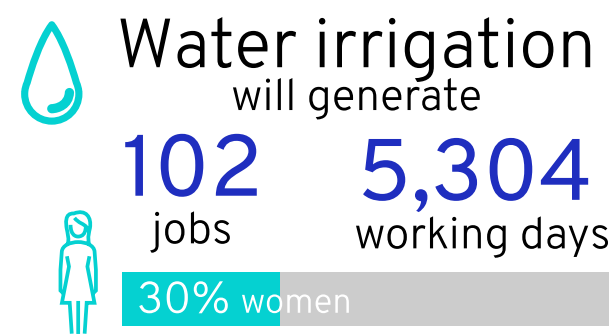
These are the words of Mürşid Ali, 23 years old, one of the participants of İŞMEP (İşyerinde Mesleki Eğitim ve Gelişim Programı), the new ILO work-based learning programme. He works for Tuana Projects in İstanbul, where he is working on social housing projects and refugee camps in Kuwait, for refugees who had to flee their countries like him.

İŞMEP is focusing on recent graduates recognizing that they need an opportunity to put theory into practice and acquire skills required by the labour market. By the end of 2022, over 1,000 job seekers will be supported by subsidizing wages and work permit fees (in the case of Syrian workers). To increase the employment rates of women and persons with disabilities employers can benefit from additional subsidies.

A year since the establishment of the ILO's first country coordination office in Baghdad, the ILO has been implementing a growing portfolio of projects and activities aimed at promoting decent work and increasing employment opportunities for some of the country's most vulnerable communities, including internally displaced populations, Syrian refugees, host community members, youth and women. These activities centre around three key priorities in line with the country's Decent Work Country Programme (2019–2023): job creation and private sector development; social protection; and labour market governance and social dialogue.

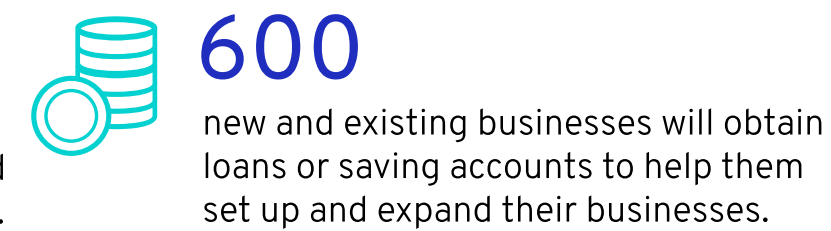
JOB CREATION

- Employment Intensive Investment Programme (EIIP) interventions have been launched [in water irrigation](#), waste management and [cultural heritage sites](#) in Erbil and Dohuk.



- An integrated EIIP approach has been developed, to allow workers to build demand-driven skills and access private sector jobs through employment services such as job-matching and e-counselling.
- [Collaboration with UNICEF](#) has been launched to support youth to transition from learning and skills development to decent work through a range of self-employment and wage employment interventions.
- Efforts to improve entrepreneurship for women, youth, and forcibly displaced populations are underway through introducing [ILO's Start and Improve Your Business](#), in addition to introducing financial education and a financial inclusion model.

- 20 trainers from a wide spectrum of financial institutions and NGOs have been trained on SIYB



- Employment service centres run by the Ministry of Labour and Social Affairs are being upgraded through the provision of integrated employment services for Syrian refugees, IDPs and host communities.



- A Career Development and Employment Guidance Unit has been established in Domiz 1 camp in Duhok, in collaboration with the Swedish Development Aid Organization and UNHCR to extend career guidance and job matching services to Syrian refugee camp residents.

STRENGTHENING SOCIAL PROTECTION AND ADDRESSING CHILD LABOUR

- [Actuarial and legal assessments](#) of the draft retirement and social security law currently under consideration by the Parliament, have been developed as part of efforts towards establishing a comprehensive social protection system in Iraq.
- Activities to [combat worst forms of child labour](#) in Ninewa and Dohuk have been launched, which include introducing the Child Labour Monitoring System and assessing the capacity needs of partners; reviewing the Draft Child Rights Law and providing recommendations; in addition to providing training on child labour prevention and response to more than 80 practitioners; and assessing the legal and policy frameworks in Iraq related to child labour.

ENHANCING LABOUR GOVERNANCE AND SOCIAL DIALOGUE

- A nation-wide labour force survey is being developed to support evidence-based national employment policies, in addition to an informality diagnostic study.
- Advocacy efforts to support refugee access to the labour market as part of their transition from the informal to the formal economy, are underway with UNHCR, the Ministry of Social Affairs of KRI, social partners and other stakeholders.

IMPACT STORIES



The ILO has launched its first employment intensive investment programme (EIIP) interventions in Iraq, supporting Syrian refugees, internally displaced persons and host community members to access decent work. Activities have kicked off in Dohuk in water irrigation repair and waste management, helping generate jobs for some of the country's most vulnerable. "I came to Kurdistan seven years ago and my financial situation is not good. I need this income to support my family," said one of the Syrian refugee workers, who is a mother-of-three. "We work here from 8 a.m. until 4 p.m. and the work is good." The ILO approach ensures that workers are employed under decent working conditions, including OSH measures.

EGYPT

MAIN ACHIEVEMENTS

The ILO in Egypt is supporting refugees, asylum seekers and host communities in alignment with the 3RP in response to the Syria crisis (Egypt chapter), the Government of Egypt's Vision 2030, and the Egypt Response Plan for Refugees and Asylum-Seekers from Sub-Saharan Africa, Iraq and Yemen (ERP). The ILO in Egypt aims to improve the living standards and inclusiveness of refugees, asylum-seekers and host communities by expanding socio-economic, education and training opportunities and mainstreaming protection.



International
Labour
Organization

01 Forcibly Displaced Persons and Host Communities



100 forcibly displaced persons and host communities with developed technical and vocational skills



500 forcibly displaced persons and host communities benefiting from career guidance counselling and improved job search skills



124 people with access to business development services and entrepreneurial support

02 Capacity development of national and local partners working on specific needs of forcibly displaced persons and host communities



149 capacity building delivered to national and local partners working on specific needs of forcibly displaced persons and host communities, especially women and children

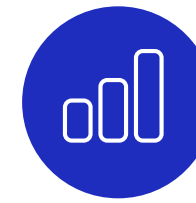


3 number of developed/improved curricula and toolkits to encompass refugees and asylum seekers needs

IMPACT STORIES



“Job Search Clubs are a game changer. They prove that intensive two-week activities can empower and have a lot of impact on someone’s life,” said Mahmoud Abuelnile, one of the training’s participants, and a potential facilitator. “Currently, with JSC taking place in youth centres, young people will have the opportunity to further develop their job-search skills and learn more about the fundamentals of how to find a decent job, and therefore improve their chances of finding nearby job opportunities,” Abuelnile concluded. The ILO in Egypt rolled-out a JSC Training of Facilitators in Cairo, training twenty-two potential facilitators from Greater Cairo, Alexandria, and Damietta. JSC is an ILO tool that aims to assist, empower and enable young job seekers to find decent jobs in the shortest period possible. It consists of two-week activities, with members of the club meeting daily under the supervision of the ILO-trained coordinator to provide them with the guidance, information and tools they need to find decent work opportunities.



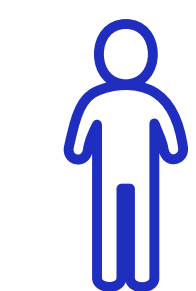
PROMOTING ENTREPRENEURSHIP SKILLS AND FINANCIAL EDUCATION

- Nine Training of Trainer (ToT) workshops on ILO business development service programmes were held over two months in Cairo and Alexandria.

Start and Improve your Business (SIYB)

Gender and Entrepreneurship Together – GET Ahead

Financial Education



171 NGO professionals were trained with an aim to support the eventual integration of Syrian refugees and host communities into the labour market.

- Adaptation of the ILO toolkits to the refugees’ and asylum seekers’ needs and local context.



PROMOTING SOCIAL DIALOGUE

- Promoting policy dialogue and advocacy on socio-economic opportunities and inclusion of Syrian refugees through the engagement of employers’ and workers’ organizations.
- Creating the basis of an informed social dialogue, by better understanding the position of employers on the topic of refugees and their economic inclusion in Egypt.



90
participants

Conducted two employers Capacity Development workshops in collaboration with the Federation of Egyptian Industries (FEI), including a CSR session, targeting over 90 participants.

- Analysing the potential role of employers in national policies, legislation, regulations, practices on labour, employment and fundamental principles and rights at work with regards to the inclusion of refugees and vulnerable host community populations.



ENHANCING CAREER GUIDANCE AND EMPLOYABILITY

- Piloting a skills-profiling application in Egypt for the first time, and therefore allowing job-seekers to assess and communicate their skills to potential employers.
- Conducting trainings to equip career counsellors on guiding job-seekers from refugee and host communities through the skills-profiling application.
- Job-seekers received a list of their skills as suggested by the application based on their entries, a list of potential occupations based on the skills suggested by the application, and a tailored CV including their skills, qualifications, and experience.
- Conducting Job Search Clubs Training of Facilitators in Greater Cairo, Alexandria, and Damietta.
- Roll-out of 10 JSC rounds in Greater Cairo, Alexandria and Damietta for host communities.



International
Labour
Organization



ILO Regional Office for Arab States
Email: beirut@ilo.org
Website: www.ilo.org/beirut

ILO Office for Turkey
Email: ankara@ilo.org
Website: www.ilo.org/ankara

Department of Partnerships and Field Support
Email: PARDEV@ilo.org
Website: www.ilo.org/pardev

ILO Office for Egypt and Eritrea
Email: cairo@ilo.org
Website: www.ilo.org/cairo