

**UNITED WORK
GLOBAL COMPACT
COMMUNICATION ON
ENGAGEMENT
2019-2020**



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Statement of Continued Support by General Manager

Dear Stakeholders,

I would like to express that we are pleased to reaffirm our commitment to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption, which we have been signatory in 2019. We continue our work with adherence to these principles, as well as continuing to promote these principles with the people and organizations we work with.

As of 2020, the number of forcibly displaced people in the world has exceeded 80 million. Unfortunately, this situation leads to serious humanitarian problems. The problems arising from this hardship are one of the most current and burning agendas of humanity as a whole and they must be resolved. Many international and local organizations, including us, are working on these problems to be solved - or at least their effects to be reduced.

In particular, the millions of Syrian refugees following the Syrian civil war were obliged to emigrate to Turkey. Today, Turkey is the country hosting the largest refugee population. Refugees who entering Turkey, face various challenges from the first moment they were both on the way and arrive in Turkey. In order to overcome these challenges, they are in demand for support. As the United Work, we continue to support refugees, on behalf of solutions and remedy the humanitarian crisis. We are happy to touch the lives of thousands of people since our establishment in 2017 and to make meaningful contributions to their lives. We hope that the upcoming period will be a time when all problems of refugees are solved and our contributions will become more meaningful.

In this Communication of Engagement, we share the activities we have carried out in accordance with the United Nations Global Compact and its Ten Principles and the outcomes of these activities with our stakeholders.

Sincerely,

Enis Kösem

General Manager

About Us

United Work is an NGO founded in 2016. It has focused on increasing the socio-economic conditions and prospects for Syrian refugees in Turkey, who were obliged to leave their country after the Syrian Civil War.

Primarily, United Work was established as an initiative by the Dutch Ministry of Foreign Affairs. In 2016, they decided that there was a need for intermediation between the labour demand from the Dutch companies along with other international companies operating in Turkey, and the labour supply of Syrian refugees. The aim was to facilitate a job search process for refugees and to remedy major issues for both refugees and employers.

In 2017, with the help of the Dutch Ministry of Foreign Affairs, the Dutch NGO "United Work" started to operate in Istanbul. The initial survey launched among 60 Dutch companies operating in Turkey revealed that there was a keen interest from these companies to employ Syrian refugees, and successfully placing refugees into jobs at these companies would be beneficial for both refugees and the companies involved.

Evidently, job placement and training services offered by United Work filled a significant gap in the humanitarian services field in Turkey. According to UNHCR data published in November 2016, over 400 educational centres in Turkey provided various training courses aimed at refugees (e.g., in Social Adaptation & Cultural Learning, Turkish Language, and Vocational Training). As well as, there were over 60 community centres equipping refugees with social assistance. However, until the foundation of the United Work – and until today –, there was no other qualified intermediary agency with a capacity to build a network of employers, offering job placement services, and providing training in relevant skills to increase the employability of refugees.

In 2017, United Work established the necessary infrastructure to initiate the job matching process in Istanbul. Assessment centres were set up, and recruiters who contact companies and Syrian refugees were hired. In a short period, the project proved to be a success, and its initial target (200 job placements for refugees by the end of 2017) was achieved earlier than the envisioned date.

Following its successful job placement experience in Istanbul, United Work expanded its operations in several aspects. First, Turkish employers were included in the project, and it led to the enlargement of the network of employers that United Work associated. Second, the geographical scope of the project was spread, and new offices were opened in İzmir and Bursa in 2018 and Ankara, Konya, and Kayseri in 2020. Third, service operations were improved by providing not only 'internal training' (at United Work offices) but also 'external' and online training, and offering work permit support on job placement locations. These combined efforts have led to more than 6600 job placements since its launch in 2017. In addition to all these, in accordance with its foundation principals, United Work started to co-operate

for the implementation of separate projects with GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit - German Corporation for International Cooperation), UNDP (United Nations Development Programme), ILO (International Labour Organization) and SPARK.

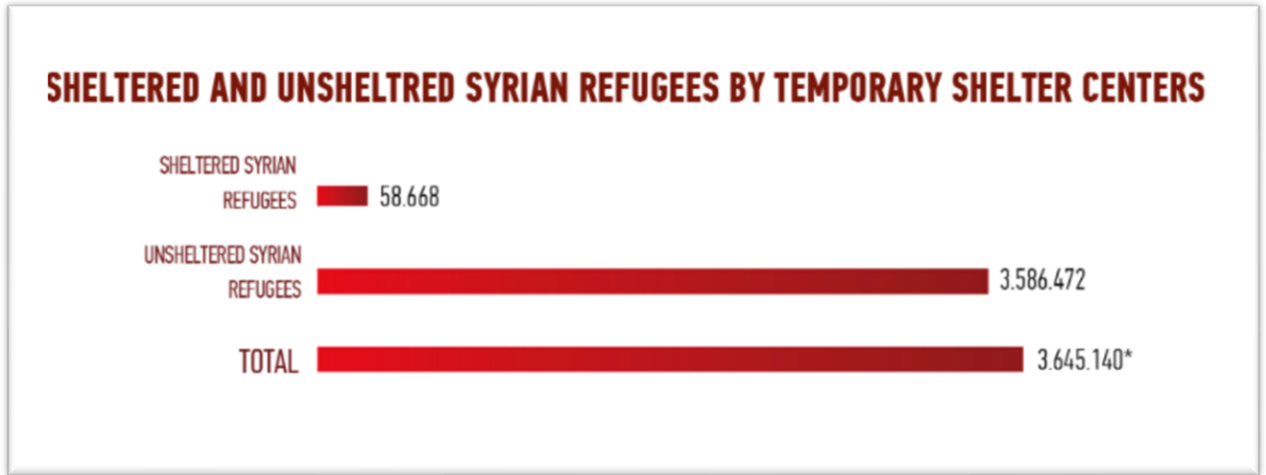
Introduction & Background

As of the end of 2020, Turkey continues to be a country hosting the largest refugee population in the world. According to the latest data released by the Ministry of Interior, there are 3.9 million registered refugees, including 3.6 million Syrian refugees who accommodates under the Temporary Protection Status, in Turkey at the end of 2020. Starting from the first arrivals in 2011, and during the progressed time, EU, UN, and non-profit organizations have been putting tremendous efforts in various interventions to stand together with Turkey against one of the biggest humanitarian crises of the century.

While the civil war has been protracting in Syria, the residence period of the refugees has been prolonged in Turkey. Therefore, the needs and demands of Syrian refugees in Turkey have changed over time. Notably, while the initial emphasis was mostly on securing immediate assistance (housing, food, and safety), the next step is now to improve the longer-term socio-economic prospects for refugees and their families, including better economic and social integration in their host communities during their residence.

This approach is supported by the latest information about the living conditions of the Syrian refugees accommodating in Turkey under Temporary Protection Status. As shown in Figure 1, according to the data shared by the Ministry of Interior Directorate General of Migration Department at the end of 2020, among 3.583.584 Syrian refugees, only 63.518 of them live in shelter centres, remaining 3.520.066 Syrian refugees, have spread to the 81 cities of Turkey. In other words, 98% of the refugees dispersed in Turkey, only 2% lives in centres. Hereby, they have become a part of everyday life. **It means that the needs, demands, and confronted challenges of refugees have predominantly linked with obtaining better living conditions instead of securing their lives.**

Figure 1



Directorate General of Migration Department Retrieved from <https://www.goc.gov.tr/gecici-koruma5638>

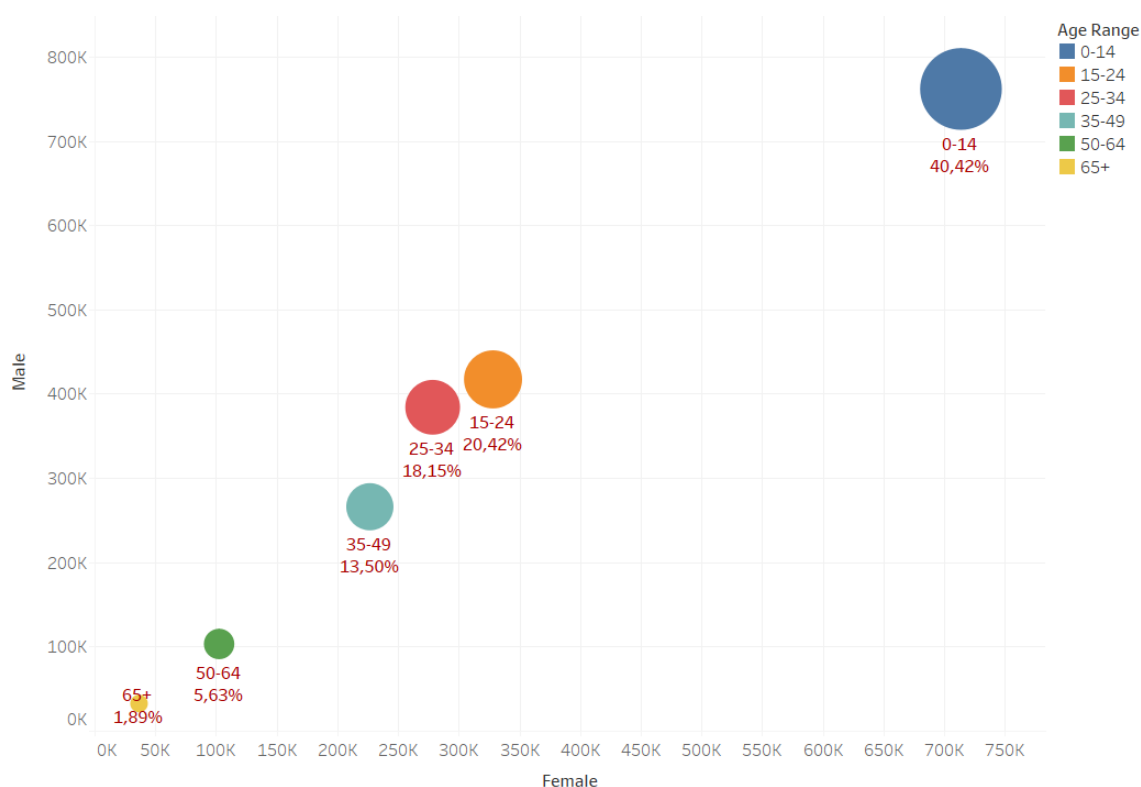
When refugees' accommodation analyzed on a city scale it is observed that İstanbul, Gaziantep, Hatay, and Sanliurfa stand as prominent cities where refugees mostly reside. Below, Figure 2 demonstrates the 20 cities hosting the largest refugee population in Turkey. Therefore, these 20 cities occupy a significant place in the United Work's agenda due to the density of the refugee population. Projects aiming to make a significant contribution to the lives of both host community members and refugees should initially focus on these cities. In this context, United Work focuses on these cities predominantly.

Figure 2

City	
İstanbul	519.171
Gaziantep	450.325
Hatay	434.420
Şanlıurfa	421.955
Adana	252.462
Mersin	222.982
Bursa	178.447
İzmir	147.667
Konya	118.129
Kilis	105.735
Ankara	99.780
Kahramanmaraş	92.960
Mardin	88.986
Kayseri	78.947
Kocaeli	55.174
Osmaniye	47.384
Malatya	30.280
Diyarbakır	23.468
Adıyaman	22.219
Batman	15.496

Besides, it has been observed that the Syrian population in Turkey is significantly young. As Figure 3 demonstrates more than 60% of the total population is under 25 which means that more than 60% of the total Syrian population is either recently participated in the workforce and they will be part of the workforce for a considerable period of time or they will be joining the workforce in the coming years. When the protracted situation in Syria would not be resolved in short and Syrian population's tendency to stay in Turkey even after the resolution of the civil war considered, it is important to grasp that the significant number of people will be part of the available workforce. Especially, it is expected that 0 – 14 age group who were born in Turkey will have a stronger tendency to stay in Turkey since they have a stronger command of the Turkish language and culture, it would be important to create jobs for this generation in the upcoming years. Nevertheless, the creation of job opportunities for the generations who are already in the workforce is still important for both to have a better life and to provide better opportunities for further generations.

Figure 3



United Work takes a starting point that economic integration via formal employment is one of the best available ways to reduce current and future vulnerabilities and improve the socio-economic status of Syrian refugees in Turkey.

Ultimately, having a job not only leads to more economic independence and resilience as well as enhances social integration and leads to a meaningful stay in Turkey. Therefore, United Work supports

refugees with the process of finding a formal job, which includes obtaining a work permit, contract, and decent working conditions.

Thus far, unemployment among Syrian refugees in Turkey is reportedly very high, while the success rate of other labour market integration programs to assist them via formal employment is considerably low. Out of 3.6 million refugees, around 58% are of working age, but less than 2% have obtained a work permit to work in Turkey legally.¹

The regulation on the work permit for “Foreigners Under Temporary Protection” made in 2016 was a significant milestone that allowed refugees to apply for a work permit.² Since then, many livelihood programs have been put into action, but the formal labour market participation of Syrian refugees remains still low. According to the last available data, Turkey issued 115,837 work permits for foreigners in 2018, among these 34,573 work permits was granted to the Syrians.³ Besides, since 2017 up to the end of December 2019, more than 4,400 refugees participated in the formal job market with the support of the United Work.

The low formal employment participation rates do not imply that the vast majority of Syrian refugees are unemployed. Conversely, it is a fact that participating in informal work is a prevalent practice. This condition rather suggests that the present regulation is not a practical solution against informal labour practices, which appear to be widespread. More than 2 million working-age Syrians aged 15-64 in Turkey are estimated to be working informally. Most of these are men; the low percentage of women peaks at only 7% among women aged 30 to 44.

What complicates the labour market integration of Syrian refugees is the current challenging economic environment of Turkey as a host country. General unemployment in Turkey is 13.8% in December 2020, and the youth unemployment level has been around 24.5%.⁴ Given the current economic recession, finding a job has become more difficult, even for the host community employment seekers.

The vulnerable group of Syrian refugees on which the project focuses are unemployed and informally employed refugees. They work without a work permit and any form of labour protection. Working

¹ Kemal Kirişçi (2020), *How the EU and Turkey can promote self-reliance for Syrian refugees through agricultural trade*. Retrieved from: <https://www.brookings.edu/research/how-the-eu-and-turkey-can-promote-self-reliance-for-syrian-refugees-through-agricultural-trade/>

² There is no official refugee status given to Syrians in Turkey, they accommodate under “Temporary Protection Status”. Since January 2016, they have the right to obtain formal work permits. The initial goal was to help Syrian refugees for being economically independent, graduate from social assistance, and contribute to the Turkish economy. However, this right is limited to a workplace not exceeding 10% of the total number of employees. Also, according to the regulation, all Syrians are eligible to apply for work permission in the place where they had been registered (It is not allowed to travel or apply for work permission in other cities rather than the registered cities). United Work considers these restrictions, while providing its services.

³ Ministry of Labour, Social Services and Family, Work Permits of Foreigners. Retrieved from: <https://www.ailevecalismis.gov.tr/media/31746/yabanciizinin2018.pdf>

⁴ TURKSTAT, Main Statistics 2019, Retrieved from: <http://www.turkstat.gov.tr/UstMenu.do?metod=temelist>

practices of unemployed and informally employed refugees lead to two-folded economic and social conflict. On the one hand, unemployed refugees tend to have more indigent life circumstances and less economic independence, which makes them economically vulnerable and more dependent on external aid structures. The income generated through employment promotes economic independence and allows the financial means to rebuild one's life in a host country and graduate from social assistance. Having a job also enable Syrian refugees to contribute to the Turkish economy and their host community, which reduces social segregation and promotes socio-economic integration.

On the other hand, refugees involved in informal employment are also economically vulnerable and at risk of being exploited. Informal employment tends to be associated with inadequate financial compensation, insecurity, unsafe workplaces, and exploitation risks. Groups that are in this position are at risk of being exploited by employers, e.g., by being underpaid relative to their Turkish counterparts, not being paid for overtime, or even physical harassment or improper working conditions.

By having a young population, Turkey falls short of creating new jobs to satisfy labour market expectations. As a result, the labour force participation rate that currently stands at %51.8⁵. Even though the economic situation of Turkey is the main reason behind the high unemployment rates, structural features of the labour market also has adverse effects on the issue. It is a crucial problem that needs to be responded to with effective solutions. Therefore, Turkey has been responding by working on combining its education system with the needs of modern work life. Opening new vocational departments in high schools and universities, providing certificate programs in local centres, there many vocational or soft skill training courses provided by the government under complimentary services can be counted under governmental initiatives in response to unemployment issue. However, it has been observed that participants have struggled to find the right jobs after completing their programs. In job placement services, the capacity of the Turkish government does not meet the expectations of job seekers. Therefore, the project targets to fill this gap and supply job placement services to those groups in order to support governmental capacity in terms of those services.

United Work aims to reduce vulnerabilities among Syrian refugees in Turkey who are currently unemployed or informally employed, by providing them with training and labour market integration support. That is expected to result in an increase in formal employment, a higher quantity and quality of jobs, improved socio-economic prospects for refugees and their families, and improved social cohesion between refugee households and their host communities.

Having stated objectives, livelihood activities have undertaken for the most vulnerable geographic regions as those with the largest (absolute) numbers of unemployed or informally employed refugees.

⁵ Turkey Labor Force Participation Rate. (2019, December). Retrieved from CEIC: <https://www.ceicdata.com/en/indicator/turkey/labour-force-participation-rate>

Livelihood activities have carried out for the groups that could be seen as specifically vulnerable, based on individual or household characteristics (e.g., single parents, disabled persons, and other disadvantaged groups). While the two interventions are only supply-side activities, success will be determined by the demand side. That is, it is ultimately up to employer demand for labour whether the placement will be successful. For the entrepreneurship component, success will be measured according to the scope of the services within the targeted numbers.

Activities and Outputs

Activities

Delivering Full-Cycle of Job Placement Services to Job Seeker Refugees and Companies Operating All Around Turkey

From the experience of the United Work, the reason behind employing a refugee is not fundamentally about taking a socially responsible initiative. In reality, companies prefer to employ refugees for some positions that they cannot fill by the local workforce. In other words, it is not a one-sided service. It can be a mutually beneficial situation for both parties.

On account of employers, Turkey has turned into one of the top touristic destinations for citizens of Arabic-speaking countries lately. This situation has engendered soaring demand for customer-related positions that require advanced Arabic language skills. Besides, the increase of investments made by Arab investors created a demand for expertise in foreign trade, real estate sales, or other marketing positions.

On the side of job-seeking refugees, searching for a job is already highly demanding and stressful for everyone. For a refugee, it becomes more challenging because of the lack of knowledge of the local job market, language barriers, lack of sufficient cultural understanding, lack of knowledge about job searching means, and any other difficulties.

Due to the relatively high costs of formal employment of a refugee, employers abstain from engaging with refugees. Nevertheless, offering full-cycle and cost-free assistance would encourage employers to recruit refugees, provided that the service can be done effectively. Implementing such a need-based project activity ensures to reach desired outputs.

Activities carried out

In 2019 and 2020, United Work completed 5011 job placements. In total, it supported job placement process for more than 6600 SuTPs and refugees since its establishment. The figures in the following paragraphs contain details of the job placements performed explicitly.
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Carrying Out Training Activities to Facilitate Formal Labour Market Participation and Integration of Refugees by Improving Their Employable Skills and Capacities

In Syria, corporate systems are not well improved neither in the governmental nor private sector. So, refugees encounter various challenges during their efforts for economic integration. In this context, United Work provides training on employment to ensure the adaptation of refugees to work-life, to improve the sustainability of the employment process, and to achieve social cohesion between the host community and refugees. Training includes different subjects and articles such as Job-fit Support Program for Employees, Job-fit Support Program for Entrepreneurs, Job-fit Support Program for Women, Job-fit Support Program for Textile and Hotel Industries, CV Writing, Job Interviews, Training of Trainers, Mentoring Skills, Basic Communication and Workplace, Basic Labour Law and Human Rights, Discrimination & Mobbing, Organizational Safety, and Security Communication, Talent Development Training Programs.

Activities carried out

In 2019 and 2020, United Work provided training for **3108** participants. Different topics and themes are covered during trainings. Titles of trainings are Job-fit Support Program for Employees, Job-fit Support Program for Entrepreneurs, Job-fit Support Program for Women, Job-fit Support Program for Textile and Hotel Industries, CV Writing, Job Interviews, Training of Trainers, Mentoring Skills, Basic Communication and Workplace, Basic Labour Law and Human Rights, Discrimination & Mobbing, Organizational Safety and Security Communication, Talent Development Training Programs, Working during COVID-19.

Offering Assistance Services to Both Parties (Employee/Employer) About Work Permit Applications and Any Other Employment-Related State Requirements

Lack of information about Regulation on Work Permits of Foreigners under Temporary Protection discourages employers from hiring refugees. Therefore, delivering cost-free assistance service while enlightening inaccurate facts gain the trust of employers to consider this mostly complicated initiative. Offering this service has a positive impact on the decisions of employers over hiring a refugee, and providing such guidance whenever it's needed also elevates their satisfaction. Since it is a type of business process outsourcing, during past implementations, it has been witnessed that after being advised from their business networks, some employers took the first step to involve in the project by giving refugees a chance to participate in the formal labour market.

Activities carried out

The work permit is obliged for all Syrian refugees in Turkey to be included in the formal labour market or to operate a business. In this regard, during 2019 and 2020, **5011** work permits of Syrian

refugees have been received with the support of United Work. Therefore, the work permit figure contains refugee employees and entrepreneurs, the detailed information presented in the following paragraphs. The activities carried out are administrative support for employees, employers, and entrepreneurs.

Entrepreneurship Support

Entrepreneurs who would like to establish a business in Turkey are obliged to follow the rules and regulations stated in the law. For instance, the license - the Regulation on Opening and Operating Licenses- is the permission given by the competent authorities for the establishment and operation of the businesses. Syrian entrepreneurs are required to obtain business licenses from the authorities in order to start or maintain their activities. Licensing procedures diversify according to the type of workplace, work-area, and activities. In this context, Syrian entrepreneurs need support to carry out the process with the competent authorities and to complete the procedures. In this context, United Work supports, encourages, and guides Syrian businesses in Turkey to obtain the necessary licenses. Besides, United Work provides entrepreneurship training to increase their awareness regarding the law, Turkish business culture, and other related subjects.

Activities carried out

In 2019 and 2020, United Work assisted **333** Syrian refugee entrepreneurs accommodating under Temporary Protection Status during the formalization of their businesses. The project mainly covers activities focusing on administrative, technical and personnel support.

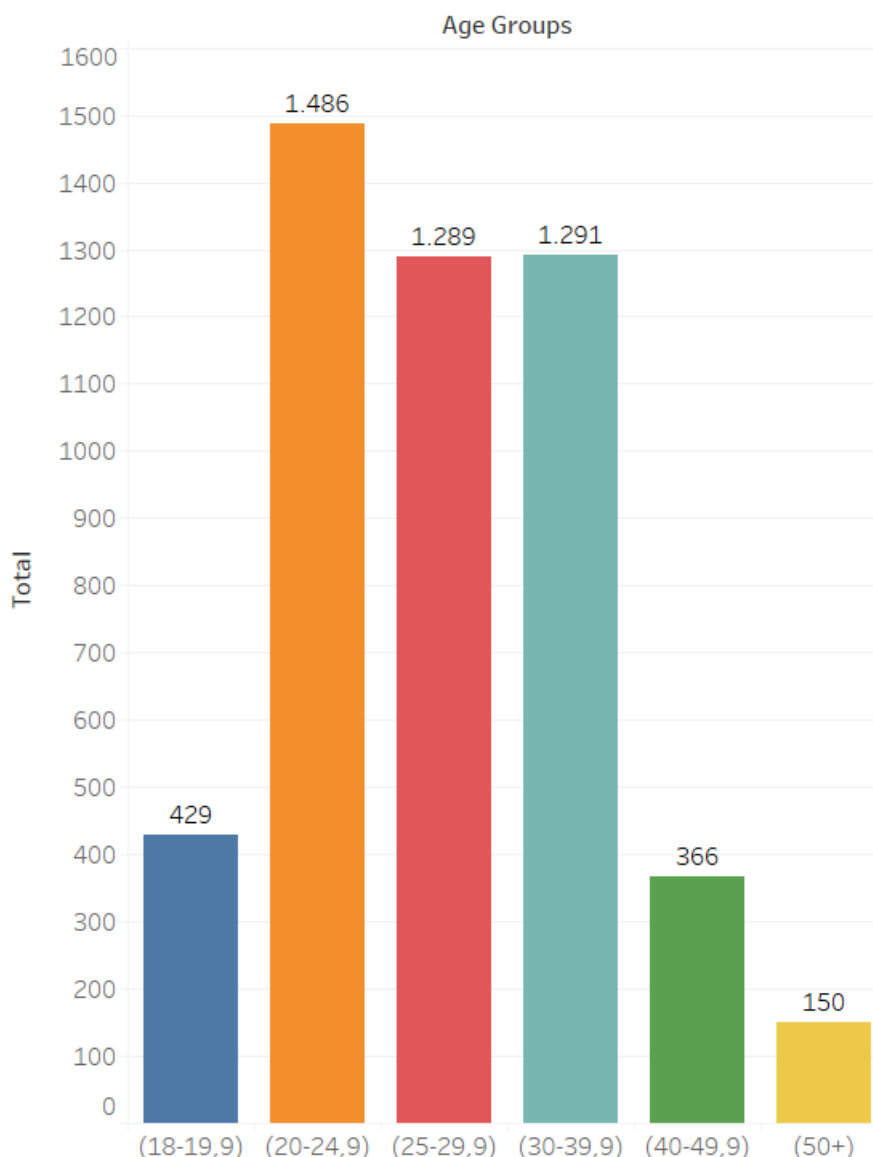
1.1.Achievements

1.1.1. Job Placement

From **01.01.2019** to **31.12.2020**, United Work realized **5011** job placements. The figures below contain an explicit analysis of the job placements achieved, and an assessment of the project objectives.

Age Breakdown of Job Placements

Table 1

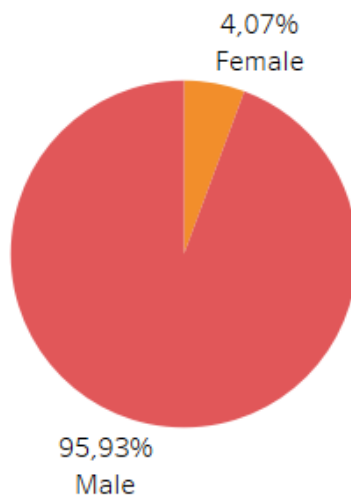


Age Breakdown of Job Placements

Taking into account the age distribution and age averages of the Syrian population living in Turkey, United Work conducts its job placement processes in direct proportion to the population. Young people constitute a large segment of the recruitments. Respectively, **429, 1486, 1289, 1291, 366, and 150** job placements achieved in age groups of 18 – 19, 20 – 24, 25 – 29, 30 – 39, 40 – 49 and over 50. In this context, **8,6%** of recruitments are between 18 and 19,9, **29,7%** of recruitments are between 20 and 24,9, **25,7%** of recruitments are between 25 and 29,9, **25,8%** of recruitments are between 30 and 39,9, **7,3%** of recruitments are between 40 and 49,9 and **3%** of recruitments are over than 50. In other words, among Syrian refugees accommodating in Turkey, the younger population more motivated to join the formal workforce; therefore, **63,9%** of the placements covered in the age range of 18 – 30 in this phase.

Gender Breakdown of Job Placements

Table 2



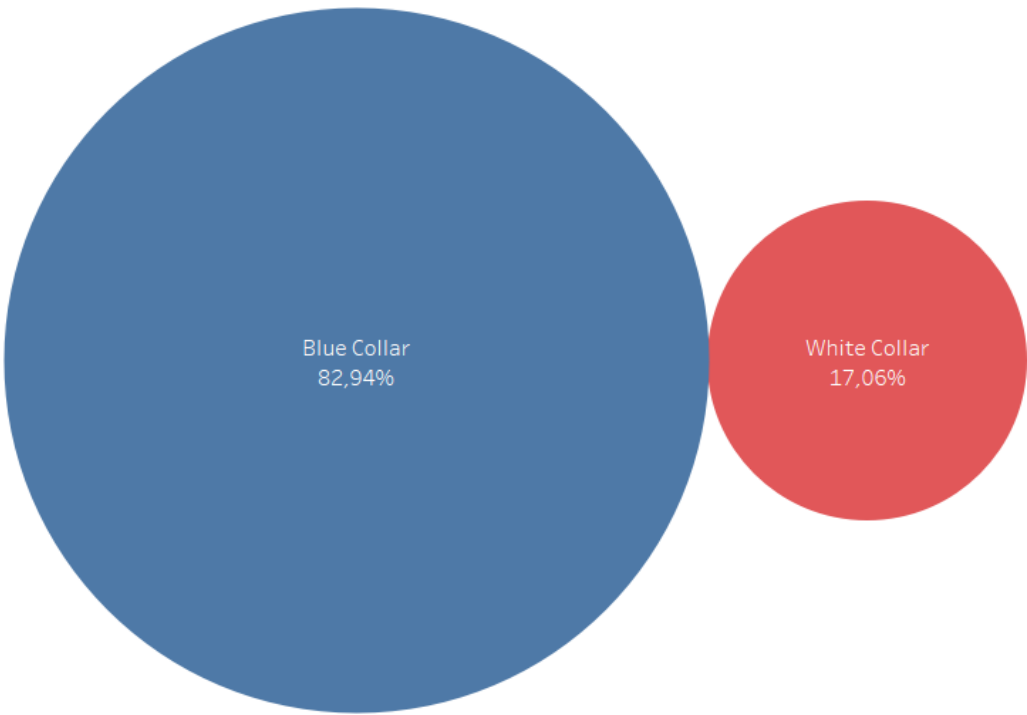
Gender Breakdown of Job Placements

The participation of women in the labour market is one of the United Work's priorities. For this reason, United Work carefully implements and designs its activities to include more women in the project. However, it is not a simple task. On the one side, the rate of workforce participation among the female workforce is very limited in general. On the other side, this rate even decreases among refugee workforce. Therefore, the effort to place Syrian female workforce into the formal labour market is not just solely overcoming the nationality barrier but also it requires to overcome gender barriers. Besides, in 2020, the COVID-19 outbreak has structurally influenced the labour market. A significant number of businesses either closed or halted their operations, and it led to a structural shift in the labour market, as well as the workforce. As a result, on the one side, the male workforce has started to participate in jobs that are mostly occupied by females. On the other side, companies with a contraction in their workforce first gave up their female employees. The reasons for this outcome are that women did not prefer to work overtime or night shifts, and women resign to take care of their children stayed home during the COVID process after the closing of the schools. In other words, when a pandemic has caused a boost in the unemployment rate, the female workforce has influenced by this change greater than male counterparts. Besides, the kindergartens and schools have been closed, and the women took responsibility for the childcare. This also led to a decrease in female participation in the workforce during the pandemic. Nevertheless, during 2019 and 2020, United Work assisted the employment of **283** Syrian women in Turkey, and it is equal to 4,07 % of total job placement in two years. United Work

regards the increase in this number as its objective, so in the upcoming years, it will maintain an increasing endeavour to increase the employment of Syrian refugee women in Turkey.

Collar Type Breakdown of Job Placements

Table 3

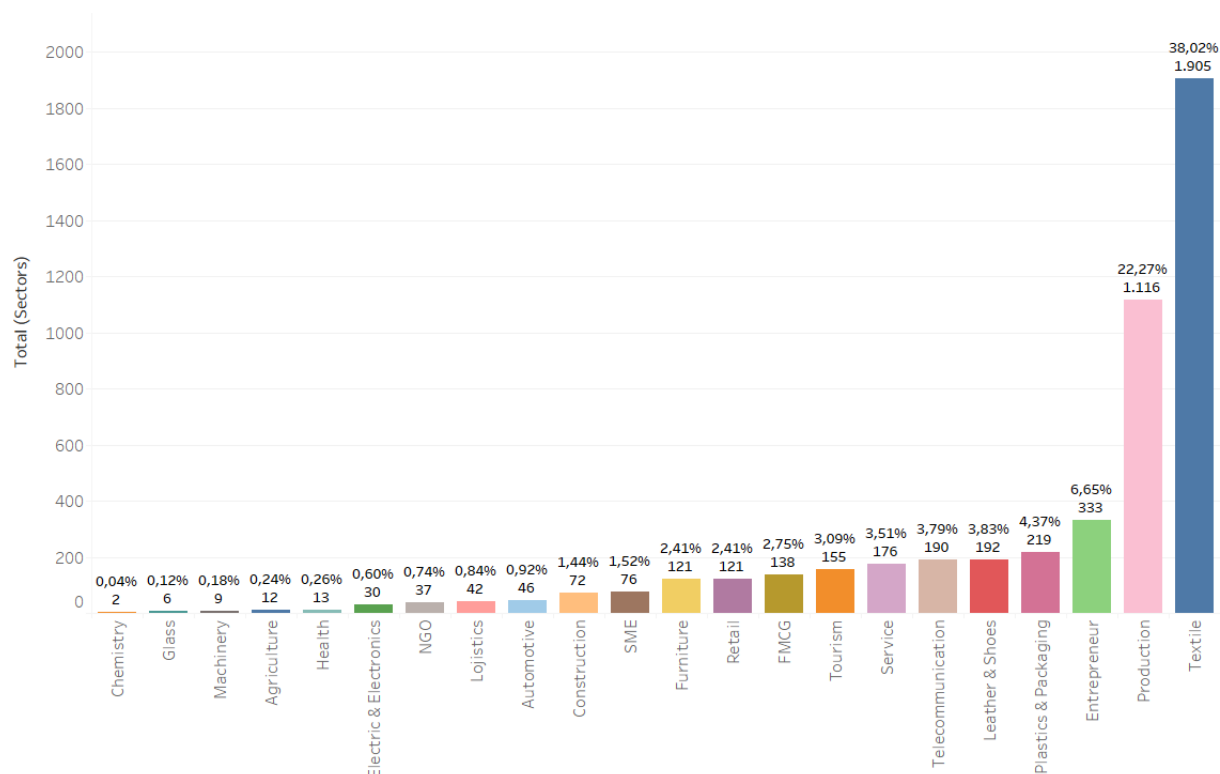


Collar Type Breakdown of Job Placements

Inclusion rates of Syrians to the labour market in Turkey is observed to be higher in blue-collar positions parallel to the needs and demands of the Turkish labour market. Depending on this, during two years, **82,94%** of candidates placed in blue-collar positions, and **17,06%** in white-collar positions. It means that, in the respective period, **4156** candidates placed in blue-collar positions, and **855** in white-collar positions.

Sector Breakdown of Job Placements

Table 4

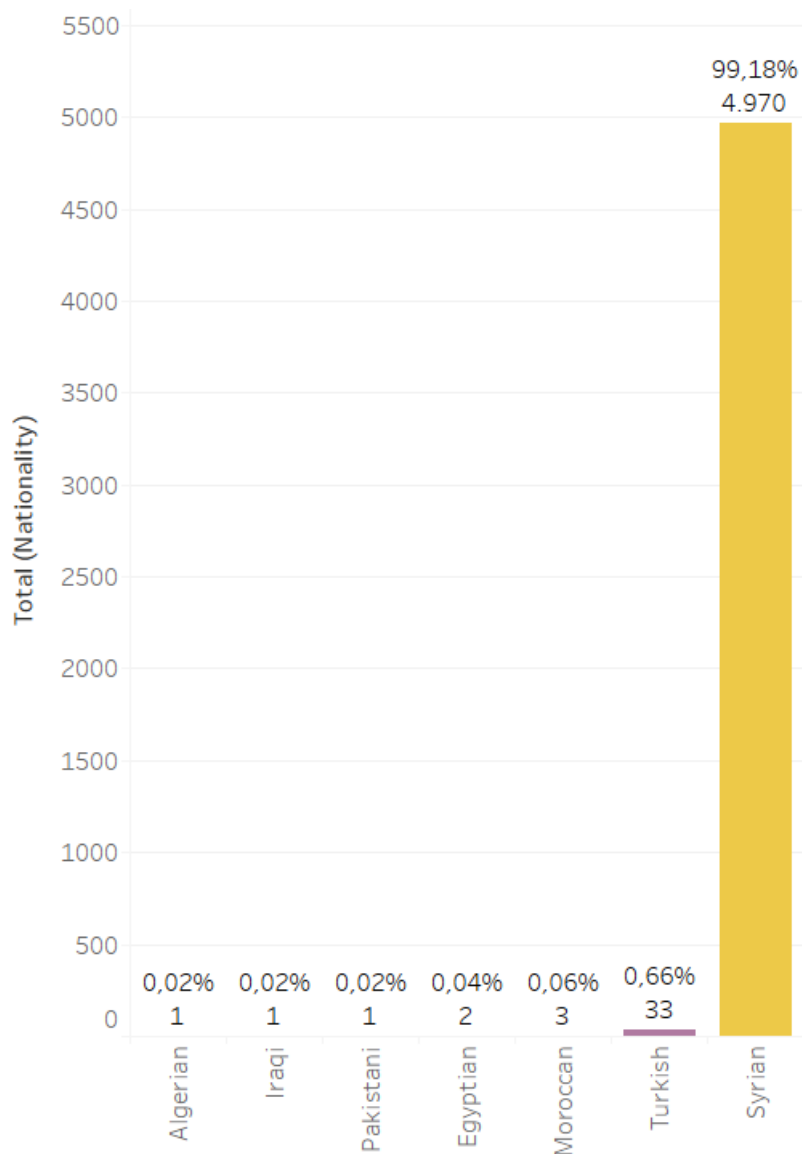


Sector Breakdown of Job Placements

Based on the needs of the Turkish labour market and the qualifications of Syrian refugees, textile and production are the predominant sectors where refugees are most employed. Accordingly, **60%** of total job placements were achieved by United Work in the textile and production sectors. Besides, placements in plastics & packaging, leather & shoes, service, tourism, FMCG, retail, SME, construction, automotive, logistics, NGO, electric & electronics, health, agriculture, machinery, glass, and chemistry, sectors were completed.

Nationality Breakdown of Job Placements

Table 5

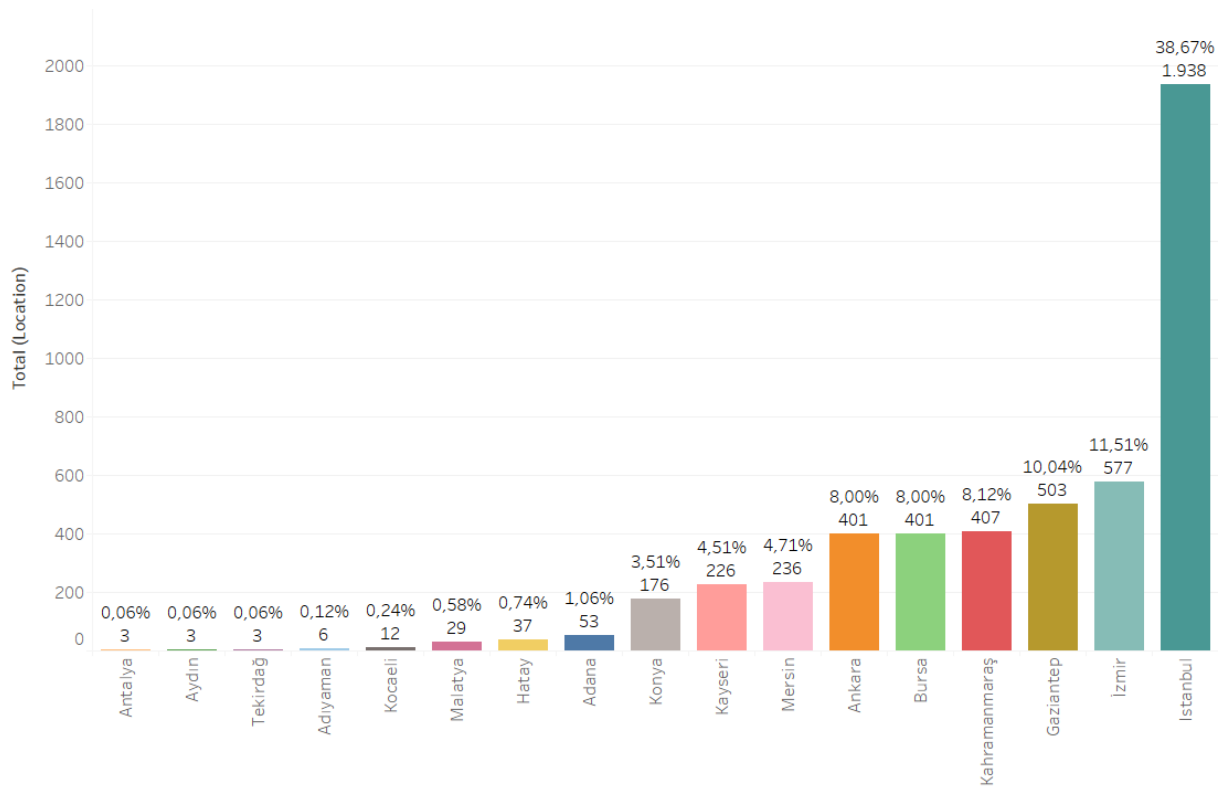


Nationality Breakdown of Job Placements

United Work is working for the inclusion of Syrian refugees in the labour market; therefore, **99,18%** of recruitments have Syrian nationality. On the other hand, **0,82%** of recruitments are from other nationalities. The other group contains Syrians who received Turkish citizenship, Moroccan, Egyptian, Pakistani and Algerian refugees.

Location Breakdown of Job Placements

Table 6



Location Breakdown of Job Placements

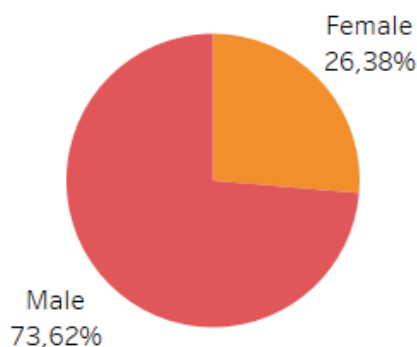
United Work is headquartered in Istanbul, and it has offices in Bursa, Izmir. However, United Work provides its services all around in Turkey when it is needed or demanded. Accordingly, the location distribution of recruitments accomplished in a parallel density with the presence of the offices. Overwhelmingly, Istanbul, Bursa, and Izmir have been the cities where most of the placements realized. Besides, Kahramanmaraş and Gaziantep appeared as a city where although United Work does not have an office, the third and fourth-largest number of placements achieved. In total, **38,67%** of recruitments are realized in Istanbul, **11,51%** in İzmir, **10,04%** in Gaziantep, **8,12%** in Kahramanmaraş, **8%** in Bursa, and **12 %** İzmir. In addition to these cities, as shown in Table 7, job placements are realized in Ankara, Mersin, Kayseri, Konya, Adana, Hatay, Malatya, Kocaeli, Adıyaman, Tekirdağ, Aydın, and Antalya.

1.1.2. Training

In 2019 and, **3108** trainees participated in training provided by United Work. **26,38%** of trainees were female, and **73,62%** were male. In other words, a significant number of women participated in training provided by United Work. The participation of women in the workforce is one of United Work's

priorities; therefore, including women in training activities is critical to contribute to the improvement of their related skills to possess a competitive advantage in the job market.

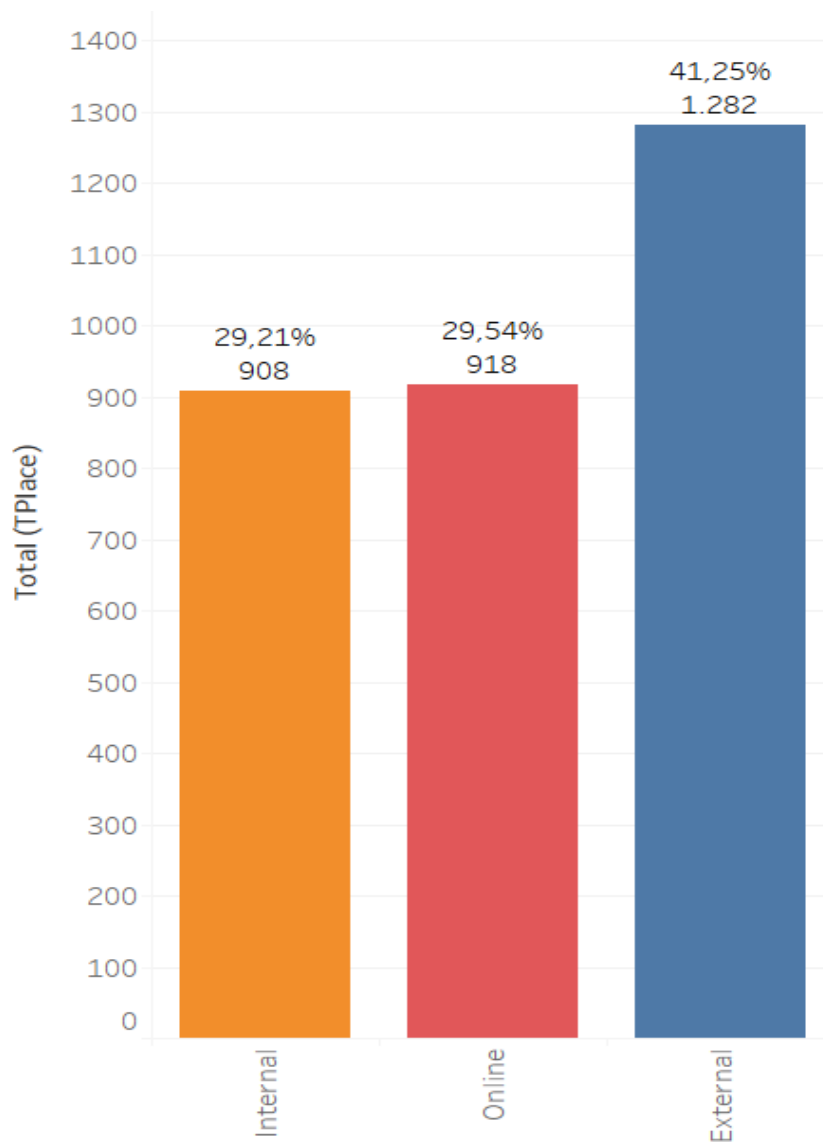
Table 7



Gender Breakdown of Training Participants

United Work is capable of providing training through different channels, including internal, external, and online training. Depending on the needs and demands of participants, United Work provides its training in the workplaces, factories, other cities, or online. Especially following the March 16, 2020 lockdowns and restrictions prevented to realize in-office training. Therefore, starting from that date, all training activities carried out online. **As a result, in 2019 and 2020, among a total of 3108 training participants, 1282 participated external, 918 online, and 908 internal trainings.**

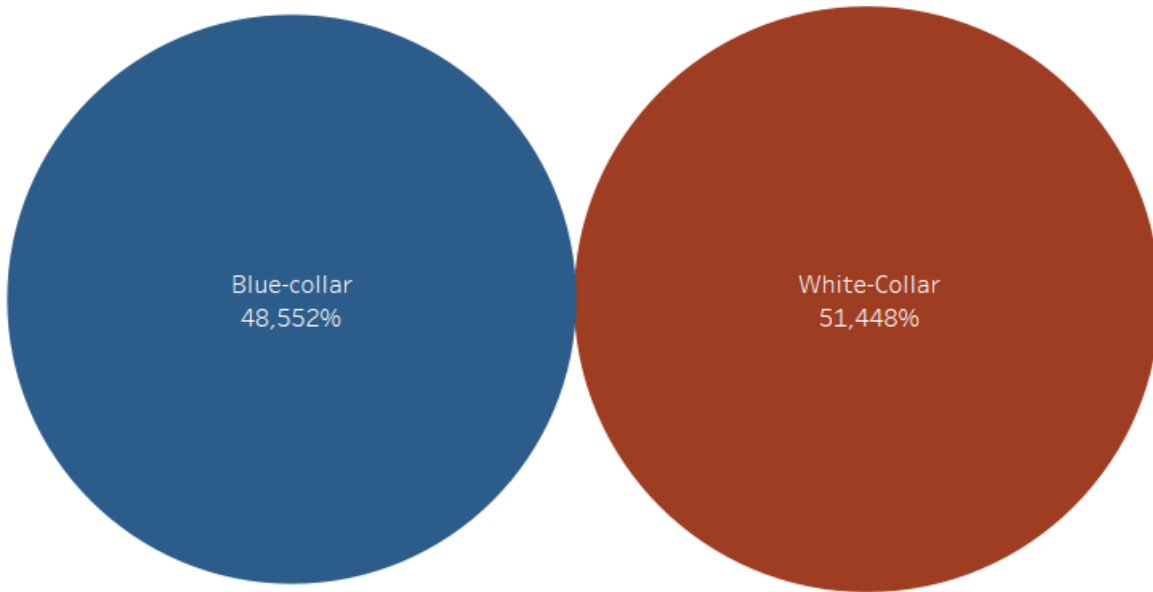
Table 8



Training Place Breakdown of Participants

There is a balanced distribution of training participation on the collar scale. Although blue-collar workers generate the bigger portion in refugee workforce, United Work targets to embrace more white-collar workers in its activities in order to increase the number of placements. Accordingly, especially when training has been conveyed to the online platforms, white-collar employees, it is easy to participate in online training conversely to the blue-collar counterparts. Therefore, the number and rate of white-collar trainees increased during the pandemic process, and balanced distribution is observed.

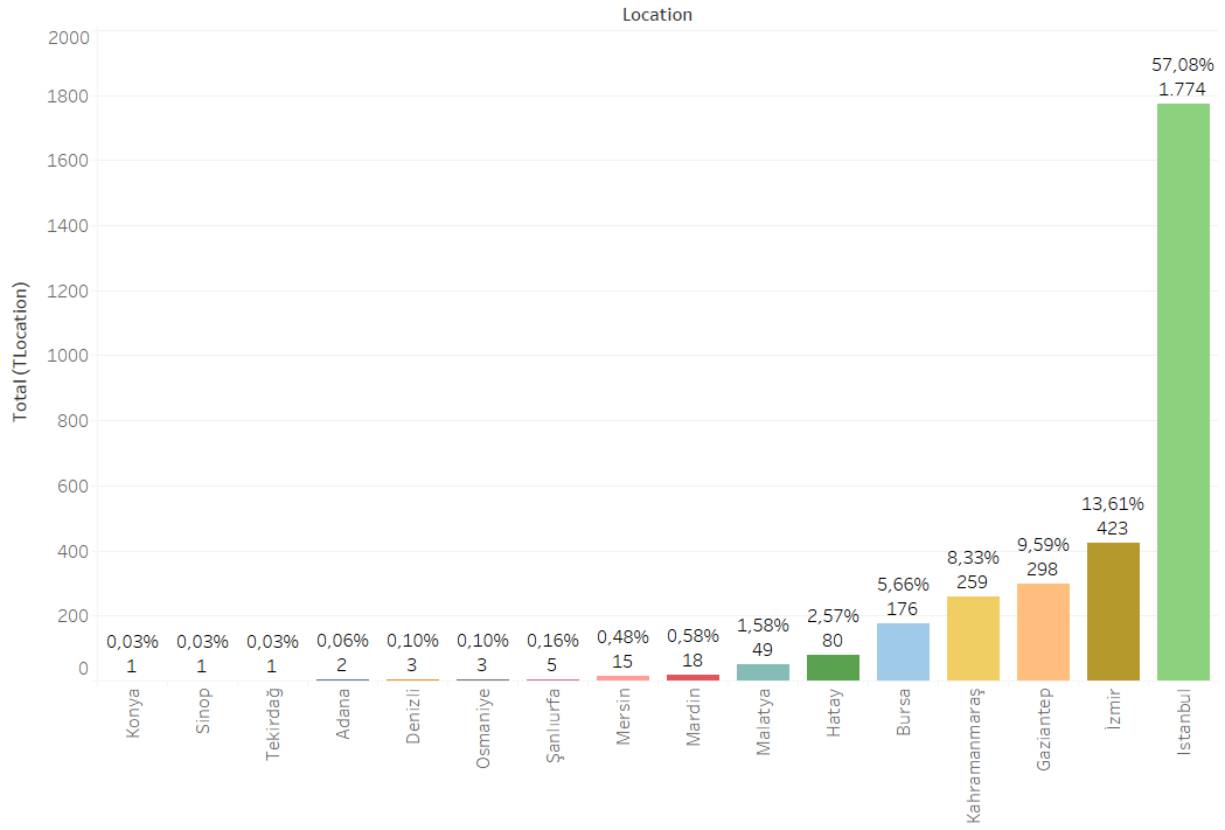
Table 9



Collar Type Breakdown of Training Participants

Lastly, when training analyzed according to location, it is observed that there is high coherence with the placement locations. As seen in Table 11 below, Istanbul, Izmir, Kahramanmaraş and Bursa are cities where most of the training took place. In other words, placements are mostly realized in cities where training took place. Accordingly, the situation is a clear demonstration of the success and effectiveness of training activities.

Table 10

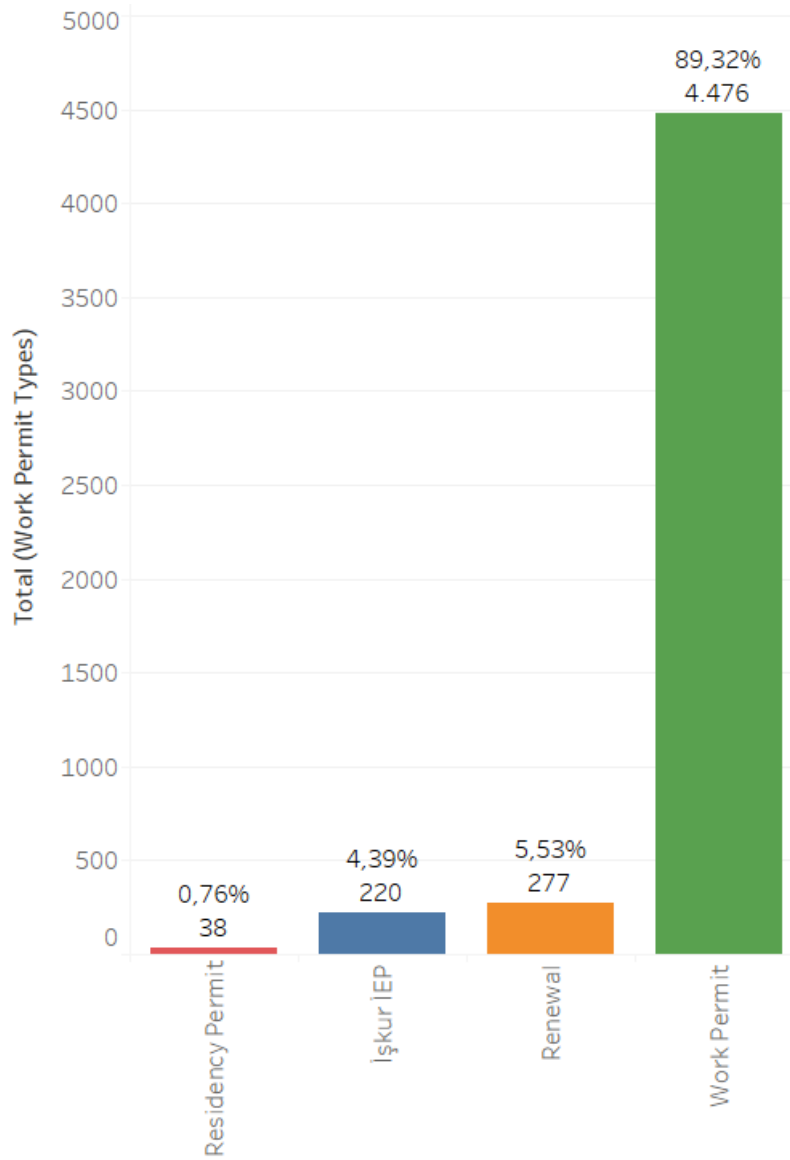


Location Breakdown of Job Placements

1.1.3. Work Permit

The work permit is a legally necessary document that must be acquired by Syrian refugees in Turkey to participate in the formal labour market. In this regard, during this quarter, **5011** Work Permits of Syrian refugees are obtained with the support of the United Work. Among these work permits, **4476** were new applications, **277** were renewed work permits, **220** of them received within the framework ISKUR (Turkish Employment Agency) Education Program, and **38** work permits obtained for the Residency Permit holders.

Table 11



Breakdown of Work Permit Applications

1.1.4. Entrepreneurship Support

In 2019 and 2020 United Work had been in coordination with the municipality of Sultanbeyli, GIZ, and ILO to complete the legal registration of refugees' businesses. In the period, United Work glad to announce that effort to register enterprises has become more robust, and it has apprehended an opportunity to spread this activity all over Istanbul with the start of a project with GIZ, and to spread other cities, including Adana, Ankara, Gaziantep, Şanlıurfa with the start of a project with ILO. In two years, within the framework of this project, business registration of **333 refugee-owned entrepreneurs** participated in the projects. This effort will be maintained with a greater effort in the coming period.

1.1.5. Monitoring System

One of the crucial goals for United Work was the establishment of a monitoring system for project activities. In other words, it is aimed to monitor the results of the placements and training in the medium and long term.

In this context, United Work uses a two folded monitoring method. First, workers are regularly called. These calls are realized in 3-month, 6-month and annual intervals. Through these calls, the workers are followed up by asking whether they continue their jobs, whether they are satisfied with their jobs and employers, about their business life and their opinions and other related questions.

On the other hand, employers are also called and followed at similar intervals. Employers are also asked about their employees' compliance, their satisfaction with their employees' work. In addition, at the end of the first year, employers also contact for United Work during work permit renewal periods usually.

Additionally, in order to enhance the monitoring and evaluation process, United Work had agreed to receive service from the professional company named as SEO. With this agreement, United Work receives high-quality monitoring, evaluation, and reporting services, and it enables United Work to evaluate the success and effectiveness of its projects in a more professional and concrete way. In line with the reports provided by the company, United Work adjusts and tailors its activities to develop its project implementation process.

Conclusion

United Work had contributed to thousands of people between 2019 and 2020. Despite the developments and challenges, United Work provided more livelihood opportunities for refugees through recruitment, training, business registration, and work permit services.

During the reporting period, all of the project objectives and targets were completed and exceeded. As a result of the work carried out, **5011** people were supported during their job placement process, **3108** people were trained, and **333** new entrepreneurs participated in the project in order to complete their legal registration process with the support provided by the United Work.

United Work expects to sustain and develop its services, including various projects in various locations. Due to increasing of needs refugees and host community, United Work's effort close a major gap in the field. Besides, United Work targets to include women economic empowerment, entrepreneurship and livelihood opportunities for disabled refugees, as well as their current services and programs as long as it ensures the sustainability of itself.