

Index of Organisations Offering Support to Syrians under Temporary Protection in Turkey

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This is a complementary document to the [Guidance on Syrians Under Temporary Protection Working in Turkish Supply Chains](#). It lists several stakeholders that provide support to foreign workers under international and temporary protection (TP). Both companies (retailers, brands, customers) and producers (factories) may benefit from their information and services.

UNHCR (United Nations High Commissioner for Refugees)

To get in touch with United Work, please click [here](#)

UNHCR have many collaborations with the private sector, public sector and NGOs. In this context:

1. UNHCR work with the Turkish Employment Agency (ISKUR) and provide briefings regarding Syrians under TP.
 - They organise workshops and training for Syrians.
 - They have prepared a [“Guide to Employment”](#) with ISKUR in Turkish and Arabic.
 - Register refugees on the database.
 - They offer operational translations in service centres.
 - They offer an on-the-job training program.
2. UNCHR work collaboratively with the municipalities, governorships and district governorships on:
 - Vocational training
 - Increasing and developing skills training
 - Language courses
 - Technological (IT) training
3. UNCHR work in conjunction with the private sector, chambers, industrial zones, international companies, NGOs and associations to organise workshops and consultation meetings.
4. In general, they provide the following for companies:
 - Give support on work permits.
 - Give support on fees for work permits.
 - Bring together the companies with the potential workers who have been provided a vocational training.
 - They provide health and safety, labour law and working culture training.
 - Support from the benefits of ISKUR incentives.
 - They have prepared and published the following guidance:
 - Turkish: [Frequently Asked Questions for Foreigners Under International and Temporary Protection in Turkey](#)
 - Arabic: [Frequently Asked Questions for Foreigners Under International and Temporary Protection in Turkey](#)
 - English: [Frequently Asked Questions for Foreigners Under International and Temporary Protection in Turkey](#)
- They also work on the Entrepreneurship Programme for refugees under TP.

İŞKUR (Turkish Employment Agency)

- On-the-job training programmes: In this context, İşkur provides support for people who have registered to İşkur for vocational training and on-the-job training within companies. *Hereunder, the workers who are under international and temporary protection and have valid 6-month residence permit may attend to these programmes in companies and they do not have to apply for work permit during this period.* Any employer who has at least 2 employees may apply for this program. At the end of the courses, the employers are required to commit to permanently recruit at least 50% of the trainees. For more information please click this [link](#).
- Recruitment Support Project: İSKUR, in collaboration Ministry of Family, Labour and Social Services and the World Bank has initiated a recruitment project for Turkish and Syrians Under Temporary Protection. In this regard, 14800 people (7400 Turkish and 7400 Syrians) will benefit in Istanbul (7516), Gaziantep (2404), Şanlıurfa (2225) and Adana (2655). The project will run for 30 months and the workers will be provided language courses, vocational training, on-the-job-training, hands-on training and consultancy services as well the opportunity to be recruited at the end of the project. For more detailed information, please click this [link](#).
- For other incentives that have been provided by İSKUR, please click [here](#).

ILO (International Labour Organization)

ILO work on refugee programmes that work to prevent child labour and promote gender equality, social dialogue, health and safety and the recruitment of women in Turkey.

In order to contribute to the 3RP targets and to guide its Refugee Response projects towards the refugee crisis, the ILO has adopted a five-year (2017-2021) comprehensive, holistic and integrated programme of support aimed at strengthening the labour market and business development environment through the stimulation of decent work opportunities, inclusive socio-economic growth and the reinforcement of governance systems and structures.

The programme builds on ILO interventions supporting Syrian refugees in Turkey since 2015, and since 2017 also guides interventions supporting non-Syrian refugees, promoting comprehensive short- and medium-term employment-rich measures to be implemented within the framework of Turkey's overall response and the 3RP, and consisting of the following three pillars:

- Increase the availability of a skilled, competent and productive labour supply to facilitate access to decent work for Syrian refugees and Turkish host communities, (*skills profiling studies, Turkish language courses, vocational and technical training, health and safety training, business compliance programme, entrepreneurship training*)
- Support local economic development in specific sectors and geographic locations to stimulate job creation and entrepreneurship opportunities for Syrian refugees and Turkish host communities, (*local economic development and value-chain analysis, consultancy for companies on sustainability, supporting women cooperatives, recruitment incentives on work permit fees support, social insurance premium support with local collaborations such as United Work and Industry Chambers*),
- Provide support to strengthen labour market governance institutions and mechanisms to assist Turkey in implementing inclusive development strategies (workshops, training, language support in Arabic, studies on increasing awareness, social compliance studies).

Note: The 3RP is a country driven, regionally coherent planning process. It draws together the national crisis response plans for humanitarian relief, resilience and stabilization in neighbouring countries to Syria, namely, Lebanon, Jordan, Iraq, Turkey and Egypt, in one coordinated regional framework.

MUDEM (Refugee Support Center)

MUDEM provides an online platform in order to improve working conditions for Syrians working in readymade garment factories in Turkey. It includes work permit support, translation, communication, consultancy, and much more. In addition to this, they provide information on work permits, fair wages, workplace abuses, workplace safety, social benefits, and the termination of employment contracts. Workers can also get support by clicking the button on their complaints. At this point, MUDEM may bring together the brands with the companies and may also require brands to initiate a remediation plan.

The web site is available in 4 languages (Turkish, English, Arabic and Farsi). For more information, please click [here](#).

UNITED WORK

United Work works with ILO on the refugee response programme and at this point they give support to companies when obtaining work permits and regarding their fees. In addition to this, they provide several training courses both for job seekers and employers. These include, training on the cultural differences between Syria and Turkey, communication techniques, how to briefly introduce oneself, basic rules to prepare a CV, job interview preparation help. They also provide information on basic worker and human rights, labour law, health and safety, discrimination, harassment and abuse, and communication within in a company.

MÜLTECİLER DERNEĞİ (Refugees Association)

This association provides many support mechanisms for Syrians. Please click [here](#) to find more information both in English and Turkish.

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