

RECOMMENDATIONS FOR THE PRIVATE SECTOR

Employment and internship

1. Employers should be **aware of living conditions, status and personal documents of refugees** in Serbia, including of their everyday challenges.
2. Employers should **treat refugees the same as Serbian employees**, respecting their **needs and rights** as workers, in terms of providing equal, regular salaries, contracts and conditions, as well as **health insurance, transportation** and possibility to **advance**.
3. Whenever possible, employers should provide **Serbian language courses**, especially for good candidates, as well as **on-the-job trainings** for specific skills.
4. If possible, including **psychological support** for the vulnerable refugees would be much welcome, as well as **flexible work** options for those who study or are single parents.
5. Employers should **recognize and value refugee skills and work experience**, even if they don't have proof of education. **Opportunities of paid internship** would be much welcome for those who may not be eligible candidates for employment right away.
6. Employers should explore the introduction of practices such as adopting zero tolerance for discrimination, exploitation and abuse, through **internal policies** or **codes of conduct**.

Trainings and courses

1. Companies should provide **online and "offline" trainings**, including necessary **tools and equipment** (e.g. laptop), to help the continuation or start of new careers.
2. Refugees should be able to **access comprehensive information on all available trainings** and courses, so that they would be able to choose the appropriate ones.
3. **Most sought after trainings** are in the fields of digital literacy, languages (Serbian, and other) and soft skills.
4. If feasible, companies should **support career counselling and guidance**.

Support that is not usually provided / has not been provided

1. **Companies should recognize refugee and asylum seeker IDs and EBS**, which would provide/enhance access to bank accounts, post paid telephone, internet, TV services, as well as buying in installments.
2. Both **financial and non-financial support** is much welcome for refugees and asylum seekers who are **entrepreneurs** or are **willing to start their businesses**.

3. If possible, companies should **support refugee education** through **scholarships** or **DAFI scholarship fund** for tertiary education (German Academic Initiative for Refugees Albert Einstein), as well as **talented refugees** (sportspersons, artists, etc).
4. If possible, companies should **support the solutions aimed at providing housing opportunities for the most vulnerable refugees**, in potential synergies with the institutions and civil sector.
5. If possible, companies should **support a fund for refugee children** whose parents can't afford to pay the kindergarten.

RECOMMENDATIONS FOR UNHCR AND INSTITUTIONS

1. **One organization should tackle all activities related to refugee employment** (preparing CVs, scheduling interviews, etc). That would ease the process and prevent stigmatization that occurs at times when refugees apply on their own.
2. Refugees should have **access to information on available jobs and trainings**, and be **informed comprehensively on their rights as workers**.
3. Relevant state **institutions** should **inform and train banks and other companies** on refugee IDs and legal status, and a broader awareness **campaign** should be organized.
4. Refugee IDs should be **compatible, recognizable**. Length of ID validity for asylum seekers is problematic in terms of access to services, as well as lack of number on the ID.

PRIORITIES FOR SUPPORT

1. **ACCOMMODATION** is ranked **first** among the **priorities** of refugees that may be supported by the private sector, selected as such by 44% of workshops' participants.
2. **TRAININGS AND COURSES** are ranked as a **second** priority, by a half of the participants.
3. **EMPLOYMENT** opportunities are ranked **third**, with 39% of participants voting.
4. **Support for STARTING A BUSINESS** is ranked as a **fourth** priority, by 27% of participants.
5. **PUBLIC COMMUNICATIONS** and **DONATIONS** are both ranked as a **fifth** priority, by 39% of participants each.

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