



WELCOME

2023 EDITION

**WORKING
FOR REFUGEE INTEGRATION**



FOCUS 2023

a programme by



in collaboration with

Realised thanks to the support of the Intesa Sanpaolo Charitable Fund



METHODOLOGICAL NOTE

This report is based on the processing of data collected through the application questionnaire filled in by the companies and organisations that participated in the project.
Due to rounding, the percentages displayed in the graphs do not always add up to 100%

photo credits (cover): © UNHCR/Jeffrey Guillemard

ANDARE
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PRECEDENTE

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SOMMARIO

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ALLA PAGINA
SUCCESSIVA



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Introduction

There is one figure that tells the success story of the *Welcome* programme and that well represents the need of our country, and our economy in particular, for the skills and talents of refugees. After six editions 34,000 integration pathways for refugees have materialized, thanks to this initiative which we are very proud of.

This report aims to highlight the achievements and challenges faced over the past year on the fundamental issue of labour inclusion of refugees in Italy.

Since its foundation, the *Welcome* programme has grown steadily in scope, quality and effectiveness, and the figures confirm this.

The number of companies involved increased for the third year in a row (+32% compared to the previous edition). Since the programme launch in 2017, more than 700 companies have been awarded, 220 of them in this latest edition alone. They are growing in every economic sector and their geographical distribution is widening, as evidence of a significant involvement by the entire business world. These companies have enabled almost 12,000 job inclusion pathways this year alone, with a total of 34,000 since the first edition.

The reasons behind this success are many, starting with the contribution of indispensable partners. The Ministry of Labour and Social Policies, Confindustria, AIDP, Global Compact Italy and Assolavoro have all firmly supported the programme, helping us year after year, perfecting it and making it increasingly effective. Companies have proven to be committed supporters that, within the framework of their Corporate Social Responsibility and Diversity, Equity & Inclusion policies, have resolutely promoted the labour inclusion of those who have been forced to flee conflict, persecution, and human rights violations. We had at our side The Adecco Foundation, a valuable partner, with whom we built a working methodology based on a multistakeholder approach, which brings together a plurality of actors: companies, civil society organizations, trade associations and public authorities. This is perhaps what makes the *Welcome* model successful, which is confirmed by the fact that 85% of the companies awarded this year were supported by a civil society organisation.

Another crucial aspect of the programme is its ability to offer a possible response to the mismatch in today's labour market, holding professional training courses for those roles for which there is a shortage of supply, also thanks to a constant dialogue with companies.

Yet all the companies involved confirm that the main reason for the success of the programme lies elsewhere, namely in the skills, competences and talents that refugees possess and display, as well as their strong motivation to contribute to the companies that offer them a job opportunity.

The presence of refugees also has the additional positive effect of motivating and enriching, both humanly and professionally, the entire working environment in which they are employed.

The *Welcome* programme has been able to improve and adjust itself to the changing labour market context, the increasing focus on social sustainability and changes in the composition of the refugee population. In 2022, we launched *WelcomeNet*, a network of organizations that supports the programme at the local level, and now it has more than 100 members; in the same year, we brought the programme to the integration hubs created together with the municipalities of Bari, Milan, Naples, Rome and Turin within the framework of the “*Spazio Comune*” programme.

With this in mind, we can define 2023 as a key and turning point year for its further enhancement. At the end of December, the *Welcome-in-one-click* platform was launched on-line, a tool for companies, refugees and *WelcomeNet* organisations to further strengthen integration pathways.

In 2023 we also proposed amendments to the Parliament and the Government, that were enthusiastically accepted in Law 50. For the first time, new regulations provide entry for employment for refugees currently in first countries of asylum. This new scenario represents an important opportunity: for refugees who can benefit from the possibility to work and integrate, for companies that have an additional channel to seek concrete answers to the difficulties of finding employees in the domestic labour market, and finally for the Government which, by facilitating these channels of entry, can show a tangible sign of solidarity towards the countries most exposed to the reception of people who are fleeing, in line with the objectives of the Global Compact on Refugees.

We immediately set to work together with relevant Ministries, the many companies enthusiastically supporting us and civil society organisations experienced in the area of legal pathways. Together with the private sector, we are building the first labour corridors to guarantee safe and legal entry to all those who, forced to flee conflict and persecution, are eligible for successful employment in Italy.

The *Welcome* programme is constantly evolving,



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growing and developing thanks to a collective commitment. Companies, refugees, associations, our partners, all united in taking on ever more ambitious challenges, to continue proving that a more inclusive society where those who have been forced to flee violence can have an opportunity to put their skills to

use, is not only possible, but necessary for the present and future of our country.

Chiara Cardoletti

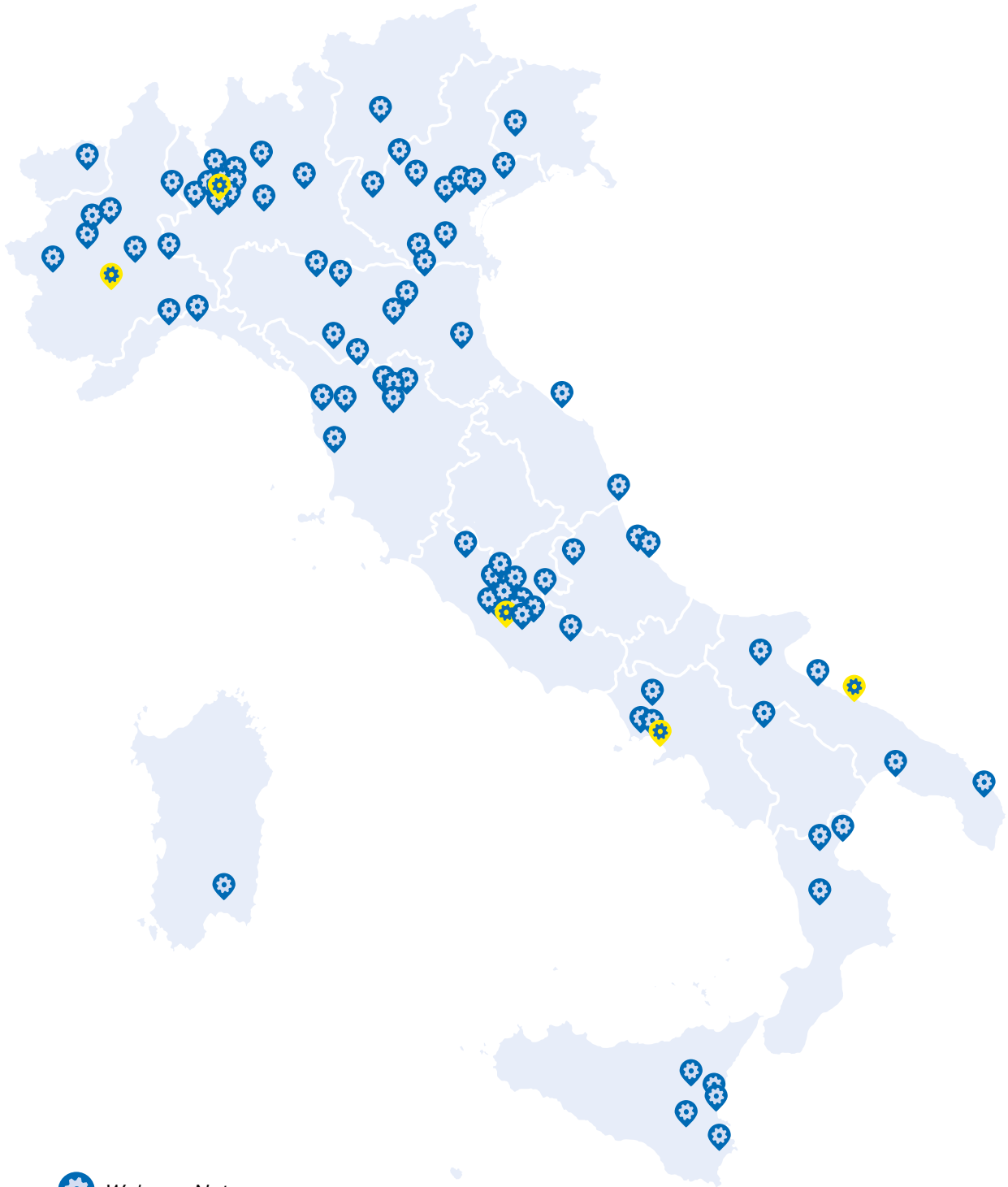
Representative for Italy, the Holy See and San Marino





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The *Welcome* network



 *WelcomeNet*

 *Welcome Liaison Officer*

WelcomeNet is a network consisting to date of more than one hundred civil society organisations running public and private reception projects and employment services. It is a qualified network shaped by UNHCR's *Welcome* project to support companies in building corporate partnerships for the labour inclusion of refugees. The aim is to promote increasingly more effective inclusion interventions, broadening opportunities for accessing the labour market and recognising the value of proximity partners operating in the territories.

WelcomeNet member organisations are also players on the *Welcome-in-one-click* platform. A section of the platform is in fact dedicated to them. By signing up, organisations can: support beneficiaries in their search for jobs and free training, helping them identifying the best job and training opportunities; access all published job and free training offers; and receive enquiries from registered companies to co-design employment opportunities

The *WelcomeNet* network is further strengthened by the presence of **Welcome Liaison Officers (WLOs)**, who play a vital role in the development of the *Welcome* programme, bringing in specific professionalism and expertise. WLOs are an integral part of the multidisciplinary teams in the multi-purpose centres of the "*Spazio Comune*" project, they offer guidance and support for the job inclusion of refugees by activating and developing crucial links with companies, listening to their needs and enhancing their role in social and labour integration paths. Through the work of WLOs, the *Welcome* programme takes root in the territories, each with its own peculiarities and potential. They carry out a local promotion activity of the *Welcome-in-one-click* platform, boosting the prominence of the *WelcomeNet* network and promoting complementarity with public and private employment services.

These interventions originate in the framework of the Charter for the Integration of Refugees, promoted by UNHCR, then drafted and signed in 2022 by six major Italian cities: Bari, Milan, Naples, Palermo, Rome and Turin. The cities of Genoa, Ravenna and Bologna then signed the Charter. Among the priorities

identified, the cities intend to "consolidate services for refugees by adopting a one-stop-shop approach and involving other relevant institutions in the area, civil society organizations and volunteers' organizations, in order to implement personalised guidance paths responding to the needs of refugees and promoting their skills." Within this framework, UNHCR promoted the "*Spazio Comune*" programme, dedicated to the development, together with municipalities, of multifunctional integration centres in cooperation with implementing partners from civil society. In five cities that signed the Integration Charter, a "*Spazio Comune*" is now operational, a true integration hub that sees the leading role of municipalities and the key involvement of other institutional actors, civil society, UNHCR and its partners:

- Common Space of the Multifunctional Centre "Casa delle Culture" of the Municipality of Bari
- Common Space of the City of Naples
- Common Space of the Milano Welcome Centre of the Municipality of Milan
- Common Space of the Single Desk for Migrant Access (SUAM) of the Municipality of Rome
- Common Space of the Foreigners' Service of the City of Turin

Examples of services provided by the different centres are: support for inclusion in SAI (Sistema di Accoglienza e Integrazione, Reception and Integration System) projects, assistance in filling out bureaucratic paperwork and accessing welfare measures, health service desks, housing and employment guidance, legal protection and care of people with specific needs. Through the strengthening of the local network and the enhancement of a constructive relationship with the local community, the "*Spazio Comune*" model facilitates the exchange of experiences, skills and responsibilities and the coordination of the various stakeholders involved in the protection and integration of refugees.



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UNHCR
The UN Refugee Agency

**PROJECT
COORDINATOR**

Corporate scouting



**FONDAZIONE
ADECCO**

IMPLEMENTING PARTNER

Promotion of corporate partnerships
Training and empowerment
Welcome-in-one-click Platform
support

COMPANIES

Company policies for refugees
Specific job offers
Training Communication

**WELCOMENET
MEMBERS**

Identification
Profiling
Tutoring



**TOGETHER
TO CREATE**

**CORPORATE
PARTNERSHIPS**

Proximity profiles
Refugee re-skilling

Job inclusion pathways for refugees



Welcome- in-one-click is a shared digital platform that aims to facilitate access to job and free vocational training opportunities for refugees by enabling users to create online CVs, share job opportunities, respond to announcements, co-design pathways to inclusion and much more.

Partnership

UNHCR

Established in 1950 by the United Nations General Assembly, the United Nations High Commissioner for Refugees (UNHCR) is mandated with leading and coordinating at the global level all actions aimed at providing international protection and material assistance to people forced to flee, and is committed to finding durable solutions. The Agency's key task is to support States in seeking lasting solutions that help refugees rebuild their lives in safety and dignity through voluntary return to their countries of origin, integration in the country of asylum or resettlement in a third country. UNHCR is active worldwide - directly or through partners - in protection and assistance programmes. In over 70 years of activity, the Agency has helped tens of millions of people rebuild their lives. For this it was awarded two Nobel Peace Prizes, in 1954 and 1981. With staff in 134 countries, the UNHCR is one of the world's leading humanitarian agencies..



THE *WELCOME*
PROJECT
IS REALISED BY



MINISTRY OF LABOUR

The Directorate General for Immigration and Integration Policies of the Ministry of Labour and Social Policies promotes socio-occupational integration pathways for vulnerable migrants, including beneficiaries of international and temporary protection.



CONFINDUSTRIA

Confindustria is the main association representing manufacturing and service companies in Italy. More than 150,000 small, medium and large-sized companies are voluntary members.



GLOBAL COMPACT NETWORK ITALY

The Global Compact Network Italy (GCNI) works to promote the UN Global Compact and its 10 Principles at the national level. To date, more than 60 business and non-business entities (private foundations, business associations, universities, etc.) have joined the Network.



AIDP

Since 1960, the Associazione Italiana per la Direzione del Personale (Italian Association for Personnel Management) has promoted a committed and responsible development of managerial culture in the field of human resources, with a network of +30,000 members, over 4,000 associates, 17 regional groups and an international network.





The Welcome Programme

Welcome. Working For Refugee Integration is the project through which UNHCR Italy fosters integration of people forced to flee their country into the Italian labour market, promoting the widest possible involvement of the private sector in collaboration with institutions and civil society organisations.



it involves

- Small, medium and large enterprises
- Trade associations
- Chambers of Commerce
- Public and private employment services
- Associations
- Cooperatives
- Trade Unions
- Public institutions

- **Sharing** materials and tools for companies that have hired or want to hire people forced to flee their country because of conflict, persecution and human rights violations.
- **Corporate partnerships** promoted with companies in the *Welcome network* and supported by organisations operating in the target territories..
- **Training** opportunities for companies on international protection and diversity in the workplace.
- **Exchange of information** and good practices on the integration of refugees into the labour market.
- **Awarding** the *Welcome. Working for refugee integration* logo to companies that facilitated the employment of people forced to flee their country and the *WeWelcome* logo to associations and organisations that have supported companies and refugees in their pathways to inclusion.
-

take action for



INTEGRATION OF REFUGEES IN THE LABOUR MARKET

The goals

Each year, UNHCR promotes the initiative among companies by accompanying them on corporate partnership paths, together with civil society organisations that are part of the *WelcomeNet* network. UNHCR awards the logo to companies that have distinguished themselves for fostering employment integration in Italy of those who have been forced to flee their country due to conflicts, human rights violations and persecution. The companies and organizations who are awarded the *Welcome. Working for Refugee* Integration and *WeWelcome* logos contribute, also by displaying them, to the following objectives:

- 1 **Witnessing adherence to a model of an inclusive society**, preventing and combating feelings of xenophobia and racism towards refugees;
- 2 **Assuming a share of responsibility in building a society that is fairer** and more sensitive to the needs of those who have been forced to leave their country due to violence, conflict and persecution;
- 3 **Strengthening integration opportunities for people forced to flee** by encouraging, through their commitment and experience, other companies to hire refugees.

Awards given



IL LOGO WELCOME. WORKING FOR REFUGEE INTEGRATION

In the 2023 edition the call to be awarded with the logo *Welcome. Working for refugee integration* was addressed to companies and institutions that have either recruited new people forced to flee or, in any case, facilitated their concrete job placement through effective internship and/or training programmes during 2023. However, internships supported exclusively with third-party funds are not considered eligible for the purposes of the call.



IL LOGO WEWELCOME

Starting with the 2019 edition, UNHCR also wanted to highlight the role of all those organisations that, in different capacities, are committed to promote the inclusion of refugees in the labour market. To this end, the *WeWelcome* logo was established for organisations and entities (trade associations, trade unions, chambers of commerce, local authorities, employment services and associations engaged in assistance and protection activities) that promoted job inclusion for people forced to flee their country.



Timeline

DEADLINE

07 DECEMBER 2023

Applications can be submitted online



LAUNCH OF THE CALL

Promotion of the call and support with applications



APPLICATION ASSESSMENT

Verification and examination phase



07 MAY 2024

Announcing the winners

SELECTION AND ANNOUNCEMENT OF WINNERS

Selection process



19 JUNE 2024

AWARD EVENT

- Project presentation meetings with small, medium and large enterprises
- Meetings with key players in the territories
- Meetings with civil society organisations and other subjects involved in the labour inclusion of refugees
- Application assistance and support
- Due Diligence Audits
- Telephone interviews
- Company tours
- Convocation of the Assessment Committee, made up of representatives from UNHCR, Ministry of Labour and Social Policies, Confindustria, Global Compact Network Italy, Radio24 / Il Sole 24 ore and AIDP, with the participation of the Tent Partnership for Refugees
- Selection of suitable candidates
- With the participation of companies, refugees, associations, local authorities and institutions



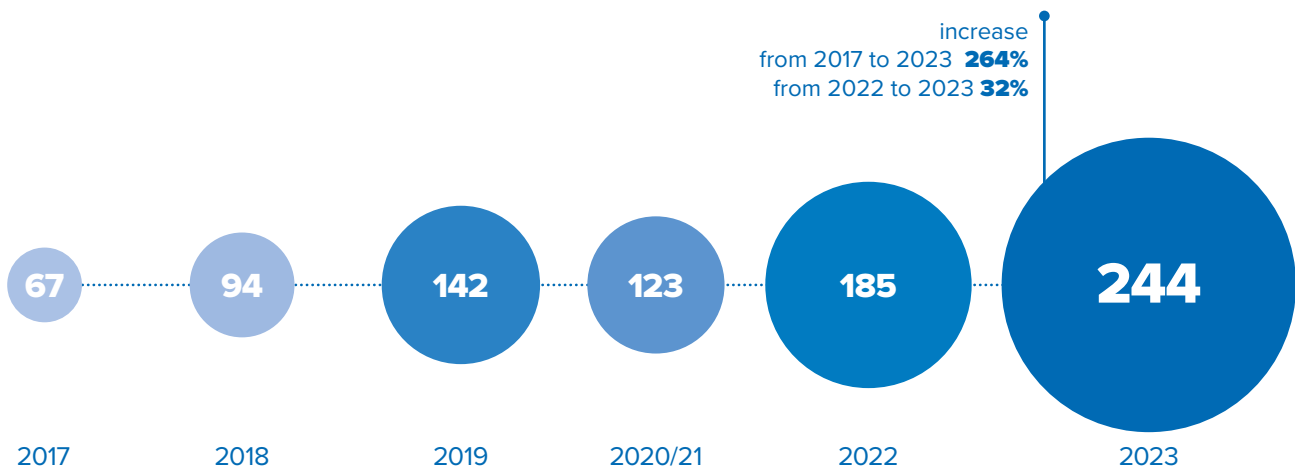
The logo *Welcome.* Working for refugee integration



1.1. AWARDED COMPANIES OF THE 2023 EDITION

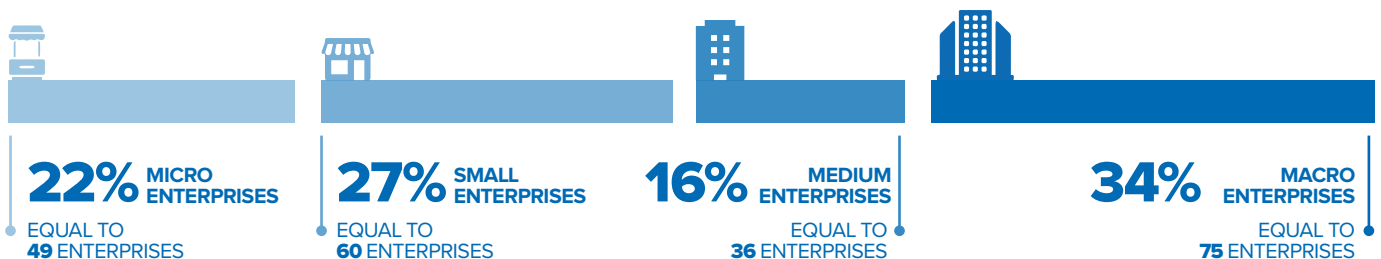
F1 – INCREASE IN THE NUMBER OF APPLICATIONS

With the sixth edition the *Welcome* programme is again recording an increase in applications from companies, 244 in the year 2023, with an increase of 32% over the fifth edition and almost four times since the programme was launched in 2017.



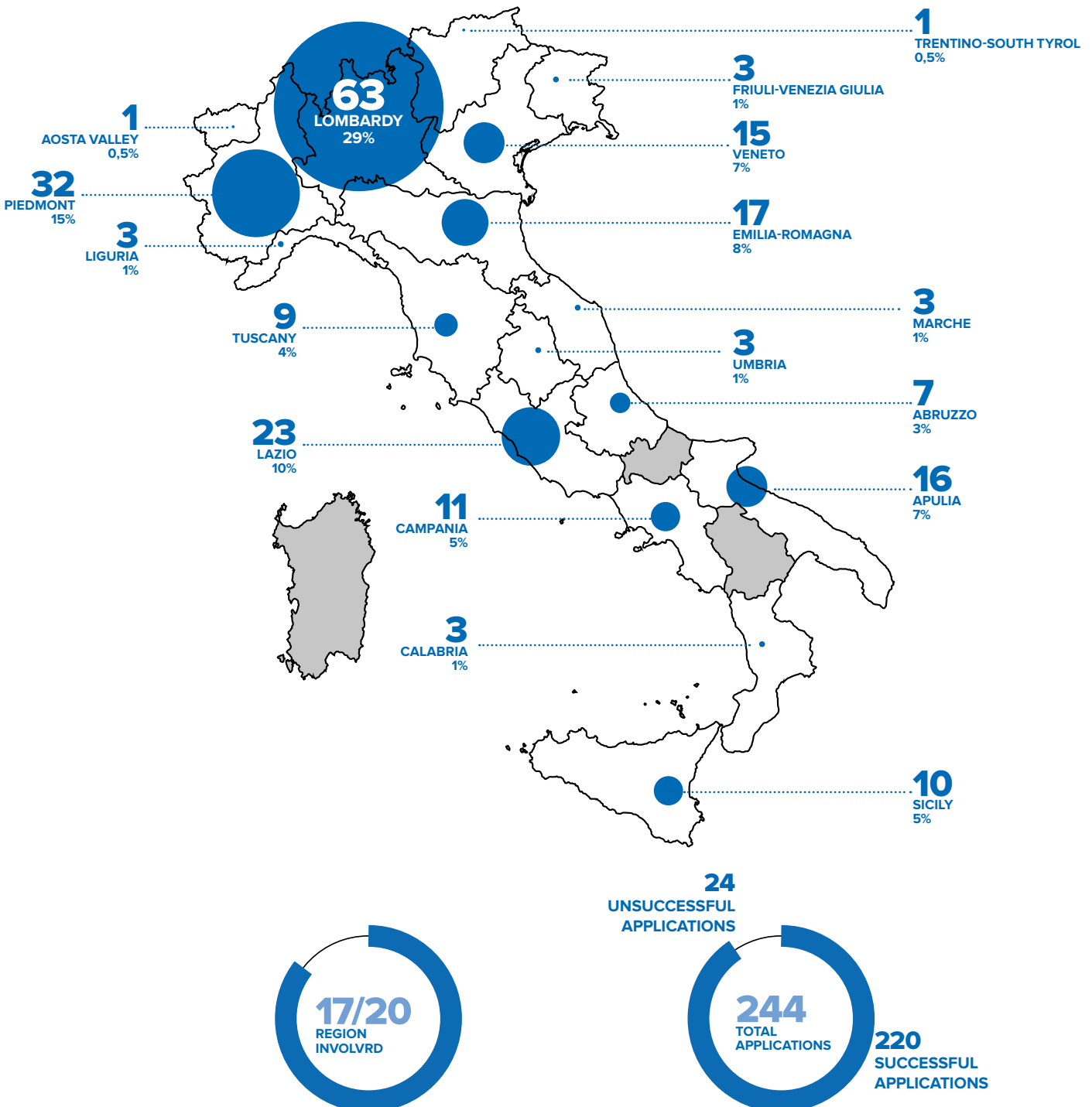
F2 – AWARDED COMPANIES BY SIZE

Small and medium-sized enterprises affirm their key role in creating opportunities for inclusion in the Italian labour market for people forced to leave their country. The continued participation of **large companies** in the programme is also confirmed, accounting for 34% in 2023, a figure that is in continuity with the previous edition of the award.



F3 – AWARDED COMPANIES BY REGION

Out of 220 winning companies in 2023, **37%** had already been awarded the *Welcome. Working for refugee integration logo* in past editions. Companies continue to value the labour inclusion of asylum seekers and international protection holders, and confirm their **commitment to support the inclusion of those forced to flee**. This also demonstrates the companies' appreciation for the values and working methodology promoted through the *Welcome* programme. As far as territorial distribution of the award-winning companies is concerned, Lombardy, Piedmont and Lazio confirmed to be the most fertile regions for job inclusion, while there was also a significant increase in Emilia-Romagna, Apulia and Campania.



Valuing people and craftsmanship to create an inclusive society

Bottega Veneta

Personality and innovative craftsmanship have defined Bottega Veneta since its birth in Vicenza in 1966. The *maison* is deeply rooted in Italian culture, maintaining a global vision and creativity at the centre of its universe. An inclusive brand with exclusive products, Bottega Veneta is a brand of the Kering group. In line with the group's philosophy, the company pursues clear objectives and adopts conscious sustainability practices.

Always committed to promoting craftsmanship and the talent of the next generation of artisans, in 2023 Bottega Veneta launched the *Labor et Ingenium Academy* with the intention of training and employing around fifty students a year. The school serves as a permanent laboratory where employees, new recruits and students can learn through training activities, workshops and classes under the guidance of a community of master craftsmen, reflecting the importance of the collective ethics that has defined the company since its foundation.

For the second year running, Bottega Veneta receives UNHCR's prestigious award *Welcome. Working for refugee integration* in recognition of its commitment to the promotion of an inclusive society and the employment of refugees. Among them is Malick Aw, a production worker, now employed on a permanent basis after attending the *Labor et Ingenium Academy*. Malick started his working career in Bottega Veneta thanks to the partnership with SAI Project of the Municipality of Vicenza, managed by a network consisting of Cooperativa Il Sestante, cooperatives COSEP, Orizzonti and Pari Passo. The SAI Project works with beneficiaries to support them on their path to employment and to generate a flexible but structured medium- to long-term vision of their paths. The SAI team adopts a methodical approach in a generative perspective, working with the territory in order to raise awareness and facilitate virtuous networks of job placement for the project beneficiaries.

THE STORY OF MALICK

"My name is Malick Aw and I arrived in Italy in 2022.

In 2017 I left my country, Senegal, for Turkey and later moved to Greece, to the small island of Samos, where I lived for three years in a refugee camp. It was a very difficult experience for me. So I was forced to move and from Athens, after a very long journey full of obstacles and dangers and without money, without food, having to cross forests and rivers, I arrived in Trieste.

After a period living on the streets, in November 2022 I asked for support at Caritas Vicentina and decided to apply for international protection. I joined the SAI in January 2023, and in March I was granted international protection.

Through the SAI, I had the opportunity to start a three-month internship at Bottega Veneta, doing a similar job to the one I had in Turkey, which I still do and enjoy.

In the morning, I get up early, it takes me about 40 minutes by bike to get to the company and I only get home in the evening. Willpower and determination to achieve my goals have always helped me to face this journey daily, under all conditions: sunshine, rain or cold.

At the beginning of this journey, I was a little scared, because I was not used to working in such a big environment and with so many people, but thanks to the understanding, equality, helpfulness of Bottega Veneta managers and the improvement of my Italian, I managed to integrate well.

At Bottega Veneta, after my internship, I was given the opportunity to be part of the *Labor et Ingenium Academy*, a training school where one learns about the various stages of leather crafting.

It was an honour for me, a great opportunity to learn, improve and integrate even more.

Today I am working in production, I feel good, and I am doing my best to do as much as I am required. I wish to make a career in this company.

Now that I have found my stability, I would love to bring my 6-year-old daughter to Italy, whom unfortunately I have never been able to meet and get to know."



Photo © Bottega Veneta

Experiencing the future of work through the inclusion of those forced to flee

Imbal Carton

Imbal Carton S.B. a r.l. produces corrugated cardboard packaging. It was established in 1967 in Prevalle (BS) where it still has its historical headquarters and since 2007 has opened a new plant in Piadena Drizzona (CR) employing a total of around 155 people.

Since 2017, we have been collaborating here with Mestieri Lombardia, which offers internships for disadvantaged people for whom it is very important to gain work experience in a manufacturing company context. We immediately decided to offer this opportunity, partly to test possible new workers and partly to provide these people with new

skills through funded or paid internships directly from our company. In 2023 we started four inclusion pathways and one of them has already turned into a permanent job.

These placements in a healthy and peaceful work environment are also humanly very enriching for our employees who have known different, often complicated stories, and who have felt important even if only for having taught someone how to use a badge, what the words left and right mean, to have a structured and organised working time or simply to look each other in the eye and greet each other with a smile.

THE STORY OF BESHIR

Beshir was born in Herat, Afghanistan, in 1986 in a large family of four brothers and four sisters. His childhood was marked by the arrival of the Taliban when he was just eleven years old, forcing him to wear a turban. Growing up in the city, he was able to attend electronics school until the age of eighteen.

In 2005, Beshir and his brother started working at the NATO base, built after 9/11 in his region, as a refrigeration systems maintainer in a sector run by the Italian army. In over sixteen years of collaboration, he has therefore had the opportunity to learn Italian well.

In 2021, the Americans decided to abandon the base along with all the other allies and he felt in danger, he was spied on and chased by the Taliban who were regaining control of the country and who did not tolerate Afghans who had collaborated with foreigners.

Beshir was lucky to be included in the first group of people evacuated on an Italian diplomatic flight on 18 August 2021 with his entire family, consisting of his wife and 5 children. There were seven families, his colleague was supposed to leave on the next flight but died from the bomb explosion just outside the airport. They landed in Rome and the next day were transferred to Bolzano for the COVID quarantine, and then to Cremona for about a year.

They were then relocated to a small town in Calabria, but having found no job opportunities, the SAI transferred them to Calvatone (CR), 5 km from our plant. Here, independently and with great determination, he looked for work, finally finding reception and the opportunity to be permanently employed with our company from January 2023 as a maintenance technician. His job is very transversal and requires professionalism and precision, team spirit, availability and flexibility, qualities that have been recognised by all his colleagues. The production manager describes him as a “valuable resource” who learns quickly and with great ease, demonstrating an impressive ability to adapt to assigned tasks. In particular, Beshir proved to be independent in handling assigned tasks, including machine set-up and colour management during printing.

Obviously, his mastery of the Italian language, in addition to his human qualities, was an added value, enabling him to communicate effectively with people and integrate perfectly into the work environment, helping to keep the company climate collaborative and harmonious. Beshir has recently obtained his Italian driver’s licence, has always

come to work by bicycle and has never been late. His children aged 3 to 13 all go to school and already speak Italian and he is looking for bigger accommodation for his family.

Determined to build a new life for himself and his family in Italy after facing many difficulties and uncertainties in his homeland, his story is an example of resilience and determination in the face of adversity, a true success story of inclusion to which Imbal Carton is truly proud to have contributed



Photo © Imbal Carton

The development of technical skills to foster professional growth and integration

Pfizer

Pfizer Italia Srl is a company based in Ascoli Piceno dedicated to the production of solid oral drugs (pills and capsules) for all world markets. It employs around 800 employees and in recent years has actively participated in the fight against the COVID-19 pandemic through the production of the antiviral Paxlovid; in fact, Pfizer Italy was one of the three sites chosen by the Pfizer group worldwide for the production of this product. For several years now, Pfizer Italy has also been committed to the refugee inclusion project and has set itself the goal of including refugees in its workforce

with a fixed-term contract (of 6 months - 1 year), one refugee every six months. The intention is to offer an operational and training experience to each refugee who is included in the workforce. The company offers a highly educational experience that can enable the acquisition of high technical and practical skills in the field of pharmaceutical production technologies. As a result, the refugee worker will be able to achieve stability in their professional and personal life through quality work experience.

THE STORY OF KOZETA

Kozeta arrived in this new country ten years ago with her young daughter. She was determined to build a better life, despite the challenges ahead. With courage and tenacity, she faced the difficulties of adapting to a new culture and finding a job that would allow her to support herself and her daughter. The company offered her part-time work experience to enable her to combine work with caring for her daughter. Within the company, she is in charge of a digital archiving project for the engineering function,

demonstrating commitment and learning ability, bringing her value to the team. In cooperation with all colleagues, she took care of scanning paper documents of validation equipment, coding and archiving them digitally so that they could be easily and quickly consulted electronically as well. She also took care of freeing up space in the current archive by moving these paper files to another archive.

She has found support and backing in her managers, who have proved to be valuable allies in her journey towards professional integration.

Kozeta was immediately committed both to her work and to integrating herself with her colleagues. Two practical examples can provide an insight into her attitude during this period: at Christmas, despite having arrived not long ago, she put a small gift on each of our desks; now, as she is nearing the end of her expected period, she is putting even more effort into her work "to give you as much help as possible". "It was a wonderful experience and I felt I was in a safe environment, never being judged. My colleagues have always been respectful, even when I have made small mistakes".

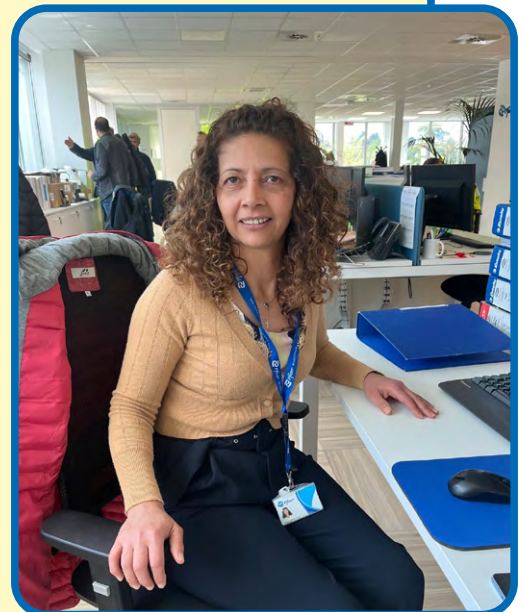


Photo © Pfizer

List of awarded companies



- 4 FOOD SRL
- A.N.S. COSTRUZIONI SRL
- A2A SPA
- ABANTU SOCIETÀ COOPERATIVA SOCIALE
- ACCENTURE SPA
- ACCOR ITALIA
- ALEPH ROME HOTEL
- ALICE PIZZA SPA
- AMAZON ITALIA LOGISTICA SRL
- AMPLIA INFRASTRUCTURES SPA
- AQUAMAN SRL
- IMPRESA EDILE ARAMINO SRL
- ARNALDO CAPRAI SOCIETÀ AGRICOLA
- ASC – SOCIETÀ LICENZIATARIA PER MCDONALD'S ITALIA
- ASSICURAZIONI GENERALI SPA
- ASSOCIAZIONE FRANCESCO REALMONTE
- ASSOCIAZIONE LACHESI APS
- ASSOCIAZIONE PICCOLO COSMO ONLUS
- ATTIVA SRL
- AUBAY ITALIA SPA
- AZIENDA AGRICOLA DI CASSANO ALESSIA
- AZIENDA AGRICOLA LA SOLDANELLA SSA
- AZIENDA AGRICOLA MARCO SCIARPA
- B2COMMERCE SRL
- BANCA IFIS
- BERBERÈ SRL
- BLUSERENA SPA UNIPERSONALE
- BOTTEGA VENETA SRL
- C&P SRL
- C.G.F. IMMOBILIARE
- C.T.E. COSTRUZIONI TECNO ELETTRICHE SPA
- CAFÈ TIMBUKTU
- CAMPESATO ECORAIN SRL
- CAPPELLETTO SRL
- CARING SOC. COOP. SOCIALE
- CASA DI RIPOSO "NONNA ELENA"
- CASCINA SABBIONE DI NICOLA PICCIONE
- CAUTO CANTIERE AUTOLIMITAZIONE
- CAVELLI COSTRUZIONI SRL
- CIBOLAB SRL
- CLEANING COMPANY DI FORLANO MICHAEL PASCAL
- CLO COOPERATIVA LAVORATORI ORTOMERCATO SCRL
- COGIEDIL SRL
- COLORIAGE
- HOTEL COMO CASTELLO DEL NERO
- COMPAGNIA TESSILE LA FENICE
- COOP LIGURIA
- COOPERATIVA AUTOTRASPORTI N.C.V. SOC. COOP. A RL
- COOPERATIVA SOCIALE P.G. FRASSATI DI P.L. SCS ETS
- COOPERATIVA SOCIALE QUID
- COSEDIL SPA
- COSIMETTI IMPRESA SOCIALE SRL
- COSMINT SPA
- CS COSTRUZIONI SRL
- D.A.S SOCIETÀ COOPERATIVA
- DECATHLON ITALIA
- DIGITAL VALUE CYBER SECURITY
- DOMINA
- E&C FOODS SRL
- EATALY SPA
- ECOLOGIA INTEGRATA SOC. COOPERATIVA A RL
- EDILART DI CRISTIANO RAFFAELE
- EMME 4 SAS
- EMTRANSIT SRL
- ENEL SPA
- EREDI DI GAETANO IEMMA SOCIETÀ SEMPLICE AGRICOLA
- ESI SPA
- ETIADESIV SRL
- EUROPRINT SNC
- EURORISTORO SRL
- EXPERIS
- EY
- FACCHETTI COSTRUZIONI SPA
- FAMILY CARE SRL - AGENZIA PER IL LAVORO
- FENDI SRL
- FERCAM ECHO LABS SRL IMPRESA SOCIALE

- FERRAMENTA ILLESI SRL
- FIEGE ECOMMERCE LOGISTICS SRL
- FIEGE LOGISTICS SERVICES SRL
- FONDAZIONE EMMANUEL - DON FRANCESCO TARANTINI PER LE MIGRAZIONI E IL SUD DEL MONDO
- FORNO MAURIZI SRLS
- FRANZONI COSTRUZIONI SRL
- FREUDENBERG SEALING TECHNOLOGIES SAS DI EXTERNA ITALIA SRLU
- G.F. COSTRUZIONI SRL
- GARDENIA SOCIETA COOPERATIVA SOCIALE ARL
- GESTITUR SRL
- HOTEL HILTON MOLINO STUCKY VENICE
- GIANNETTI LOGISTIC SYSTEM SRL
- GO SRL
- GO UP MONTAGGI SRL
- GRIA EMPORIO SRL
- GRUPPO NEGOZI SRL
- GRUPPO SCAI
- GUCCI
- H2C GESTIONI SRL
- HABARI WE DORM
- HI-LEX ITALY SPA
- HILTON ITALIANA SRL
- HITACHI RAIL
- HILTON ROME EUR LA LAMA - HILTON ROME AIRPORT
- IES SRL
- IKEA ITALIA RETAIL SRL
- IL BRONZETTO SRL
- IL PUNGIGLIONE SOC. COOP. IMPRESA SOCIALE
- IMBAL CARTON SOCIETÀ BENEFIT A R.L.
- IMPRESA EDILE DI CANNITO GEOMETRA FRANCESCO
- INALPI SPA
- INK OPEN SOLUTIONS
- IN'S MERCATO SPA
- INTERCOS EUROPE SPA
- IRONMAN SRL
- ISOCLEAN SRL
- ITAL COSTRUZIONI SNC DI TUFARO CARMINE E MURRO FRANCESCO & C.
- ITT ITALIA SRL
- LA DORIA SPA
- LA GINESTRA SNC DI TAGLIAVINI GIOVANNI E LAURA
- LABORATORIO MNS SRL
- LABORATORIO PLASIR SNC DI LUCA SICURI E VALENTINA VILLA
- LAMECCANICASF SRL
- LANIFICIO CANGIOLI 1859 SPA
- LATERLITE SPA
- LAVOROPIÙ SPA AGENZIA PER IL LAVORO
- LE VERONIQUE SRL
- LENTINI CLINICAL & PHARMA RESEARCH SRL SB
- LEROY MERLIN
- SANGINESI LIDIA
- LITO TERRAZZI SRL
- LOGICAL JOB SRL
- LOMBARDINI SRL - KOHLER ENGINES
- L'ORÉAL ITALIA
- LORENZON F.LLI SRL
- L'ORSA MAGGIORE SOCIETÀ COOPERATIVA SOCIALE
- LUIGI LAVAZZA SPA
- M GRAPHIC SERVICE SRL
- MAGMA SRL IMPRESA SOCIALE
- MAISON FLIPOT
- MAMILO SRL
- MAN TRUCK & BUS ITALIA
- MANPOWER SRL
- MARADEIBOSCHI
- MARE FOOD LAB SRL
- MARIANI SRL
- MARIGLIANO SERVICE SRL
- MATOS SRL
- MEDI APPALTI SRL
- MIGECA SPA
- MULTIVOLTI DI GIOVANNI ZINNA SAS IMPRESA SOCIALE
- MONDELEZ ITALIA BISCUITS PRODUCTION SPA
- MONTALGETO RISTORANTE PIZZERIA
- MONTSARRI ITALIA SRL
- MORRA PIETRO INFISSI SRL
- MUTTI SPA
- NATURALMENTE LEONFORTE - SOCIETÀ AGRICOLA SEMPLICE
- NESPRESSO ITALIANA SPA - SOCIETÀ BENEFIT
- NORAUTO ITALIA SPA
- OFF. MECC. MICHIELLI SRL
- ONE WORKS SPA
- OPENJOBMETIS SPA
- ORIENTA SPA
- ORTOGOURMET SOCIETÀ AGRICOLA SRL

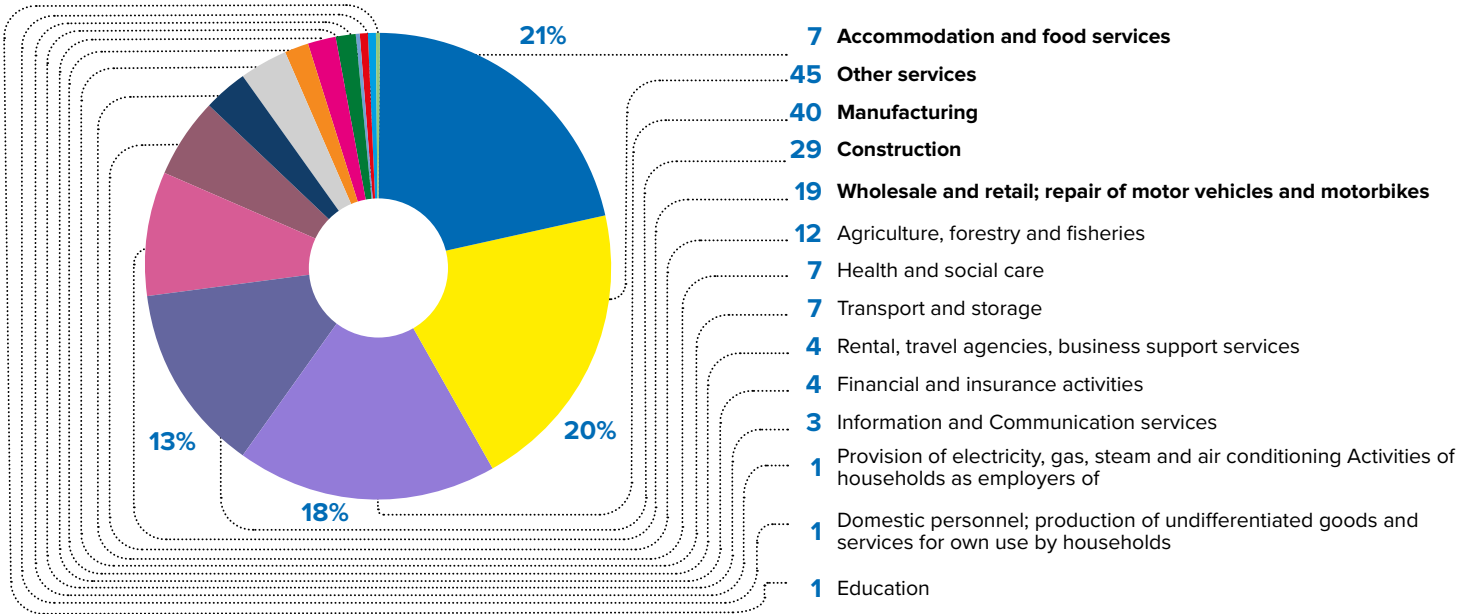


FOCUS 2023

- OVERIT SPA
- OVS SPA
- PALERMO SNC DI PALERMO FRANCESCO E C.
- PANCOT FRATELLI SRL
- PANIFICIO STELLA DI STELLA SABRINA & C. SNC
- PASSONI & DI MAURO SRL
- PASTENA DOMENICO
- PASTO NOMADE SRL SOCIETÀ BENEFIT
- PETTER FOOD
- PFIZER ITALIA SRL
- PREFABBRICATI SUD SRL
- PRIMAPAINTE SRL
- PRINCES INDUSTRIE ALIMENTARI
- PRINCIPE DI SAVOIA SRL
- PRO.GEA-S.C.
- PROGES - SOCIETÀ COOPERATIVA SOCIALE
- QUALITÀ E LOGISTICA SRL
- RANDSTAD ITALIA SPA
- RANDSTAD SERVICES SRL
- RESIN MODEL SRL
- RIELLO SPA
- RISTORANTE BELLA VISTA DI TROVÒ MARIA ELISABETTA & C. SNC
- TRATTORIA LA PRIORA DI FELICETTI MARIA
- RISTORANTINO 'N CÀ 'D BASAN DI ROBERTO BAZZANO & C SNC
- RISTOSÌ SRL
- ROCK GROUP ITALY SRL
- KIABI
- S.I.C.E SRL SOCIETÀ ITALIANA COSTRUZIONI EDILIZIE
- SACE SPA
- SATURNO SRL
- SELIP SPA
- SETA SPA
- SI PUO' FARE SCS ONLUS
- S.ITALIA SPA
- SOCIETÀ AGRICOLA FENILE S.S.
- SOCIETÀ COOPERATIVA ASILO L'ISOLA CHE NON C'È
- SODEXO ITALIA
- SOLETO SPA
- STEEL TECH SRL
- S.T.P. SRL
- SYNERGIE ITALIA AGENZIA PER IL LAVORO SPA
- TECNOPORRO DI PORRO MICHELE & CO. SAS
- TECNOSYSTEM DI SUMA GIUSEPPE OLIVI FABRIZIO & C. SNC
- TEFIN SCARL
- TESMEC RAIL SRL
- THE ADECCO GROUP
- TOBILÌ SOCIETÀ COOPERATIVA SOCIALE ARL ETS
- UMANA SPA
- VALDAN SECURITY GROUP SRL
- VANITY SRL
- VARIETÀ SOCIETÀ COOPERATIVA SOCIALE
- VASTÉ IMPRESA SOCIALE
- VERLATA SOCIETÀ COOPERATIVA SOCIALE ARL
- VICO SPA
- VIVALDI & CARDINO SPA
- WALTER TOSTO SPA
- WEP SRL
- WOLF ENTERTAINMENT SRL SEMPLIFICATA
- ZEVI GROUP SRL
- ZINCA 2 SRL

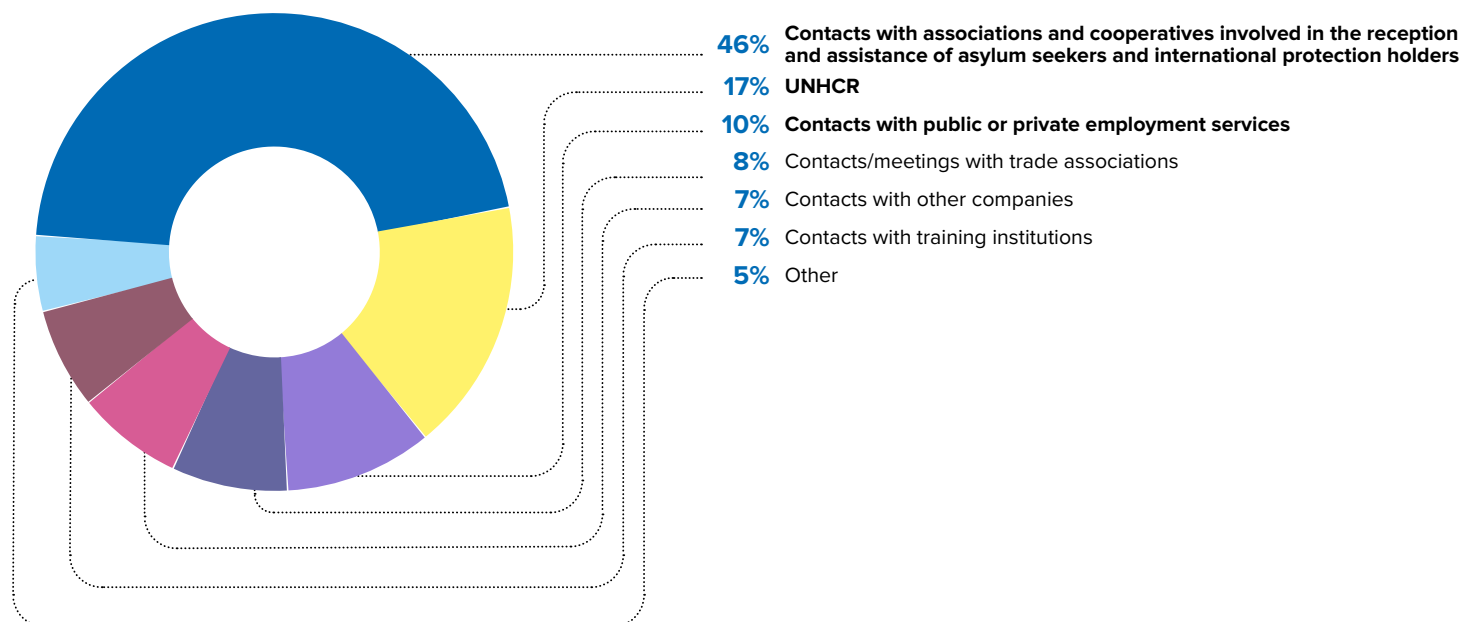
F4 – AWARDED COMPANIES BY SECTOR OF ACTIVITY

As in previous editions, it is confirmed **the heterogeneity of production industries** among awarded companies. The hotel and restaurant, services and manufacturing sectors maintain a prominent role, while the **construction sector** is showing remarkable growth, benefiting from the positive collaboration between institutions, trade associations and trade unions that came about in the context of the memorandum of understanding between the Ministry of Labour, the Ministry of the Interior, and business associations and trade unions in the construction sector.



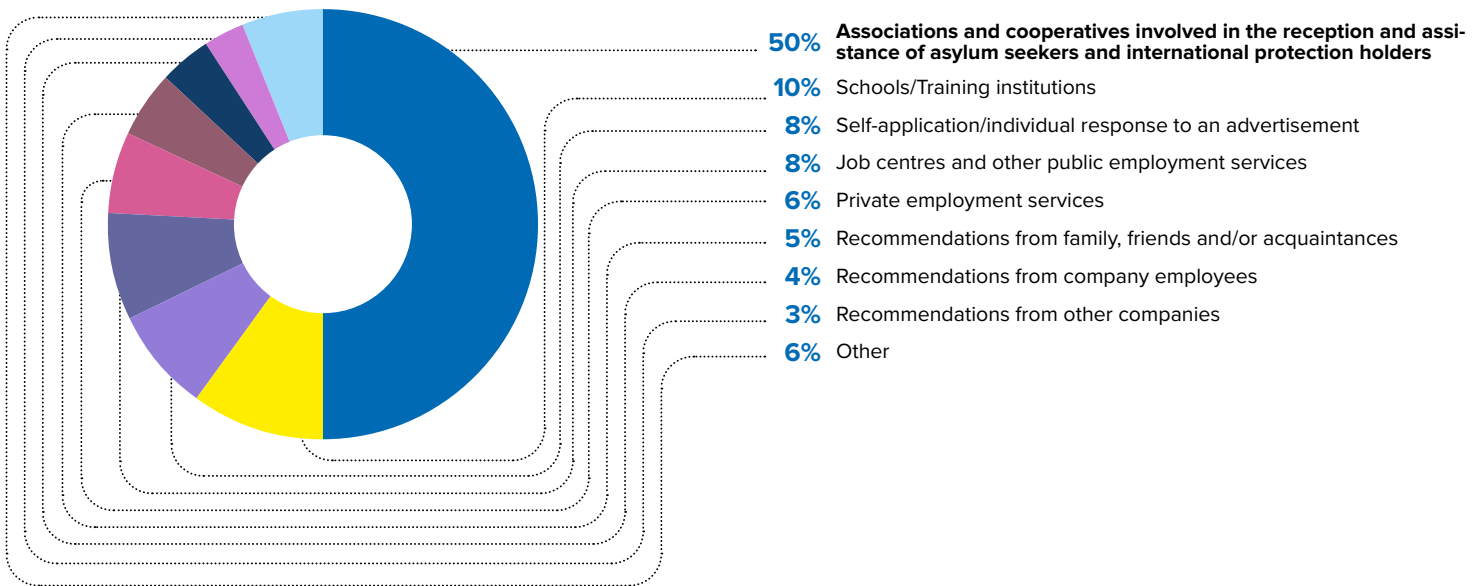
F5 – SOURCES OF INFORMATION ABOUT THE WELCOME. WORKING FOR REFUGEE INTEGRATION LOGO

Civil society organisations involved in **offering reception and assistance to people forced to flee** is once again proving crucial in disseminating the Welcome. Working for refugee integration programme with companies, encouraging their involvement in job inclusion pathways. The increasingly important role played by **employment services** should also be noted.



F6 – CHANNELS USED BY AWARDED COMPANIES TO REACH REFUGEES

Collaboration between **local organisations involved in reception** and integration and the business world continues to play a central role in the job placement of persons seeking and holding international and temporary protection. In fact, **50% of placements** in this edition originated from this interaction, while at the same time the increasing contribution of **schools and training organisations** is confirmed (from 3% in 2021 to 10% today). The increase in job placements due to **self-applications and responses to job advertisements** is significant, a factor that also outlines the programme's improved ability to reach refugees showing greater autonomy in entering the labour market, which will be further enhanced by the launch of the **Welcome-in-one-click** platform.

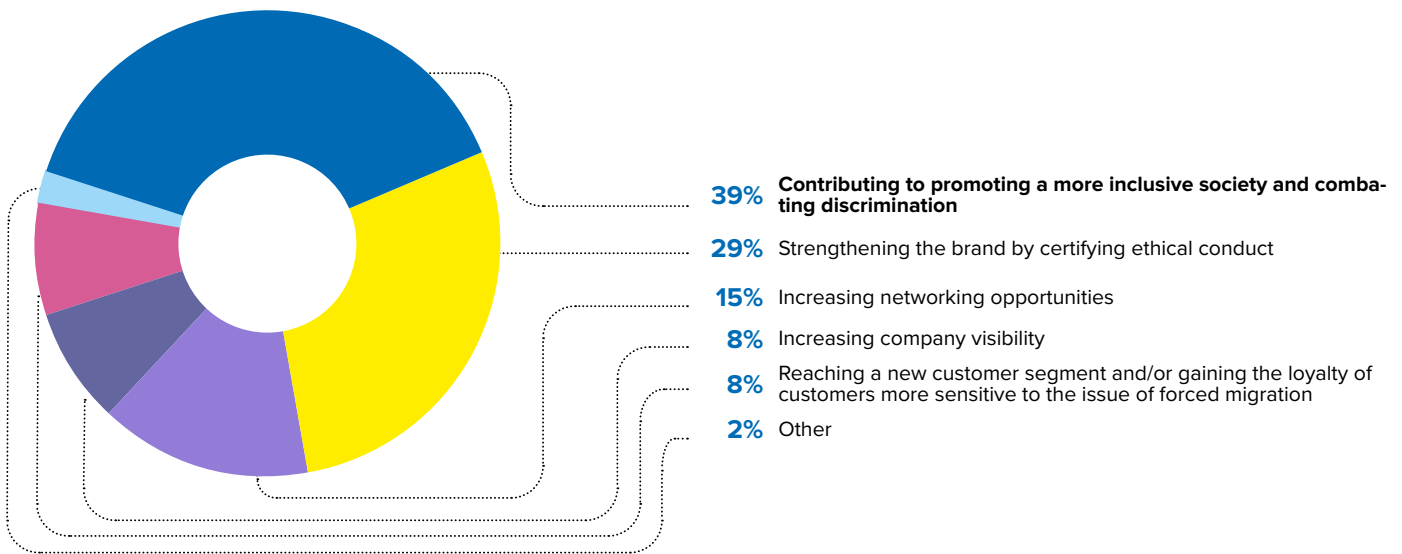




1.2. THE FOCUS OF COMPANIES ON THEIR SOCIAL IMPACT

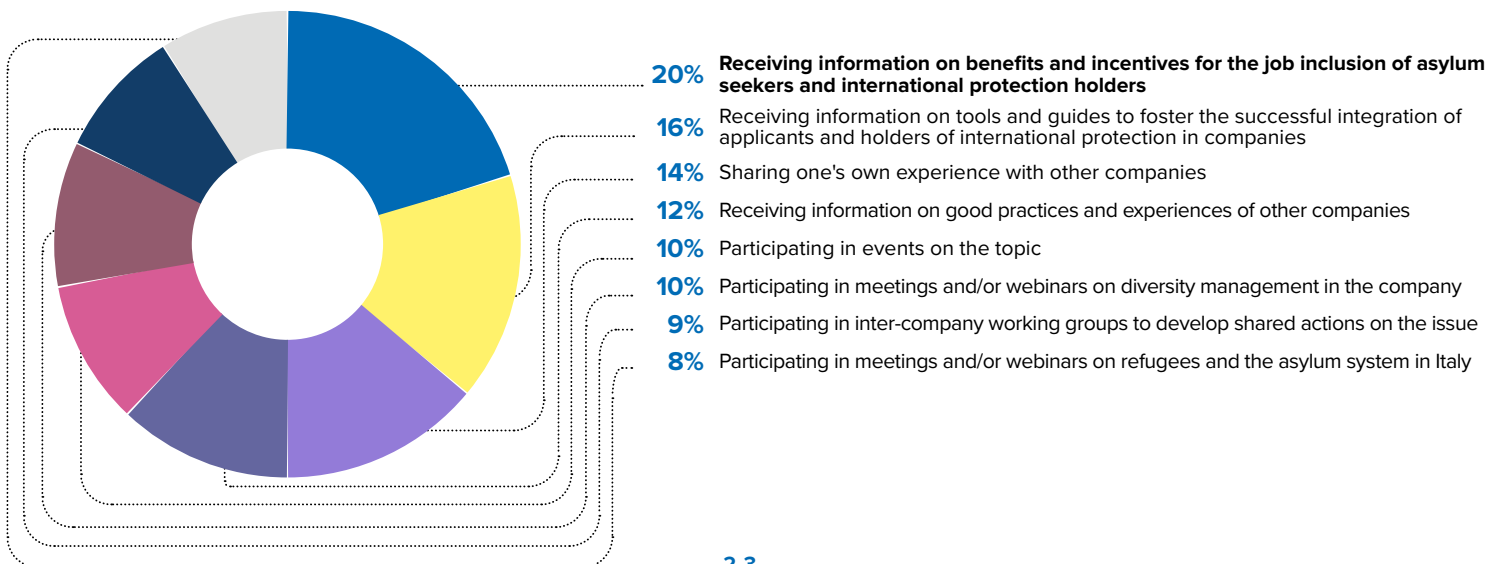
F8 – REASONS FOR SUBMITTING THE APPLICATION FOR THE WELCOME. WORKING FOR REFUGEE INTEGRATION LOGO

Examining the reasons that led companies to apply for the Welcome. *Working for refugee integration* logo in 2023, there is an even stronger desire to contributing in **making the communities in which they work more inclusive and combating discrimination**, rising from 31% the previous year to 39%. Secondly, the intention to strengthen one's brand by demonstrating ethical conduct continues to grow.



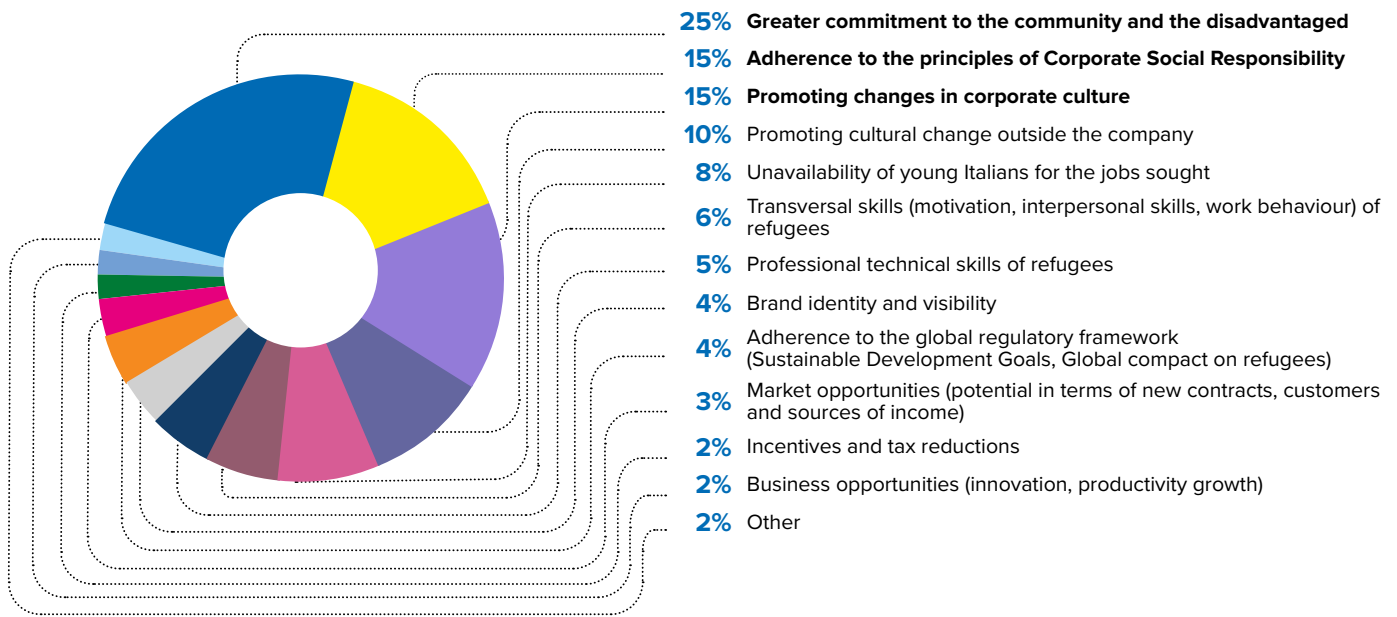
F9 – COMPANIES' INTEREST IN RELATION TO THEIR EXPERIENCE WITH ASYLUM SEEKERS AND BENEFICIARIES OF INTERNATIONAL PROTECTION

As in previous editions, participating companies expressed their willingness to receive **information on benefits and incentives** for the employment of persons seeking asylum and holding international protection. In addition, companies state they wish to have access to **tools and guides** that support them in implementing successful inclusion pathways. Finally, a great deal of attention is paid to **sharing mutual experiences of inclusion and good practices** adopted, thus underlining the adherence to the spirit of the *Welcome* programme and the *quid pluris* of the network.



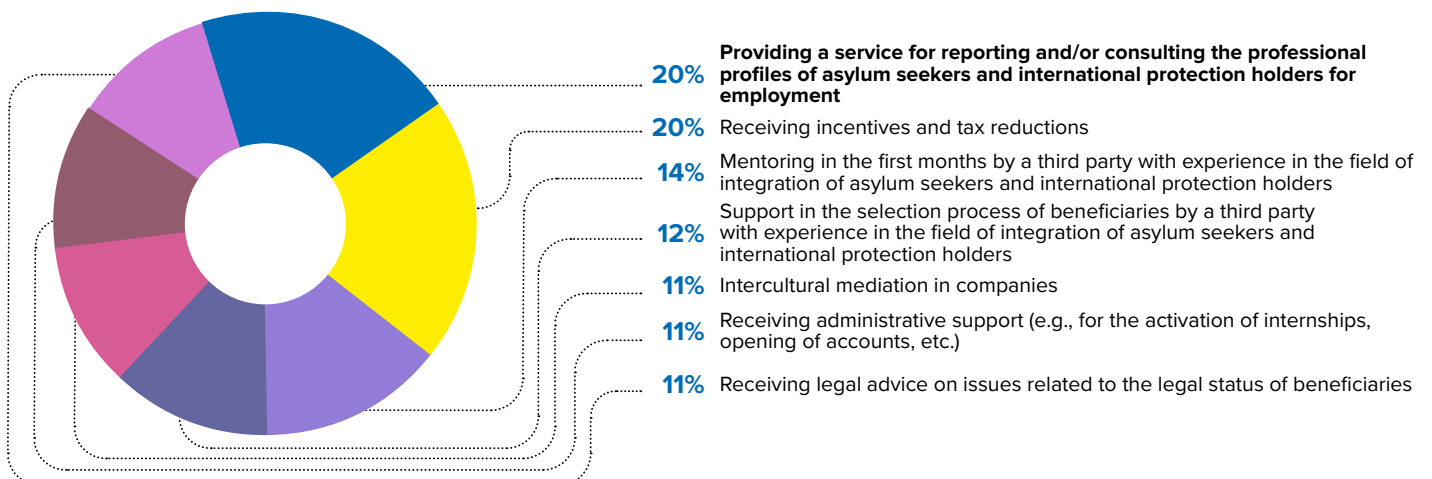
F10 – FACTORS ENCOURAGING COMPANIES TO HIRE REFUGEES

Among the reasons for activating inclusion pathways for people forced to flee, one in four companies refers to their intention to **devote more effort to the most vulnerable communities and individuals**. This is followed by the desire to promote **changes in corporate culture** and adherence to the principles of corporate social responsibility, in continuity with the previous edition. In 2023, companies confirmed their commitment to facilitating change outside the company as well, thus recognising the value of their **contribution in building a more inclusive society**. Finally, a significant proportion of companies reported the lack of availability among young Italians to cover certain profiles as the reason that pushed them to create such integration pathways, evidence to the need to **build an increasingly welcoming and inclusive labour market**.



F11 – SERVICES OF INTEREST FOR COMPANIES WISHING TO OFFER JOB INCLUSION OPPORTUNITIES

Companies confirm what was suggested in the previous edition regarding factors that would favour the employment of refugees, primarily the possibility of benefiting from **economic incentives and tax relief**. The Welcome programme has also attempted to build increasingly effective responses to the need to receive referrals and access the **pool of professional profiles** of asylum seekers and international protection holders, mainly through the **WelcomeNet** and the **Welcome- in-one-click** platform. In this edition, companies also emphasised that the existence of an external, **mentoring service** specialised on integration, that offers regular follow-ups during the first months, can be an important pull factor.

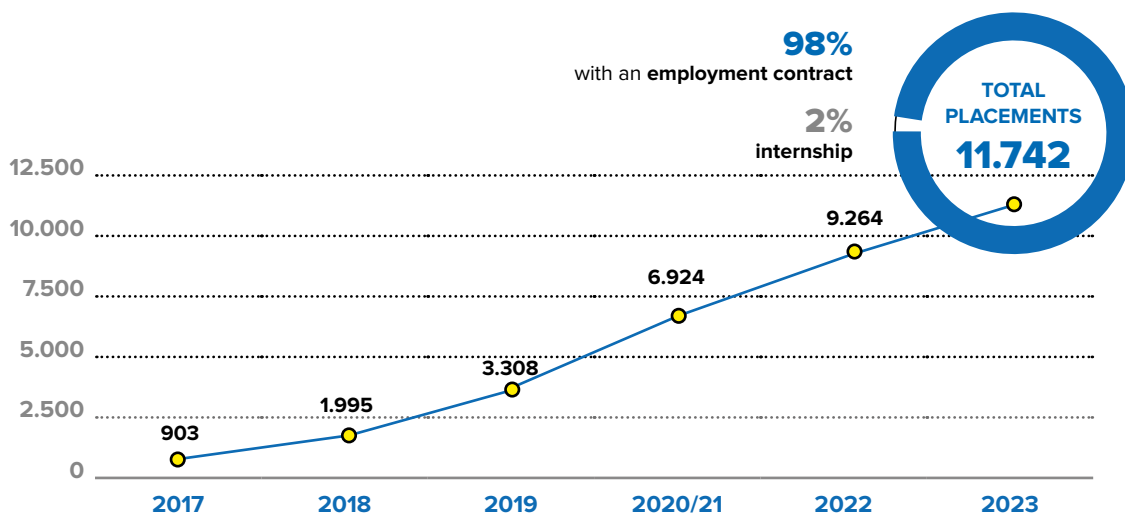




1.3 LABOUR INCLUSION INITIATIVES OFFERED BY AWARDED COMPANIES

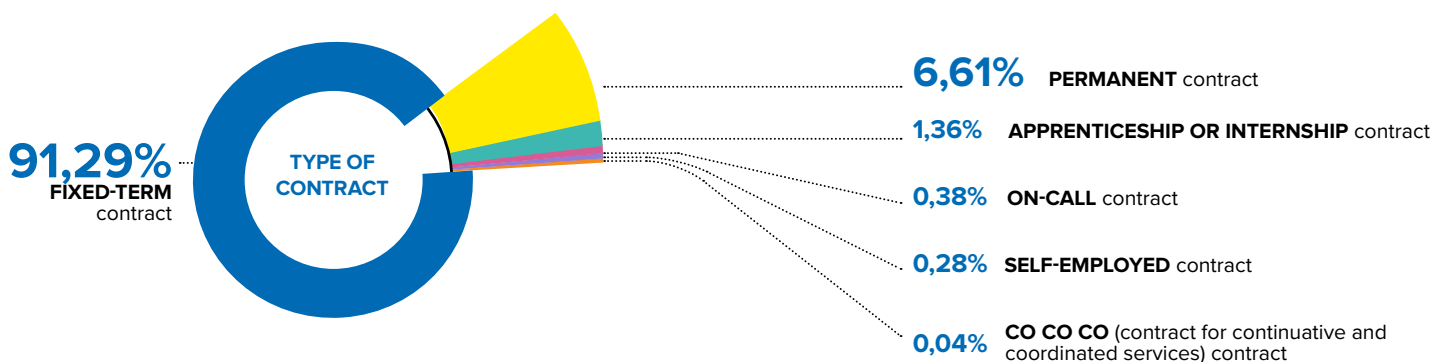
F12 – REFUGEES HIRED DURING THE SIX EDITIONS OF THE WELCOME. WORKING FOR REFUGEE INTEGRATION AWARD

Now in its **seventh year**, the *Welcome. Working for refugee integration* programme has facilitated the activation of more than **34,000 job inclusion pathways**, recognising and encouraging the role of the private sector in strengthening labour inclusion, and thus a full and effective integration into Italian society, of those forced to flee conflict, persecution and human rights violations.



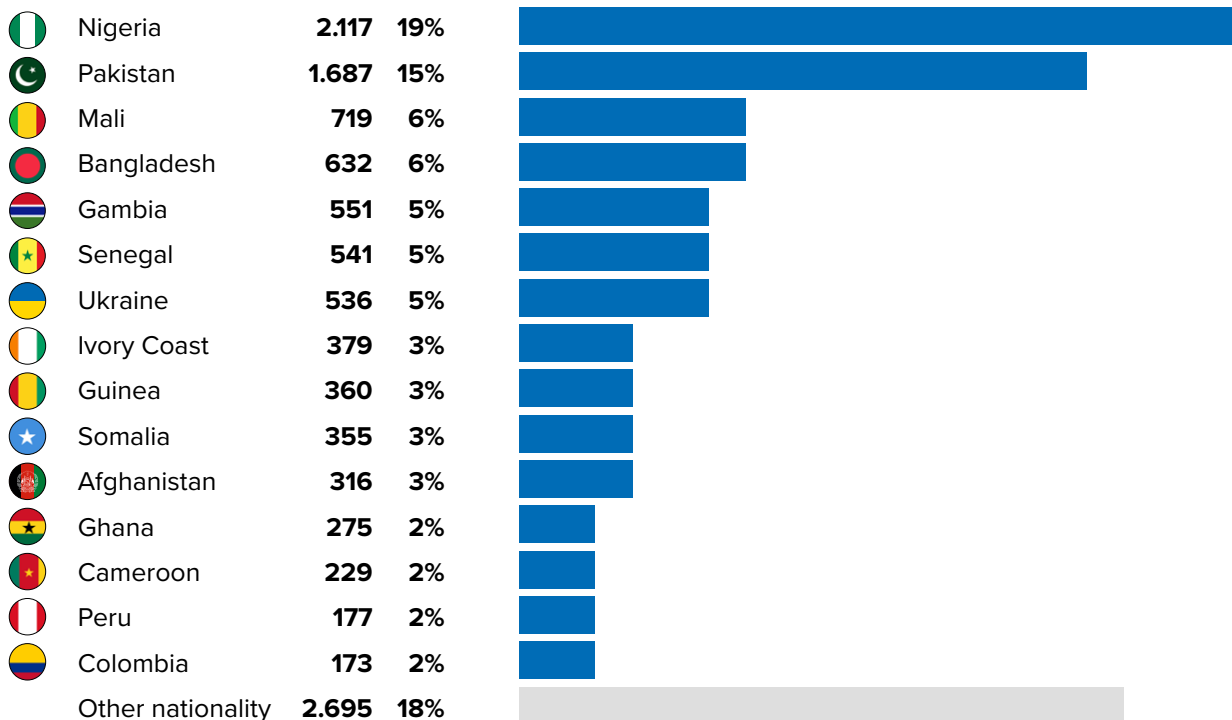
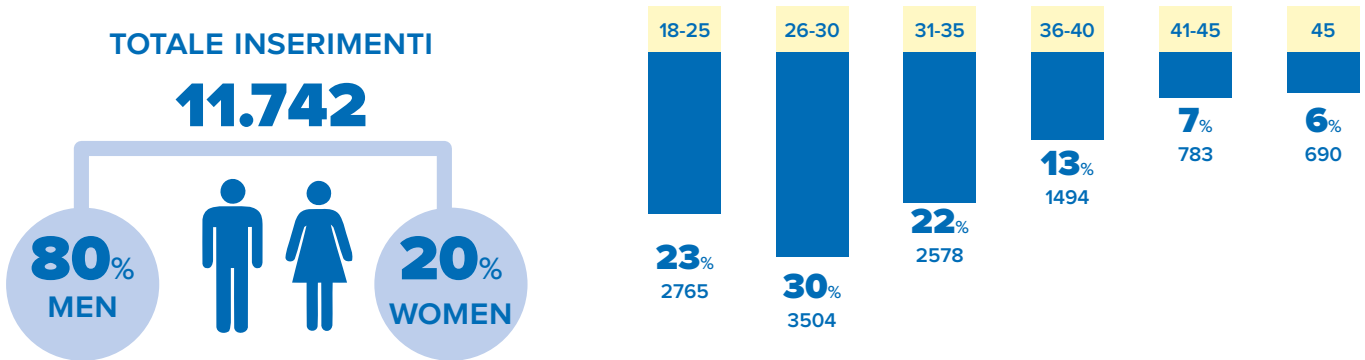
F13 – REFUGEES HIRED BY TYPE OF CONTRACT

The steady growth of the programme is confirmed in 2023. In fact, in this sixth edition of the award alone, **11,742** inclusion pathways were offered through different forms of employment or internship.



F14 – REFUGEES HIRED BY NATIONALITY, GENDER AND AGE

The profiles of people who benefited from the opportunities offered by awarded companies reflect the **diversity and variety** present in the population of asylum seekers and international protection holders in Italy. **87%** of those involved are **under 40 years of age** and **80% are men**. Although we can appreciate a steady increase in the number of women included over the course of the editions (10% in 2021, 18% in 2022 and 20% in 2023), the need to **build real gender equality** also in accessing the job market remains evident.

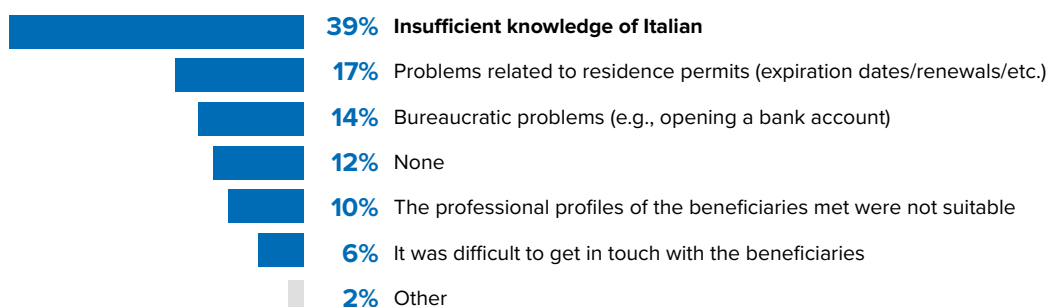




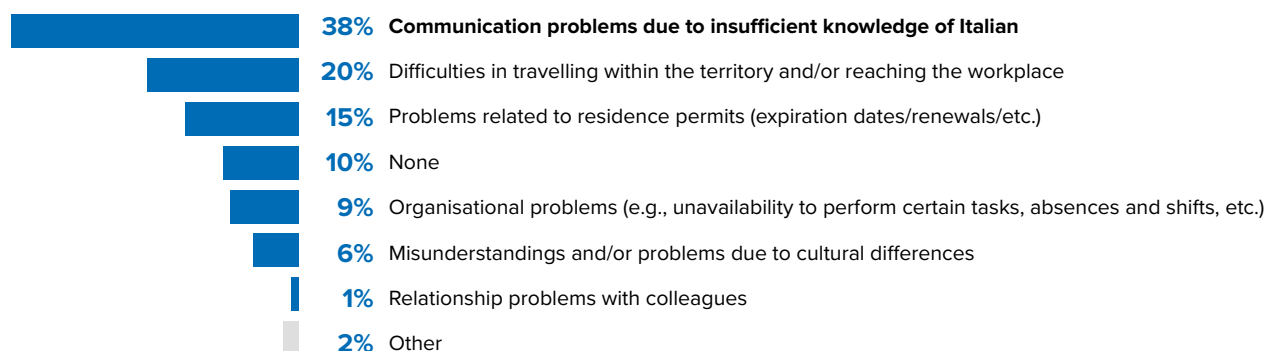
FOCUS 2023

The most critical issues in the employment of refugees are confirmed to be, by far, **limited knowledge of Italian** and **administrative and bureaucratic obstacles**, i.e. issues related to the expiry and renewal of residence permits or opening a bank account. These factors, as well as **logistical difficulties** that refugees are facing in reaching their workplace, represent the greatest challenges to improving refugees' pathways to labour inclusion. On the other hand, relationship problems with colleagues or misunderstandings related to cultural differences represent an absolutely marginal percentage of cases.

F15 –THE MAIN DIFFICULTIES FACED BY COMPANIES IN THE IDENTIFICATION OF REFUGEES AND IN THEIR HIRING PROCESS



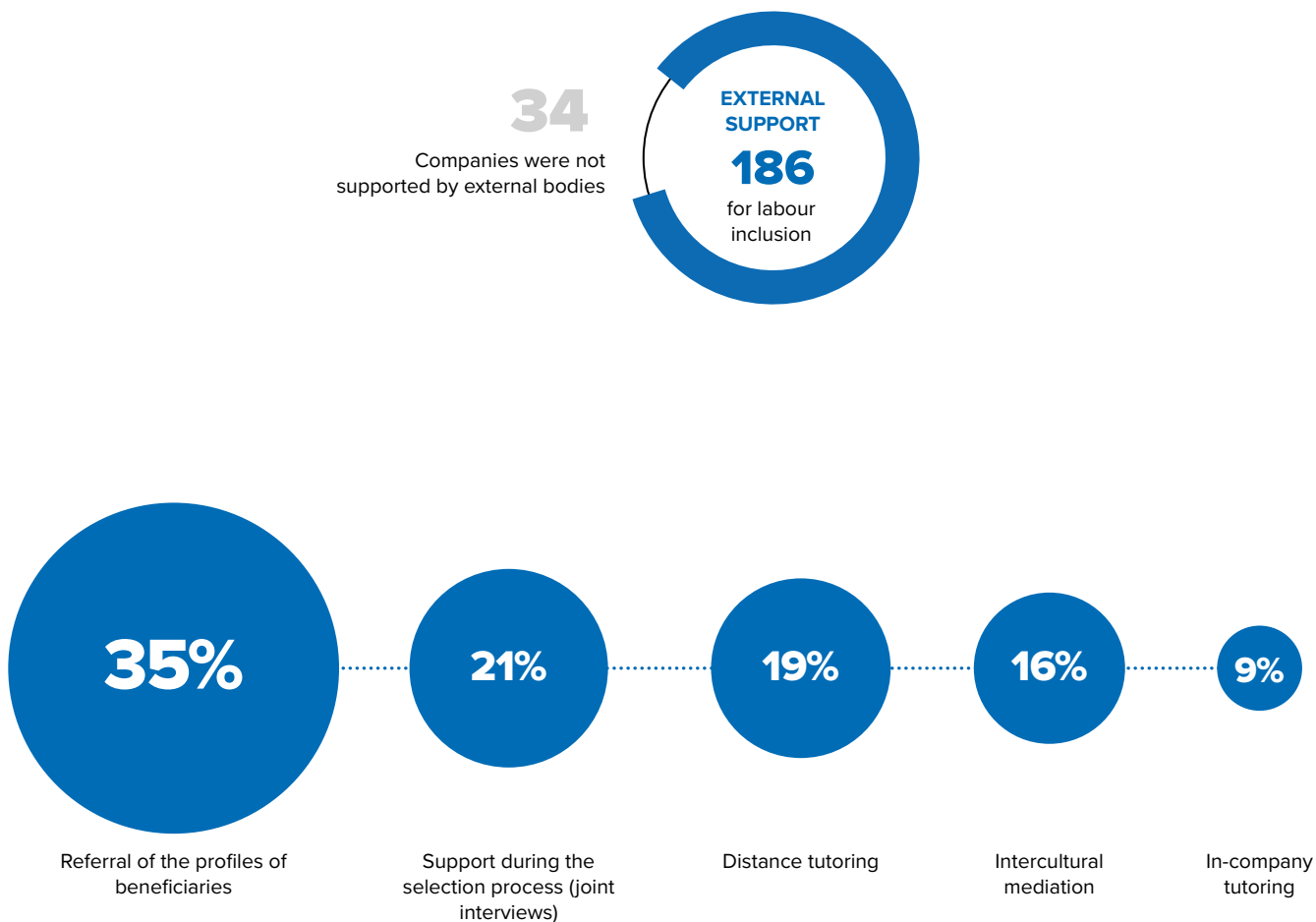
F16 –THE MAIN DIFFICULTIES ENCOUNTERED DURING THE JOB INCLUSION PROCESS





F17 – SUPPORT BY EXTERNAL ORGANISATIONS FOR IN-COMPANY MENTORING

85% of the companies used the **support of external bodies or organisations** in the job inclusion of refugees. This shows how these subjects play a **key role**, particularly in terms of **profile referral, support in the selection phase and mentoring**.



Assolavoro “Accoglienza&Lavoro” programme and the role of Employment Agencies

“In two years, 2022 and 2023, **more than 30,000 refugees in Italy have had a work contract through an agency, and more than 4,500 have been trained** thanks to the agreement between Assolavoro and trade unions.

Following the outbreak of the conflict between Russia and Ukraine, on 9 April 2022 Assolavoro and the trade unions **NIDIL CGIL, FELSA CISL and UILTEMP** signed an agreement to finance a series of actions aimed at facilitating the reception, inclusion and socio-occupational integration of beneficiaries of international protection, temporary protection and special protection. An important collaboration between Assolavoro and **UNHCR, the UN Refugee Agency**, was also established on the basis of this agreement, which led to the creation of the “**Accoglienza&Lavoro**” (“Reception&Employment”) project, set up to facilitate and promote access to the measures provided for in the Agreement.

The measures design by Assolavoro and the social partners are not merely a passive welfare policy, but an active model aimed at making refugees arriving in our country employable. In fact, the agreement has **earmarked more than EUR 45 million - the largest private allocation in Europe dedicated to this audience** - for activities aimed at skills assessment, basic Italian language and culture courses, and vocational training courses.

Through these resources, a series of additional **welfare** measures provided by the Ebitemp bilateral fund were also extended to refugees, including: a contribution for kindergarten, support for education, reimbursement of expenses for the purchase of necessity goods, for babies and for psychological assistance.

The services offered under the agreement can

be requested by holders of residence permits for international protection (refugee status and subsidiary protection), temporary protection or

special protection, or by those who have applied for one of these permits and, pending their issuance, have received an equivalent document. The training activities offered through the agreement are financed through the Forma.Temp fund called Form.Integra and created specifically for the occasion. The fund was created to facilitate the social and labour market inclusion of refugees. The proposed training courses are designed starting from the identification of training needs of the specific beneficiary, with the aim of filling any gaps related to knowledge of the Italian language and of the socio-cultural context of the Italian territory, as well as to identify any need to adapt skills to the demands of the relevant working sectors or of specific socio-economic forecast scenarios.

The benefits under the Assolavoro agreement are intended for **refugees of all nationalities**, and to date recipients from more than **70 different countries** have benefited from them, including: **Afghanistan, Bangladesh, Burkina Faso, Cameroon, Ivory Coast, Egypt, Gambia, Nigeria, Pakistan, Somalia, Tunisia and Ukraine**.

All services offered by Employment Agencies to people forced to flee who arrive in Italy are completely free of charge.

The agreement, which was signed on 9 April 2022, initially had a temporary duration until 31 October 2022, but was then extended several times and now expires on **31 December 2024**, albeit it is expected to be extended for the years to come.

Stories of inclusion from Employment Agencies

Adecco

Fatema played for the Afghanistan women's national football team until two and a half years ago, then the return of the Taliban prevented her from returning to her country while on tour. In Herat, she still has her nearest and dearest whom she no longer sees, and her flight has also prevented her from completing her studies at the Faculty of Economics.

Through the COSPE Onlus association, she landed in Florence and was supported by a wonderful solidarity network, which enabled her to learn Italian perfectly in a short time.

Fatema started with Adecco for the period February-July 2024 at the Viola Park, where she is in charge of the warehouse and logistics of Fiorentina Women, the women's team of Fiorentina Calcio. The company is very pleased with Fatema's contribution and her story is well known in Florence because she is currently also the striker of the Lebowski Sports Centre's women's team.

Fatema told us that these have been wonderful months in which she has been able to live a formative and enriching professional experience. Her life project is evolving; today she is directed towards acquiring more skills in the field of sport through specialised training such as physiotherapy school. The added value of this work experience is that it is also giving her the opportunity to build relationships in the world of sport, and support her life project. In the words of Fatema herself: "It does not matter who you are or where you come from, but who you will be and what you bring with you."



Photo © Adecco

Manpower

Uzzal was born in 2000, he is 24 years old and is a young asylum seeker from Bangladesh.

Manpower, through its Prato branch, offered Uzzal an academy, a free course for textile finishing workers, which provided him with general and specialised skills in the fashion textile sector. At the end of the course, Manpower offered him a contract as an apprentice.

Today, Uzzal has a stable contract and excellent opportunities for growth: within a few months, he signed a permanent contract with Manpower at the historic Lanificio Cangioli and says: "Thanks to this job I was able to find a house to rent and I can send money to my family - a decisive step in my new life!"

Vincenzo Cangioli, Uzzal's supervisor, appreciates Uzzal's work and enthusiasm, and says: "When customers come to the factory, they realise that it is the people to whom we pass on our knowledge and who help us on the journey of generational change that make the difference".

Manpower has long been active in these projects with its client companies: just like Uzzal in the Prato area, there are many stories of refugees who have found work and are now the talents of the organisations that have hired them.



Photo © Manpower

Orienta

Oksana, after fleeing Ukraine, found the first information about the opportunities offered by Orienta via Telegram. This allowed her to come into contact with Lesya, a compatriot, who introduced her to the Orienta agency and facilitated her participation in the "Ukrainian Project". Oksana recounts: "The project included Italian language courses for Ukrainian refugees, then vocational courses, safety courses and finally a three-month internship. After attending an intensive Italian language course, I received a certificate confirming my language level. Afterwards, Lesya invited me to Orienta for an appointment to assess my skills. Paola, Lesya and the other staff members then helped me preparing a CV and participating in professional courses. I was offered an internship as a cashier in a supermarket with a schedule that was convenient for me. In fact, I came to Italy from Ukraine with a small child because of the war. I did not know the language and my Ukrainian diploma was not accepted here. It was difficult for me to find a job that fit my schedule to combine work with caring for my child. When I started working, I was very happy to be part of a friendly team and to receive my first work contract in Italy. Now I work in the supermarket as a cashier and baker, and I am happy with my new job."



Photo ©Orienta

Randstad

Before the outbreak of the war, Anastasiia worked in Kiev as Public Relations and Event Manager. She speaks three languages: Ukrainian, English and Spanish. She had a full life and felt fulfilled. When she woke up under the bombs at 5.45 a.m. on 24 February 2022, it was a shock for her. She could not believe what was happening. Within minutes, with the few things she needed, she escaped in the general confusion and, after a few months in Israel, arrived in Italy. It is hard for her to be away from her family. "It is very difficult," says Anastasiia. "Not physically, but psychologically". But Anastasiia wanted at all costs to be well again, to find her place in the world. She inquired, she sought help. After a few months in Italy, she met Randstad and discovered the Without Borders initiative through which, after a civic language learning course and personalised counselling, she found a job as a Personal Assistant at a multinational fashion company.

"I found a job and the love of my life," says Anastasiia. "I was lucky because at Randstad I met open-minded, empathetic, kind people who look at the world without borders. It is important to always move forward and see the opportunities in all the situations that life throws at you."



Photo ©Randstad

Special Mention



In 2023, Dr Maria Grangia hired Farzad, a young dentist from Afghanistan, at her dental practice in Cantù.

"In Afghanistan I was a dentist. At first, when I arrived in Italy, and then when I started working, it was not easy, especially because of the language. I didn't know anyone, I didn't know the words to express myself, but then, slowly, things worked out", Farzad says.

"Opening up to people, in my opinion, is always good", are Dr Grangia's words. "We learned what Ramadan is, he learned what Lent is. We learned some aspects of his culture, he even invited us to dinner at his house. So a good relationship was created, not only for work, but also friendship. Without recognition of his qualifications, Farzad cannot practise as a dentist. To be able to stay in a dental environment anyway, we proposed him to be a chairside assistant." Farzad was first employed on a fixed-term contract, which was later converted into a permanent contract.

"How did we meet Farzad?" the doctor continued. "I needed a dental assistant and tried several people without finding the right one. A friend of mine asked me what role a young dentist from Afghanistan, waiting for his degree to be recognised, could play in a dentist's office in Italy. I said to myself: why not give this person a chance? This seems like a good opportunity. So I decided to accept this challenge, let's try it! And he would sometimes say to me "doctor, when can I work too?" I told him Farzad, it's not up to me, it's an insurance issue. But it seems to me that this is the best opportunity for him to learn. It's the easiest, because he already knows many aspects of the job, but now he has also learnt the terms in Italian. He is a young guy. He has a great desire to do and brings a spirit of inclusiveness to a new society. It is really easy to get along with Farzad because he is such a sunny person, very open, such a good guy." Farzad's integration was supported by Consorzio Communitas, and today he seems to have left behind many of the difficulties he experienced and is finally happy.

"I feel really good here. And I can say that I am very lucky, because I found a similar job to the one I did in Afghanistan. And I also receive a good salary. It's wonderful. I never thought I could achieve all this. Here in Italy I have gained new experience, which has given me more energy than what they took from me in Afghanistan. I didn't have that energy, I wasn't that happy, but here I am, I am happy, very happy. When I think back to the day I arrived in Italy, today I can say that I learnt a lot".

Farzad's job inclusion pathway is the result of the first labour corridor experimentation done in the EU-Passworld project.





2. The WeWelcome logo



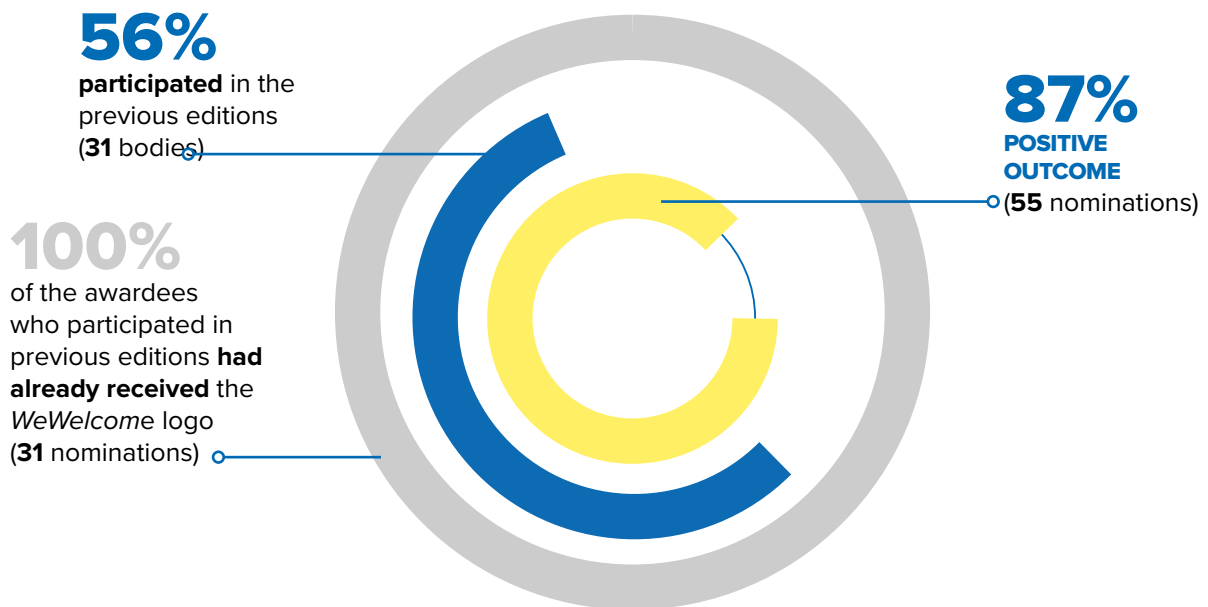
2.1 AWARDED BODIES AND ORGANISATIONS

F18 – TOTAL NUMBER OF APPLICANTS AND AWARDEES

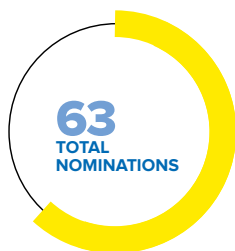
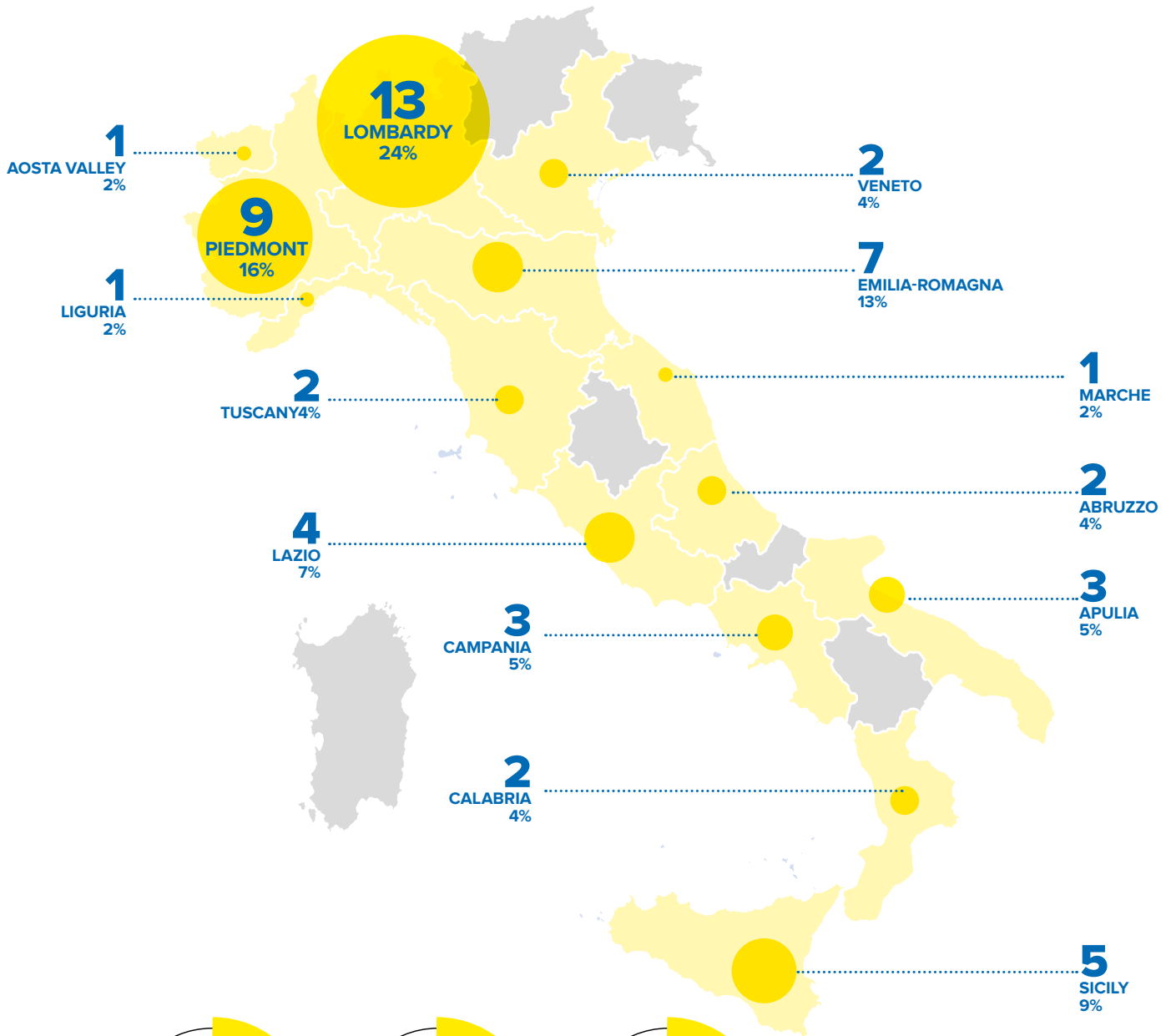
By awarding the *WeWelcome* logo, UNHCR recognises the commitment of public and private actors in fostering the labour integration of persons who have been forced to **flee**, highlighting their fundamental role in contributing to a more inclusive labour market.

In 2023, **63 bodies** and civil society **organisations** from **14 regions** participated in the programme. Out of these, **55 were awarded** the *WeWelcome* logo, having promoted labour inclusion pathways for refugees, in cooperation with companies that in turn were awarded the *Welcome* logo.

Moreover, 56% of the awardees had participated in the programme's previous editions, having in **all** cases **already won** the *WeWelcome* logo.



F19 – AWARDED BODIES AND ORGANISATIONS BY REGION





A new home in Italy thanks to the wine sector *Arnaldo Caprai*

Since 2016, the Arnaldo Caprai winery has collaborated with Caritas in Foligno to offer work to people fleeing conflict and persecution who have arrived in Italy. Initially, the company offered job opportunities to migrants interested in working in agriculture and referred by Caritas. Over the years, word of mouth strengthened this network of solidarity, and workers began to directly refer job opportunities to newcomers. In addition to ensuring a regular contract,

the company offers training courses to develop the necessary skills. At the end of seasonal work, the people involved in these pathways can apply again for the following year or find employment in other companies, also thanks to the company's referral to other employers in the area. There are many cases of workers known through this channel who now hold roles of greater responsibility in the company.

THE STORY OF CHRIS

Chris, born in 1986, made the difficult decision to leave Nigeria fearing for his life because of his political activities. This forced him to separate from his family, leaving his parents and brother in his home country. His path to a safer place to live and work led him on a risky journey that culminated in a boat crossing of the Mediterranean. He thus arrived in Italy, on the Sicilian coast in 2015. After a period in first reception centres, he was transferred to Perugia and then to Foligno, where he obtained a residence permit for subsidiary protection in 2017.

Through Caritas in Foligno, in August 2018, Chris came into contact with the Arnaldo Caprai company, where he started working in preparation for the grape harvest. After attending compulsory training courses, he tried his hand at studying the Italian language and participated in other training courses that led him to manage increasingly complex operations in the vineyard and cellar. He takes on tasks of increasing responsibility, such as those related to the pruning and defoliation of the vine, which require knowledge of the plants and the tools used, or the operations of pumping over, a practice used in the vinification of the company's red wines. Meanwhile, he first obtained the forklift truck licence

with which he specialised in moving goods, then that for operating the tractor, thus becoming one of the company's eleven tractor drivers out of a total of around 150 workers.

Today Chris rented a house in Foligno, where he lives alone. Having obtained a tractor driving licence has opened up new job opportunities for him: today, at Arnaldo Caprai, a company that manages 160 hectares of vineyards, he is able to work full-time on tillage and delicate treatment operations, using state-of-the-art agricultural machinery.

"To date, my experience with Arnaldo Caprai has been unique and fundamental. I would like to express my gratitude to the Italian authorities and citizens for allowing Italy to become my new home."



Photo ©Arnaldo Caprai

An opportunity to start again through logistics

NCV

The Cooperativa Autotrasporti Nuova Camp Veloci S.C.r.l., better known as NCV, is a long-established company from Bologna, a leader in the field of integrated logistics and its support services.

The current staff of NCV consists of around 380 members, partners and employees of 16 different nationalities who meet every day in our Cooperative and work to build a prosperous future. In recent years, NCV has been able to stand out for its focus on cooperativeness, solidarity and inclusion. It has always shown attention to the values of legality and transparency, distinguishing itself in the local area as the first cooperative to join the Metropolitan Charter of Ethical Logistics of the Metropolitan City of Bologna. Today, in all NCV locations, our members are spokespersons for change, integrating an innate focus on customer service with a strong aptitude for

social and multi-ethnic relations. For over 40 years we have been welcoming groups of all nationalities, ethnicities and religious beliefs. New profiles are trained by on-the-job trainers, preferably compatriots, who help them through linguistic and cultural mediation. Growth is constantly monitored and, in full compliance with the rules of the relevant National Collective Labour Agreement, the Human Resources, Safety and Operations divisions meet periodically to decide on professional development pathways. NCV also actively collaborates with local organisations and institutions to enable access programmes for those who want a new opportunity: Comunità di Sant'Egidio, Opera dei Frati Minori Antoniano, Insieme per il Lavoro, Città Metropolitana, Comune and Regione Emilia-Romagna.

THE STORY OF TARIQ

Tariq was born in Pakistan in 1984. He was forced to flee his country and arrived in Italy in 2017, first on the coast of Apulia and then in Rome. After obtaining a residence permit for subsidiary protection, he met our member Ahmed thanks to a compatriot living in Brescia, who referred him to the NCV Cooperative. After arriving in Bologna, Tariq came directly to our premises and had his first interview there. He was shy and knew little Italian, but he was entrusted to the care of other Pakistani colleagues who helped him integrate into our environment. After an initial period spent at our headquarters, given his excellent skills, he was sent as a warehouse operator to our customers within the Bologna airport grounds, where he demonstrated a great sense of responsibility and fairness. Today, after more than a year with our company, Tariq wishes to rebuild his life. He plays cricket with other boys of different ethnicities living in Bologna and in his remaining free time he takes long walks in Talon Park, a place he particularly loves because of its peacefulness and well-kept gardens. His dream is

to see his family again, unable to reach him for economic reasons, but with whom he's always in touch through videocalls. He also wishes to be able to afford living in a house on his own, although the housing emergency in Bologna makes this transition particularly complex. He currently shares an apartment with four other compatriots, but aspires to rebuild his life here in Italy. Tariq is among the profiles identified by NCV in professional development processes. He switched from a part-time to a full-time contract and entered forklift training. He has won over his colleagues and is trying to overcome his shyness and fear of others. The integration process of people who, like him, have survived violence and human rights violations are longer and more complex, but not impossible.



Photo © NCV

From Afghanistan to Bronte for a story of female integration *Iride Società Cooperativa Sociale* *The WelcomeNet network in Sicily*

The main mission of Iride Soc. Coop. is to support others, especially vulnerable groups, by facilitating their inclusion in the economic, social and working environment of our country. Since 2013, it has been managing the SAI reception centres for asylum seekers and beneficiaries of international protection in Sicily and Calabria; since 2016, it has also been operating within the National Resettlement Project. The presence of a multidisciplinary team and the involvement of the local community in supporting the integration of each beneficiary are the main tools used to strengthen the empowerment of each person, who receives a customised response to their needs through the drafting of ad hoc pathways in which they are active subjects.

As part of this activity, the collaboration with the company Vanity Confezioni was established in 2013 from passion and experience in the field of tailoring and fashion. The company produces high quality garments for major fashion brands, and specialises in double-face manufacturing. The textile company has around 30 employees. Since the birth of SAI in the Bronte area, the company has always been inclined to inclusion, in fact a concrete partnership characterised by a great willingness to offer training courses for project beneficiaries began immediately.

THE STORY OF KHADIJA

Khadija is a 56-year-old Afghan woman and mother of seven children, who arrived in Italy in August 2021. Since joining the project, she has always shown a strong fighting spirit and dedication to her family. During her life in her home country, due to the premature death of her mother and the restrictions imposed by her father, she had no opportunity to receive any kind of education. After getting married, she moved to her husband's town, devoting herself entirely to looking after the house and children. She always wanted an education for her sons and daughters and that is why she supported them in university courses suited to their abilities. In addition to education, she always encouraged her children to pursue and achieve their dreams and ambitions, despite the limitations of their home environment. There were many difficulties encountered during her life in Afghanistan, but these did not prevent her from affirming her courage. With Afghanistan once again in the hands of the Taliban, Khadija managed to escape together with her six children, with the help of the Italian and American armies. She arrived in Italy with her family, and was welcomed first at a CAS (Centro di Accoglienza Straordinaria, Special Reception Centre) in the Apulia region and later at the SAI Project in Bronte. Right from the start, she showed a strong inclination towards both social and territorial integration, immediately expressing a desire to learn Italian. Her determination and perseverance allowed her to achieve, in a short time, a knowledge of Italian sufficient to be understood and succeed in an internship at the textile company Vanity Confezioni.



Khadija immediately learnt the main techniques of sewing and garment making: after being assisted for a few weeks by the company tutor, she began to work independently, steadily honing her technical skills. Her desire for a fresh start and a better life allowed her to distinguish herself in the work environment, securing her the opportunity of a work contract at the end of her internship. In the words of the company spokesperson: "Khadija is a real asset, not only for the great professional she is, but above all for her human and courageous soul. Knowing her story made us reflect on how tragic life can sometimes be and that we must never take for granted what we are lucky enough to experience every day. Khadija, a single woman and mother, reminded us all that even in difficulties and tragedies we must always retain humanity and the will to go on."

List of the awarded bodies and organisations



- AFOL METROPOLITANA
- AGORÀ SOCIETÀ COOPERATIVA SOCIALE
- ANCE BRESCIA
- ANCE CATANIA
- ARCA DI NOÈ SOCIETÀ COOPERATIVA SOCIALE
- ARCI SOLIDARIETÀ VITERBO SRL
IMPRESA SOCIALE
- ARCI TOSCANA
- CONSORZIO COMMUNITAS
- CAMBALACHE ASSOCIAZIONE
DI PROMOZIONE SOCIALE
- FONDAZIONE ETIPUBLICA ENTE
FILANTROPICO ETS
- ASSOCIAZIONE DIAKONIA ONLUS
- ASSOCIAZIONE DON BOSCO 2000
IMPRESA SOCIALE
- ASSOCIAZIONE GEOS ONLUS
- ASSOCIAZIONE IL MONDO NELLA CITTÀ ONLUS
- ASSOCIAZIONE NEXT APS
- C.I.D.A.S. COOPERATIVA SOCIALE ARL
IMPRESA SOCIALE
- CELAV - CENTRO DI MEDIAZIONE AL LAVORO
DEL COMUNE DI MILANO
- CIAC
- CIES ONLUS
- COMMISSIONE SINODALE PER LA DIACONIA ETS
CONSORZIO SOCIETÀ COOPERATIVA SOCIALE
SCS
- COMUNE DI ADELFA
- CONSORZIO MESTIERI PUGLIA SCS
- COOP21 COOPERATIVA SOCIALE
- COOPERATIVA ANIMAZIONE VALDOCCO
IMPRESA SOCIALE ONLUS
- COOPERATIVA BABEL SCS - ONLUS
- COOPERATIVA SOCIALE "CRESCEREINSIEME"
SCS ONLUS
- COOPERATIVA LOTTA CONTRO
L'EMARGINAZIONE ONLUS
- CROCE ROSSA ITALIANA COMITATO DI MILANO
- DEDALUS COOPERATIVA SOCIALE
- DIALOGOS SOCIETÀ COOPERATIVA SOCIALE
- ESEB ENTE SISTEMA EDILIZIA BRESCIA
- ETNIE APS ETS
- EUROCOOP SERVIZI COOPERATIVA SOCIALE
- FONDAZIONE CARITAS DELL'ARCIDIOCESI
PESCARA-PENNE ONLUS
- FONDAZIONE HUMAN AGE INSTITUTE
- IFOA
- IBLEA SERVIZI TERRITORIALI SOC. COOP.
SOCIALE
- IRIDE COOPERATIVA SOCIALE
- COOPERATIVA SOCIALE LE SOLEIL
- LESS IMPRESA SOCIALE ONLUS
- MESTIERI LOMBARDIA
- MESTIERI LOMBARDIA CONSORZIO DI
COOPERATIVE SOCIALI SCS ARL
- ON THE ROAD SOCIETÀ COOPERATIVA SOCIALE
- PASSWORK ONLUS
- PERCORSI CONSORZIO DI COOPERATIVE
SOCIALI SOCIETÀ COOPERATIVA SOCIALE
- PROGETTO TENDA SCS
- PROGRAMMA INTEGRA
- RANDSTAD HR SOLUTIONS
- SISTECH
- SISTEDIL - SISTEMA EDILE PER LA FORMAZIONE
E LA SICUREZZA DELLA PROVINCIA DI
ALESSANDRIA
- LE NOVE LUNE SOC COOP SOCIALE ONLUS ETS
- SOLETERRE - STRATEGIE DI PACE ONLUS
- UNION SOCIAL COOPERATIVES - COOPERATIVA
SOCIALE
- WORK WIDE WOMEN

The *Welcome-in-one-click* platform



2023 was an important year for the Welcome programme, not only because of the results achieved during its sixth edition and well represented by the data in this report, but also because of the launch of the *Welcome-in-one-click* platform, thanks to which, in the coming years, we will strengthen our commitment to the integration of people forced to flee.

The *Welcome-in-one-click* platform, created by UNHCR in partnership with Fondazione Adecco, replicates and reinforces the working methodology developed over the past six years in the context of the *Welcome* Programme and based on a multistakeholder approach, re-proposing online the same model of dialogue and cooperation between companies, refugees and civil society organisations. In order to enhance this approach, the platform allows not only companies and refugees, but also associations in the *WelcomeNet* network to register. Through *Welcome-in-one-click*, companies have the opportunity to collaborate with UNHCR and *WelcomeNet* member organisations in building labour inclusion projects. Companies have two main options to use the platform: either independently, by registering and publishing job offers, or they can choose to start a social co-designing project in cooperation with UNHCR and the *WelcomeNet* network. Once a job offer is published and applications are received, the company can view the candidates' profiles and, if interested, contact them.

Refugees, once they have created their profile, will be able to search for job offers in line with their skills and aspirations and submit their application.

In addition, they can look for free vocational training and language courses to strengthen their employability level. Finally, they will be able to create a relationship with the *WelcomeNet* associations so that they can receive specific support in their journey towards job inclusion.

Associations that want to use the platform to support refugees' labour inclusion can apply to join the *WelcomeNet* network. Those who are already members, on the other hand, will be able to create their own profile on the platform, start supporting refugees in their job search, and work on corporate partnerships with companies that request it.

In just a few weeks, several dozen companies and organisations have already registered and several hundred refugees have built their profiles on the platform, starting to submit their applications for job offers posted by companies.

Although still "very young", the platform is confirming its initial expectations, representing a fundamental resource in facilitating the labour inclusion of those forced to flee for its users.

The *Welcome-in-one-click* platform is hosted on the website welcomeclick.unhcr.it.

For further information, please write to welcomeclick@unhcr.org.

Finally, there are some video tutorials for refugees, companies and organisations participating in the *WelcomeNet* that explain in detail how to register, create one's profile within the platform and related features.



2.2 REASONS TO APPLY FOR THE WEWELCOME LOGO

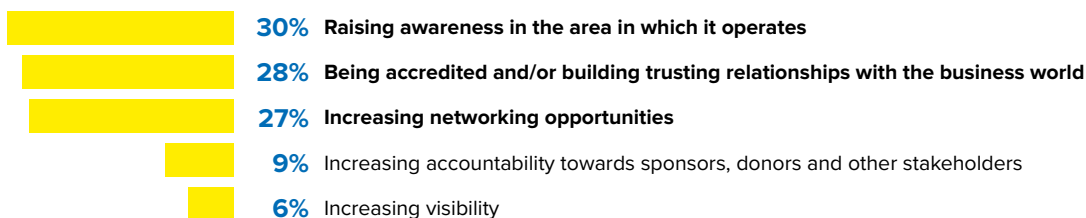
F20 – CHANNELS THROUGH WHICH CANDIDATES LEARNED ABOUT THE PROJECT

The call for the *WeWelcome* logo is promoted **nationwide**. Candidates became aware of this opportunity mainly through public or dedicated meetings organised by UNHCR, as well as through dissemination by the SAI Central Service.



F21 – REASONS WHY AWARDEES APPLIED FOR THE WEWELCOME LOGO

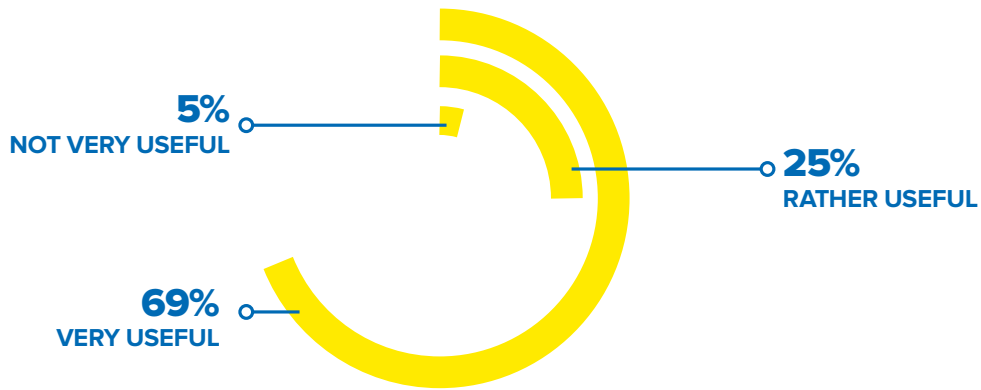
The main reasons for organisations and bodies to apply for the *WeWelcome* logo are the desire to raise awareness in their local area, but also the networking opportunities offered by the participation in the programme, especially in terms of building positive and valuable relationships with the business world.





**F22 – TO WHAT EXTENT DO YOU CONSIDER THE WELCOME.
WORKING FOR REFUGEE INTEGRATION LOGO A USEFUL TOOL
TO ENCOURAGE COMPANIES TO EMPLOY REFUGEES?**

The vast majority of the organisations that have promoted job inclusion pathways together with companies and have received the award believe that the logo *Welcome. Working for refugee integration* is a **very valuable tool to encourage companies** to hire refugees.

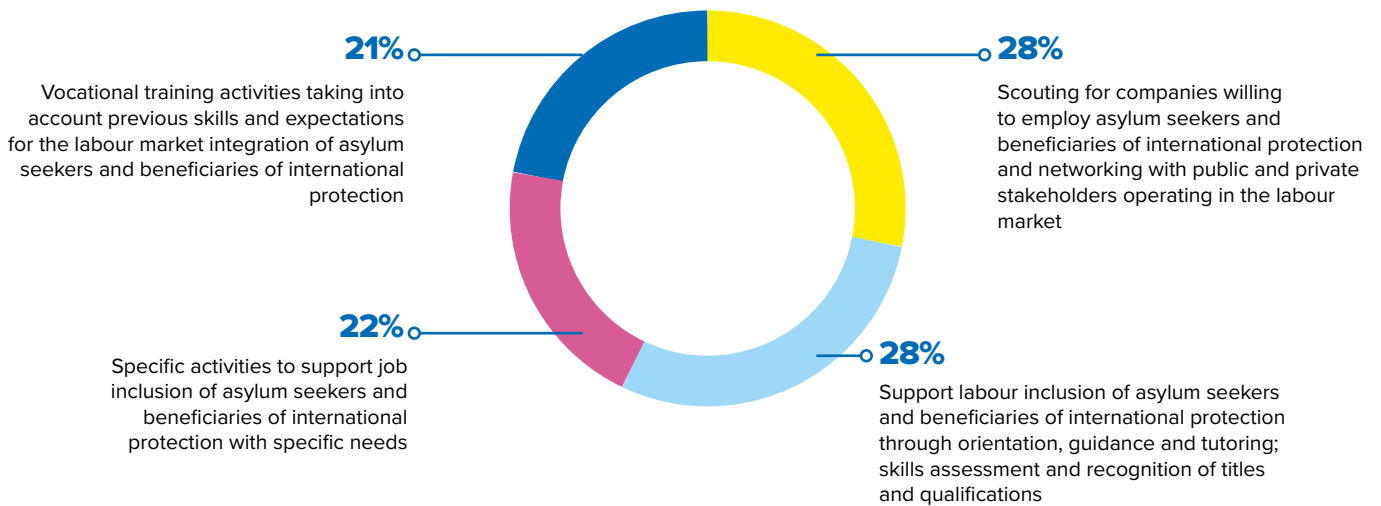




2.3 INCLUSION INITIATIVES PROMOTED BY THE WEWELCOME LOGO AWARDEES

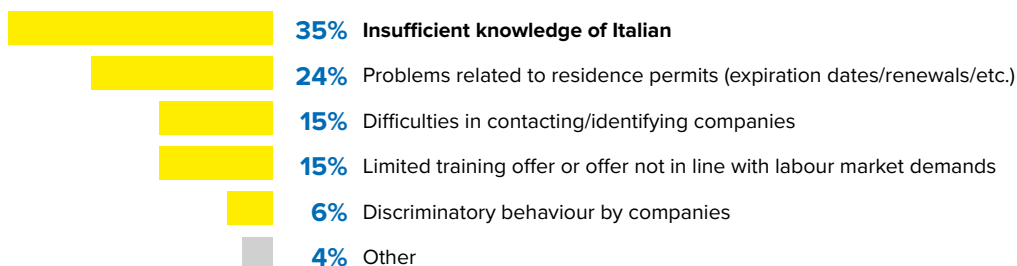
F23 – ACTIVITIES TO FACILITATE THE LABOUR INCLUSION OF ASYLUM SEEKERS AND BENEFICIARIES OF INTERNATIONAL PROTECTION

Those awarded with the WeWelcome logo in 2023 contributed to create labour inclusion opportunities mainly through **company scouting, orientation, guidance, tutoring and vocational training activities**. These initiatives, geared towards enhancing the qualifications, skills and previous competences of people forced to leave their country, show the crucial role that *WeWelcome* organisations play in fostering integration



F24 – DIFFICULTIES IN IDENTIFYING AND SELECTING ASYLUM SEEKERS AND BENEFICIARIES OF INTERNATIONAL PROTECTION

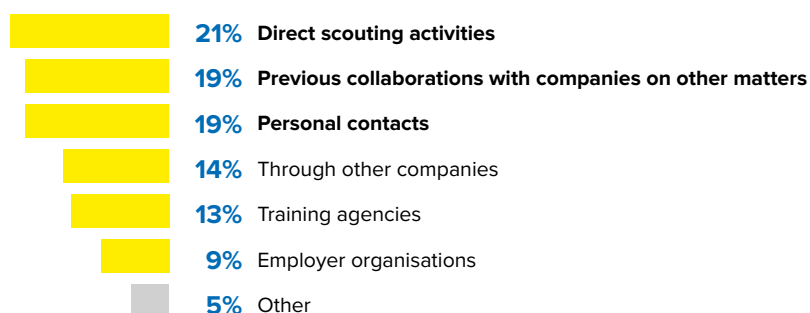
WeWelcome awardees confirm poor knowledge of Italian, and problems related to the issuance and renewal of residence permits, as the main obstacles to accessing the labour market for people forced to flee.





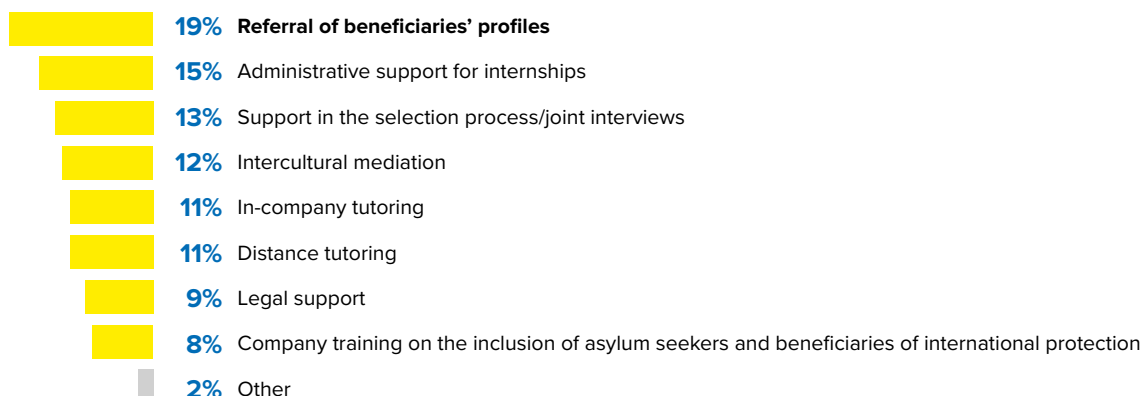
F25 – DIVERSIFIED STRATEGIES USED BY WEWELCOME AWARDEES TO REACH COMPANIES

WeWelcome awardees used different channels to get in touch with companies and build job inclusion pathways. **The use of direct scouting activities** stands out, followed by the benefit of **previous collaborations** and the value of **personal contacts**.



F26 – SUPPORT PROVIDED TO COMPANIES

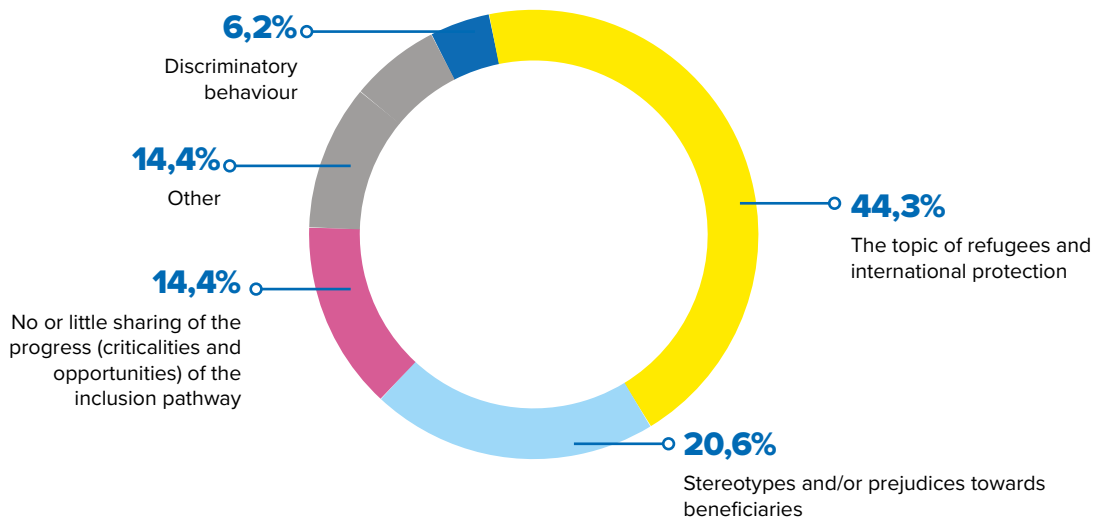
WeWelcome awardees provided companies with concrete support through their specific expertise and the network of human capital at their disposal. In particular, they fostered job inclusion pathways by **referring profiles** of potential candidates, providing administrative support for internships and actively participating in candidate **interviews**. In addition, WeWelcome awardees followed and supported beneficiaries even after these initial phases, through **in-company or distance mentoring** and **intercultural mediation** activities.





F27 – CHALLENGES IN THE RELATIONSHIP WITH COMPANIES

Through their collaboration and contact with companies, *WeWelcome* awardees were able to identify some of the challenges in the labour inclusion process of people forced to flee conflict, persecution and serious human rights violations. There continues to be a **lack of correct and adequate information** on issues relating to international protection and refugees, followed, not surprisingly, by the **stereotypes** and **prejudices** still present towards them.



F28 – INTERESTS OF WEWELCOME AWARDEES

Among the areas of interest of *WeWelcome* awardees, the desire to receive information on **benefits and economic incentives** to facilitate labour integration emerged, as well as a greater knowledge of **tools and guides** developed to support these paths. Organisations also state that they are interested in **participating in trainings and webinars** on the topic of labour inclusion, and also mention the opportunity of sharing information on **good practices and positive experiences** by other subjects, further evidence of the added value of being part of the network created by the *Welcome* programme.



