



FROM CRISIS MANAGEMENT TO EVERYDAY PRACTICE

Lessons from the integration of refugees for future labour market and social policies

Brussels – 6 November 2017

European Economic and Social Committee – Rue Belliard 99-101 – 1040 Bruxelles



The [Action Plan on the integration of third country nationals](#) presented by the European Commission in June 2016 acknowledged that "investing resources and energy in integration policies today will contribute to making Europe a more prosperous, cohesive, and inclusive society in the long run." It also recognised that investing in the integration of refugees and other third country nationals needs not, and should not, be at the expense of measures that benefit other vulnerable or disadvantaged groups or minorities.

In this regard, addressing the integration of refugees is an integral part of our efforts to modernise and build inclusive social and labour market policies, in order to offer meaningful opportunities for all to participate in society and the economy.

The goal of this Conference is then twofold:

- (i) to take stock of the societal response and the major refugee-related policy developments at EU, national, regional and local level on labour market and social integration and determine what are the lessons learned;
- (ii) to discuss whether and how these developments and know-how change the way and means to address other challenges across EU societies and labour markets; and whether we can transform these short-term solutions into long-term gains for our society and our economy.

Draft agenda

- 09:00 – 09:30 **Registration and coffee**
- 09:30 – 10:00 **Opening address: "*From crisis management to everyday practice*"**
- **Pavel TRANTINA**, *President of the Section for Employment, Social Affairs and Citizenship (SOC), European Economic and Social Committee*
 - **Michel SERVOZ**, *Director General, DG Employment, Social Affairs and Inclusion, European Commission*
- 10:00 – 10:45 **Setting the scene: "*What are the lessons learned from the recent refugee-related policy developments?*"**
- **Jean-Christophe DUMONT**, *Head of the International Migration Division (OECD)*
 - **Matthias OEL**, *Director, DG Migration and Home Affairs, European Commission*
 - Q&A session
- 10:45 – 12:15 **Parallel workshops**
- a) Job search and job matching
 - b) Skills and qualifications
 - c) Housing and inclusion
- 12:15 – 13:45 **Lunch and Concert: 'Syrians got Talent'** (*Atrium, 6th floor*)
- 13:45 – 15:00 **Parallel workshops**
- d) Children and young adults
 - e) Fast-track integration into the labour market
- 15:00 – 15:30 **Coffee break**
- 15:30 – 16:30 **Closing panel: "*Can we transform these lessons into long-term gains for social and employment policies?*"**
- Moderator:* **Manuela GELENG**, *Acting Director, DG Employment, Social Affairs and Inclusion, European Commission*
- **Jean LAMBERT**, *Member of the European Parliament*
 - **Carlos Manuel TRINDADE**, *President of the Labour Market Observatory (LMO), European Economic and Social Committee*
 - **Claire COURTEILLE-MULDER**, *Director, International Labour Organisation, Office for the European Union and the Benelux countries*
 - **Heather ROY**, *Secretary General, Eurodiaconia*

Workshops

Morning session

a) "Job search and job matching"

Acknowledging that employment is a core part of the integration process, in these years labour market actors across the EU have been extremely active in designing and implementing innovative approaches to foster prompt and effective labour market integration of refugees. The workshop will analyse some of the key refugee-related challenges and developments regarding job-search services and discuss how they could also be helpful for other groups.

Chair: **Vladimíra DRBALOVÁ**, Vice-President of the Labour Market Observatory (LMO), European Economic and Social Committee

Discussant: **Klára FÓTI**, Research Manager, Social Policies, Eurofound

Projects: [Action Emploi Réfugiés](#) - **Violette DEBARBOUILLE**
[Cooperation between PES and employers](#) (example from Germany) - **Axel PROKOT, Julian JUHRS**

b) "Skills and qualifications"

Improving, recognising and validating existing skills and qualifications is a key component of a successful integration pathway of refugees and other migrants.

The workshop will take stock of key policy developments in the EU in the area of refugee skills and discuss whether and how these new policies and tools could help address other labour market and social challenges in the EU.

Chair: **Alison CRABB**, Head of Unit EMPL E2 Skills and Qualifications, DG Employment, Social Affairs and Inclusion, European Commission

Discussant: **Christian BODEWIG**, Program Leader on Inclusive Growth EU Member States, the World Bank

Projects: [EU Skills Profile Tool for Third Country Nationals](#) European Commission - **Diana ERIKSONAITE**
[Competence Cards](#), Bertelsmann Stiftung - **Martin NOACK, Ramona LOPEZ**

c) "Housing and inclusion"

Providing refugees with decent, stable and safe housing, while avoiding segregation and discrimination, has proved to contribute significantly to successful inclusion into society and the labour market and to protect them and their families from poverty.

The workshop will examine some of the key refugee-related challenges and developments in this area and explore whether and how they could benefit the broader population.

Chair: **Krzysztof PATER**, Vice-President of the Labour Market Observatory (LMO), European Economic and Social Committee

Discussant: **Ruth OWEN**, Policy Coordinator, FEANTSA

Projects: [Convivial Brussels](#) **Bruno GILAIN**
[Refugees Welcome Italy](#) **Sara CONSOLATO**

Workshops

Afternoon session

d) "Children and young adults"

Children and young adults represent a significant proportion of refugees and migrants. EU governments must therefore look ahead towards durable solutions and sustainable integration measures.

This workshop will investigate policies relevant to the social inclusion of refugee children and young adults, including tailored and mainstreamed approaches that could facilitate the inclusion of this and other vulnerable groups.

Chair: **Emmanuelle GRANGE**, Head of Unit EMPL C3 Disability and Inclusion, DG Employment, Social Affairs and Inclusion, European Commission

Discussant: **Barbara LUCCHESI**, Head of Unit "Minors Emergency Service", City of Milan, Italy

Projects: [BONDS project, Greece](#), International Child Development Initiatives – **Mathijs EUWEMA**
[CulTrain, Cultural Trainings for Young Refugees](#), IOM Vienna – **Ionella TIMOFTE**

e) "Fast track integration"

Targeted and integrated interventions for refugees and asylum seekers, in particular where there are skill shortages, may result in swifter labour market integration and benefit the overall economy.

The workshop will take stock of existing fast-track initiatives, examine the outcomes so far obtained and discuss how to move from ad hoc emergency approaches to sustainable strategies that could foster the labour market integration of other groups as well.

Chair: **Max UEBE**, Head of Unit EMPL B1 - Employment Strategy, DG Employment, Social Affairs and Inclusion, European Commission

Discussant: **José Antonio MORENO DÍAZ**, Member of the European Economic and Social Committee

Projects: [Fast-track scheme, Norway](#) The European Network of Public Employment Services - **Haakon HERTZBERG**
[Social Impact Bonds, Finland](#) Finnish Ministry of Economic Affairs and Employment - **Susanna PIEPPONEN**

List of Panelists



Pavel TRANTINA, *President of the Section for Employment, Social Affairs and Citizenship (SOC), European Economic and Social Committee* – has been the President of this Section since 2015 and a Member of the EESC (Czech Republic, Various Interests Group) since 2006. He works as a freelance trainer, translator and project manager and EU relations and project manager at the Czech Council of Children and Youth. His previous positions include political analyst in the Office of the President of the Czech Republic, Director of the Department of EU Affairs at the Ministry of Education, Youth and Sports, President of the European Alliance for Volunteering, Chairman of the Czech Council of Children and Youth, and Vice-President of the EESC's Various Interests Group.



Michel SERVOZ, *Director General, DG Employment, Social Affairs and Inclusion, European Commission* – was previously Deputy Secretary General of the Commission, involved in the coordination of the European semester, including the Annual Growth Survey and of the proposals for the next Multiannual Financial Framework. From 2005–2010 he was the director of policy coordination for the Secretariat General where he worked on the elaboration of the Europe 2020 strategy for growth and jobs and on the preparation of the European Economic Recovery Plan.



Jean-Christophe DUMONT, *Head of the International Migration Division (OECD)* – has been the Head of the International Migration Division in the Directorate for Employment, Labour and Social Affairs, OECD since 2011. He oversees the OECD annual flagship publication on migration; International Migration Outlook and numerous publications on the economic impact of international migration, as well as on migration management and the labour market integration of immigrants and their children in OECD countries. He has also worked on migration and development issues and on the international mobility of health workers. He holds a PhD in development economics from the University Paris IX-Dauphine and was a research fellow at Laval University, Quebec, Canada.



Matthias OEL, *Director, DG Migration and Home Affairs, European Commission* – started in the German Federal Ministry for Economics and joined the European Commission in 1995 as Seconded National Expert. In 1997 he worked as Counsellor for Industry and Regional Policy during the German EU-Presidency 1999. After becoming a Commission official and having worked as Parliament and Council coordinator, and Assistant to the Director General for Personnel and Administration, he was Member of the Cabinet of Vice-President Günter Verheugen. He was the Head of the Task Force "2007 EU-Presidency" and afterwards joined the Cabinet of President Van Rompuy. He became Director for Migration and Security Funds in January 2016.



Vladimíra DRBALOVÁ, *Vice-President of the Labor Market Observatory (LMO), European Economic and Social Committee (EESC)* – has been a Vice-President of the LMO and a Vice-President of the Employers' Group since 2015 and a Member of the EESC (Czech Republic, Employers' Group) since 2004. She is the Director General for EU Matters and International Organizations as well as an Adviser to the President of the Confederation of Industry of the Czech Republic (SPCR). She is a Member of the Governing Board of EUROFOUND (European Foundation for the Improvement of Living and Working Conditions), of the European Social Dialogue Committee and of BUSINESSEUROPE (Social Affairs Committee and Internal Market Committee).



Klára FÓTI, *Research Manager, Social Policies, EUROFOUND* – is a labour economist, currently research manager at EUROFOUND, in the Social Policies Unit. Her research focuses on the labour market integration of refugees. She is also involved in analysing data of the fourth European Quality of Life Survey, focusing on social cohesion. Prior to joining EUROFOUND in 2008, she worked as a senior research fellow at a research institute of the Hungarian Academy of Sciences. She holds an MA in International Relations from the Budapest University of Economics and a PhD in Labour Economics from the Hungarian Academy of Sciences.



Violette DEBARBOUILLE, *Project Manager, Action Emploi Réfugiés* – provided help to refugees for more than 7 years in order to ease their path into integration in France. She is convinced that it is possible to welcome refugees respecting their dignity and that refugees are a benefit and not a burden on European societies.



Axel PROKOT, *CEO of Prokot Elektrotechnik and FLB-Hannover GmbH & Co. KG* – is a master craftsman of electrical engineering. He is the CEO of the companies “Prokot Elektrotechnik” and “FLB-Hannover GmbH & Co. KG” (railway power supply systems), self-employed since the year 2000. In those two companies he employs 36 persons, among them 3 employees with a refugee background from Sudan, Palestine and Iraq.



Julian JUHRS, *BA-Vertreter: Bundesagentur für Arbeit* – has been working as a job agent for refugees in the employment agency of Hannover, Germany. He has been a member of the organisational unit “Flüchtlingsvermittlung”, established for this target group in October 2015. From January 2016 until May 2017 he has provided around 2.000 consultations to refugees from far more than 20 countries of origin. Consultations consisted of general advice regarding the structure of German labour market as well as the presentation and offer of individual training and job opportunities. Since June 2017 Julian Juhrs has been working for the regional directorate on the labour market integration of refugees.



Alison CRABB, *Head of Unit EMPL E2 Skills and Qualifications, DG Employment, Social Affairs and Inclusion, European Commission* – is working in the European Commission since 1999. Her team is working with Member States, social partners and other stakeholders to improve skills development and skills intelligence for better career choices, and to make skills and qualifications more visible and comparable. Her previous work in the Commission includes both policy and funds management in vocational education and training, adult learning, and school education. She has been closely involved in the development of the New Skills Agenda for Europe and the European Pillar of Social Rights.



Christian BODEWIG, *Program Leader on Inclusive Growth in EU Member States, Europe and Central Asia, World Bank* – coordinates the Bank’s program in education, health, poverty and social protection and labour in European Union Member States. Prior to his current assignment he worked in the East Asia and Pacific Department where he coordinated the Bank’s human development program in Vietnam and led analytical and lending activities in early childhood development, skills and social assistance.



Diana ERIKSONAITE, *Policy Officer in the Directorate General for Employment, Social Affairs and Inclusion, European Commission* – is contributing to the development, implementation and monitoring of a mid-term EU skills agenda, in particular in the context of Europe 2020, Structural Funds and migration policy.



Martin NOACK, *Senior Expert, Program Learning for Life, Bertelsmann Stiftung* – is in charge of activities regarding the validation of prior learning at the foundation. Until 2016 he was leading the project “Further education for all” that developed studies, concepts and products to make adult education in Germany more accessible to disadvantaged groups. Martin studied psychology in Marburg, Turin, Detroit and Bremen with a focus on the aging workforce and received his PhD in Psychology from Jacobs University Bremen in 2009. He joined Bertelsmann Stiftung in 2012, after working for some years as age management consultant and lecturer for statistics at Jacobs University and University of Bremen.



Ramona LOPÉZ, *JOB Coach, AWO Interkulturell Schleswig-Holstein* – in her role as a Job Coach for migrants at AWO Interkulturell Schleswig-Holstein, she helped refugees and other migrants to find work in which they can use the skills they have already acquired in their home countries. She has been coordinating a project aimed at young refugees between 15 and 25 years to help them find their way into the German labour market. After her apprenticeship as an orthopaedic shoemaker, Ramona studied English, Psychology and Education at the Christian-Albrechts-University in Kiel.



Krzysztof PATER, *Vice-President of the Labour Market Observatory (LMO), European Economic and Social Committee* – has been the Vice-President of the LMO since 2013 and a Member of the EESC (Poland, Various Interests Group) since 2004. He is also an independent advisor and researcher on social and labour market problems and represents the Polish Scouting and Guiding Association. His previous positions include Minister for Social Policy, Undersecretary of State in the Ministry of Labour and Social Policy in Poland, President of the EESC Section for Economic and Monetary Union and Economic and Social Cohesion (ECO) and President of the LMO.



Ruth OWEN, *Policy Coordinator, FEANTSA (European Federation of National Associations Working with the Homeless)* – leads on a range of policy issues including housing. She holds a BA in Geography from University College London. Ruth is also an alumna of the UK TeachFirst programme, which addresses educational disadvantage by recruiting high-performing graduates as teachers and leaders in challenging schools.



Bruno GILAIN, *Director, Convivial* – is the Director of the Convivial non-profit organisation since 2009. His past experience covered among other things: applied research on non-profit organisations as partners for public interest missions and social innovation; expertise in Wallonia's regional policies around training, labour market, social issues and support to the head of a major local welfare authority in Brussels.



Sara CONSOLATO, *Communication Manager, Refugees Welcome Italy* - After a long experience in the non-profit sector as researcher in the field of social innovation, she started the project Refugees Welcome Italy, where she currently holds the position of Communication Manager.



Emmanuelle GRANGE, *Head of Unit EMPL C3 Disability and Inclusion, DG Employment, Social Affairs and Inclusion, European Commission* - joined the European Commission in 1995. She has been in charge of the unit responsible for the internal policy for equal opportunities and non-discrimination within the Directorate-General for Human Resources and Security from 2005 to 2009. Afterwards she became responsible for the strategy and management of human resources at the Directorate-General for Employment, Social Affairs and Inclusion. She became the Head of Disability and Inclusion Unit on 1 November 2015. Emmanuelle studied political science in Strasbourg and holds an MA in European Political and Administrative Studies from the College of Europe.



Barbara LUCCHESI, *Director and social worker at the Milan City Council* – she holds a three-year degree from the University of Milan's Special School for Social Workers. She has been working in the field of child protection for 20 years and has been working on cases concerning unaccompanied minors for 13 years, with a focus on the treatment of minors seeking international protection. She is the rapporteur of the Milan City Council regarding the relocation of foreign minors, as well as, regarding experimental projects for unaccompanied minors in Milan.



Mathijs EUWEMA, *Director ICDI* – is a child psychologist and Director of International Child Development Initiatives (ICDI). ICDI is a knowledge organization focusing on the psychosocial development of children and young people growing up in difficult circumstances, www.icdi.nl.



Ionela TIMOFTE, *Project coordinator on integration and counter-trafficking at IOM, Country Office for Austria* – has been working with IOM's Country Office for Austria for the last five years and acts as the Deputy-Head of the Integration Unit. She conducts integration workshops with various target groups (migrants, refugees, local community, public officials, etc.) and capacity-building trainings in the area of child protection, focusing on the identification and prevention of child trafficking.



Max UEBE, *Head of Unit EMPL B1 - Employment Strategy, DG Employment, Social Affairs and Inclusion, European Commission* - is head of this unit since November 2015. Between February 2012 and October 2015 he was heading the unit responsible for sectoral employment challenges, the European Globalisation Adjustment Fund, youth employment and entrepreneurship, including microfinance. He joined DG Enlargement after having spent more than 6 years in the Cabinets of Commissioners László Andor and Vladimír Špidla (both Commissioners for Employment and Social Affairs), where his portfolio contained labour law, pensions, social dialogue, relations with the Member States, infringements as well as competition and internal market. He played a key role in negotiations on Community legislation, such as on working time, posted workers and agency workers.



José Antonio MORENO DÍAZ, *Member of the European Economic and Social Committee (EESC)* – has been an expert for many opinions of the European Economic and Social Committee (EESC) and a Member of the EESC (Spain, Workers' Group) since 2015. In his current position, he mainly works on the reform of the European Common Asylum System and migration issues. José Antonio Moreno Díaz has worked as a lawyer and a legal advisor on migration, asylum and integration issues at the Spanish Trade Union (Confederación Sindical de Comisiones Obreras) since 1991. He has been a member of the institutional negotiation team on all Spanish migration and asylum norms (laws and regulations) since 1999.



Haakon HERTZBERG, *Norwegian fast-track scheme* – is the head of politics and international relations in the Norwegian PES. (The Norwegian PES – NAV is responsible for a third of the state budget of Norway, administering various benefit and employment schemes (i.e. unemployment benefit, work assessment allowance, sickness benefit, child benefit, cash-for-care benefit and all state pensions)). Hertzberg holds an MA degree in Law from the University of Oslo. He has been with the NAV since 2006, from 2006-2013 as head of the legal department.



Susanna PIEPPONEN, *Senior Adviser, Ministry of Economic Affairs and Employment* – works as a senior adviser in the Ministry of Economic Affairs and Employment. She is responsible for developing services for migrant job seekers.



Manuela GELENG, *Acting Director, DG Employment, Social Affairs and Inclusion, European Commission* – is also the Head of Unit for the Social Investment Strategy Unit and the taskforce "Refugees" in the DG for Employment, Social Affairs and Inclusion. Previously, she was the head of the unit responsible for European Social Fund policy and legislation. Prior to that, she worked in the private sector as a management consultant and for the United Nations Development Programme in the United States and Central Africa. She holds an MSc in Financial Economics from the University of London and an MA in Public Administration and Management from the Solvay Business School in Brussels. She completed her postgraduate studies at the Diplomatic Academy in Vienna. She speaks Italian, German, English, French, Spanish and some Russian.



Jean LAMBERT, *Member of the European Parliament* – sits on both the Employment and Civil Liberties Committees and has worked on many aspects of migration and equalities policy over the years. Currently she is Rapporteur for the Employment Committee's input to Parliament's position on the so-called Blue Card proposal, relating to highly-qualified migration. She is her Group's 'shadow' rapporteur on the revisions of the Dublin Regulation and the Qualification Directive concerning asylum policy and the updating of the Co-ordination of Social Security Regulation – a cornerstone of free movement for EU nationals. Jean is also the Co-president of the Parliament's Diversity and Anti-Racism Intergroup and chairs the delegation for relations with countries of South Asia, which gives her an additional perspective on migration policy.



Claire COURTEILLE-MULDER, *Director of the International Labour Organisation (ILO)* - is the director of the International Labour Organisation in Brussels since 2013. Before joining the ILO, she worked for different institutions including the International Trade Union Confederation (ITUC), the UN High Commissioner for Refugees (UNHCR) and the Organisation for Security and Cooperation in Europe (OSCE). She graduated from the London School of Economics in 1995 and the Sorbonne University in Paris in 1992.



Carlos Manuel TRINDADE, *President of the Labour Market Observatory (LMO), European Economic and Social Committee (EESC)* – has been the President of the LMO since 2015 and a Member of the EESC (Workers' Group, Portugal) since 2011. He is a Member of the Executive Committee and the National Council of the Portuguese General Workers' Confederation (CGTP-IN). He is also Chairman of the Board of the General Assembly of STAD Trade Union. Member of the Permanent Council of Social Dialogue of Portugal, of the Commission for Equality and Against Racial Discrimination of the High Commissioner for Immigration, of the Immigration and Anti-Racist Working Group of the ETUC - European Trade Union Confederation.



Heather ROY, *Secretary General, Eurodiaconia* – has been the Secretary General of Eurodiaconia, a network of Christian based organisations working in social services and for social justice, since 2008. Originally from Scotland, UK, she has extensive experience in social policy and practice at local, national and international level and has worked in European organisations for nearly 20 years.

