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ERIAS - European Refugees Integration Action Scheme

Deliverable n. D36

The Implementing project Partners:



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BUSINESS GUIDE

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1. Integration actors



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Migrant reception services - operational organisation

This is a multi-level organisation based on cooperation between several different players:

National level	Regional level	Departmental level	Local level
OFII – Office Français de l’Immigration et de l’Intégration (French Immigration and Integration Agency)	DT-OFII		Local councils Charitable association operators working on behalf of the government to ensure Migrant Reception Services (SPA)
	Préfecture	Préfecture	
DGEF – Direction Générale des Etrangers en France (Immigration Department)	DRJSCS – Direction Régionale de la Jeunesse, des Sports et de la Cohésion Sociale (Regional Social Cohesion Department)	DDCDS (PP) - Direction Départementale de la Cohésion Sociale (et de la Protection des Populations) (Government Social Cohesion and Protected Persons Office in each Department)	
DGCS Direction Générale de la Cohésion sociale (Central Government Social Cohesion Department)	DREAL – Direction Régionale de l’Environnement, de l’Aménagement et du Logement (Regional Environmental Protection, Planning and Housing Department)	Departmental Councils	
	DIRECCTE	UD-DIRECCTE	
→ Ofii.fr → Government services - national level	→ Government services - regional and departmental level	→ Local government → Associations	

- At the “*département*” level, coordination is ensured by the DDCS (PP) Offices, responsible for migrant reception and accommodation and refugee integration.
- In Brittany, each *département* has a Reception Centre (SPA) staffed by Coallia Association workers, via its CAES (Reception and Situational Assessment Centre). Coallia is France’s leading asylum seeker reception service provider and is one of the key players in France’s asylum policy.

Source: SRADAR 2018/2020 - <http://www.prefectures-regions.gouv.fr/bretagne/Grands-dossiers/SCHEMA-REGIONAL-DE-L-ACCUEIL-DES-DEMANDEURS-D-ASILE-ET-DES-REFUGIES>



Further information

- DiAir (Délégation interministérielle à l’accueil et à l’intégration des réfugiés) : <http://accueil-integration-refugies.fr/nos-missions/strategie-dintegration-des-refugies/>
- Office français de protection des réfugiés et apatrides : <https://www.ofpra.gouv.fr/fr>
- Coallia : <https://www.coallia.org/>
- Réseau européen des migrations : <https://www.immigration.interieur.gouv.fr/Info-ressources/Actualites/Focus/L-integration-des-ressortissants-de-pays-tiers-sur-le-marche-du-travail>
- Chiffres des migrations dans le monde, en Europe et en France : <https://www.migrationsenquestions.fr/content/uploads/2019/05/MEQ-CHIFFRES-2eme-edition.pdf>



2. The “Republican integration programme”



- 1) **Participation in the Republican Integration programme** is concluded by signing a **Republican Integration Contract (CIR)** which is binding on the beneficiary.
- 1) **Aims:**
 - Help the newcomer to understand the values and principles of the French Republic,
 - Help the third country national to learn French,
 - Support social and labour market integration,
 - Help the newcomer become independent and integrated in French society on a long-term basis.
- 1) **Beneficiaries:** All third party nationals (i.e. from outside the E.U.) arriving in France for the first time, including refugees and beneficiaries of subsidiary protection, admitted for temporary residence and who want to settle permanently.
- 1) **Implementation process**



Once the migrant has been through the Asylum Seeker Reception Centre (SPA), the asylum application is recorded by the One-stop Asylum Application Office (GUA) in the “Préfecture” of the relevant “Département”, where the application is vetted and the relevant procedure is determined. At the same time, the OFII assesses the asylum seeker’s situation, to determine which support services are required. The foreign national signs the CIR as soon as he or she receives the residence permit.

OFPPA / Préfecture of the département	OFII / DDCS(PP)	See list below: “Who does what? “
<ul style="list-style-type: none"> • Awards international protection status • Delivers the relevant residence permits 	<ul style="list-style-type: none"> • Provides health care and social security coverage • Gives access to the Republican Integration programme and signature of the CIR • Provides access to housing or accommodation 	<ul style="list-style-type: none"> • Beyond the CIR, the foreign national can continue with additional language training and social, vocational and educational support initiatives • Labour market access

1) **Training and labour market integration: who does what?**

Organisations responsible for follow-up

Language training →	<ul style="list-style-type: none"> • OFII (via CLPS), DRJSCS • Brittany Regional Council • Pôle Emploi (Employment Agency), Educational authorities
Vocational Education and Training and/or labour market access →	<ul style="list-style-type: none"> • UD-DIRECCTE and DIRECCTE (regional coordination) • OFII, Pôle emploi or Local youth employment offices • OPCO, Vocational training organisations (AFPA, CFA...)
Social support →	<ul style="list-style-type: none"> • Social workers, Temporary accommodation centres • Local partner organisations (local councils, charitable associations, etc.)

Source: SRADAR 2018/2020 - <http://www.prefectures-regions.gouv.fr/bretagne/Grands-dossiers/SCHEMA-REGIONAL-DE-L-ACCUEIL-DES-DEMANDEURS-D-ASILE-ET-DES-REFUGIES>



→ **Personalised Republican Integration programme:**

<https://www.immigration.interieur.gouv.fr/Accueil-et-accompagnement/Le-parcours-personnalise-d-integration-republicaine2/Le-contrat-d-integration-republicaine-CIR>



3. Labour market integration and employability



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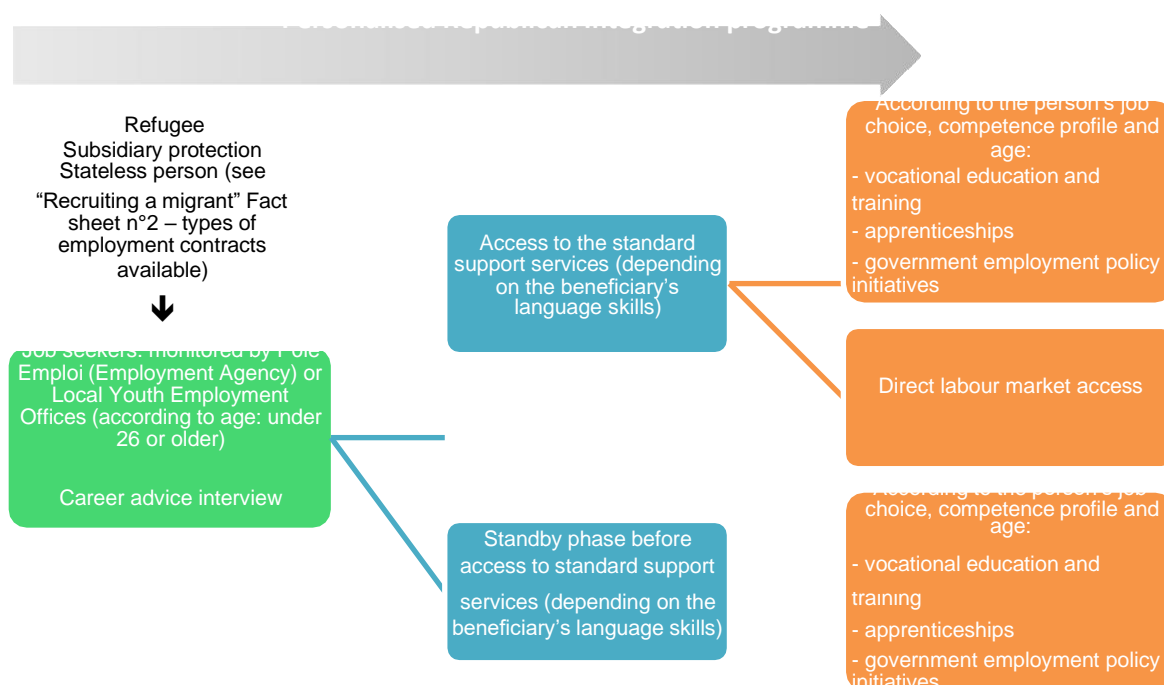
Labour market access process

Support organisations

Vocational Education and Training and/or labour market access

- UD-DIRECCTE and Prefectures
- OFII, Pôle emploi or Local youth employment offices
- OPCO
- Industry branches
- Training organisations: AFPA, CFA...
- Businesses
- Trade unions and Employer organisations

Process



Source: SRADAR 2018/2020 - <http://www.prefectures-regions.gouv.fr/bretagne/Grands-dossiers/SCHEMA-REGIONAL-DE-L-ACCUEIL-DES-DEMANDEURS-D-ASILE-ET-DES-REFUGIES>



→ **Fact sheet 4:**
Bespoke labour market access programmes



→ **European migration network** – Study « L'intégration des ressortissants de pays tiers sur le marché du travail en France » : <https://www.immigration.interieur.gouv.fr/Info-ressources/Actualites/Focus/L-integration-des-ressortissants-de-pays-tiers-sur-le-marche-du-travail>



4. Bespoke integration programmes



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Training and integration programmes for beneficiaries of international protection

-) The available training programmes all combine classroom learning and hands-on experience in a business environment.
-) Funding bodies (for instance trade branch organisations) tend to give priority to sectors experiencing labour shortages, in order to meet the needs of local businesses finding it difficult to recruit staff within their area.
-) These programmes share the following aims:
 - 1/ For the beneficiaries
 - Train them for a job (or update their skills) and provide them with the competence and skills they need to be employed by a business (specific technical terms, professional procedures, safety rules applicable to the job, etc.)
 - Help them discover French business practices and gain a first professional experience with special support.
 - Allow them to obtain a certification and/or qualification or diploma that will help them gain long-term access to the labour market.
 - 2/ For the host companies
 - Give the company (and its teams) a unique opportunity to host a person with international , protected person status as an intern or under a work-study contract, under the supervision of migrant reception and labour market integration specialists.
 - Test the company’s organisation (management, new employee induction procedures, etc.), discover a different culture and gradually explore the possibility of future employment.

) Some of the programmes available in Brittany^(*):

Business sectors	Contact person	Programmes
Temporary work - Civil engineering Industry - Retail stores Fast food outlets	Lionel FREIN - AFPA https://www.afpa.fr/programme-hope	HOPE – (Accommodation Career Advice Pathways to Employment)
Hotel trade Cafés Catering	FAFIH – Brittany Branch Centre d'affaires ATHEA 11 rue Louis Kérautret Botmel 35000 Rennes Phone +33 09 69 32 09 21 UMIH Bretagne Delta 3 – 40 rue du Bignon 35510 CESSON SEVIGNE Phone: +33 02 99 36 00 59 umihbretagne@orange.fr	A.I.D.E. - Accompagnement pour l'Insertion des Demandeurs d'emploi Etrangers (Foreign job seeker integration support)
Building trades	BATIMENT CFA ILLE-ET-VILAINE 11 rue des Glénan – ZA du Pontay 35760 ST GREGOIRE Phone: +33 02 99 23 61 00 Cfabtp.rennes@ccca-btp.fr http://www.batiment-cfa-35.fr/	CAP+

(*)This list is not fully comprehensive and is liable to change without notice.



Further
information

European migration network - Study: "Integrating third country nationals in the French labour market":
<https://www.immigration.interieur.gouv.fr/Info-ressources/Actualites/Focus/L-integration-des-ressortissants-de-pays-tiers-sur-le-marche-du-travail>



5. Websites for further reference



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EU and European organisations websites

European Commission : Employment, Social Affairs & Inclusion	https://ec.europa.eu/social/main.jsp?catId=470&langId=fr
European Commission : Migration and home affairs	https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/integration/integration-labour-market_en
EU Immigration Portal	https://ec.europa.eu/immigration/general-information/emn_fr
EMN – European migration network	https://ec.europa.eu/home-affairs/what-we-do/networks/european_migration_network_en
EU Skills Profile Tool for Third Country Nationals	https://ec.europa.eu/migrantskills/#/
ENIC-NARIC – Gateway for recognition of academic	https://www.enic-naric.net/
Labour-Int	http://www.labour-int.eu/

National government organisations websites

Action emploi réfugiés : plate-forme de rapprochement réfugiés / employeurs en France	https://www.actionemploirefugies.com/
Administration française : service public pour les démarches des professionnels	https://www.service-public.fr/professionnels-entreprises/vosdroits/F22782
Association La Cimade	https://www.lacimade.org/
Coallia	https://www.coallia.org/
DiAir - DiAir (Délégation interministérielle à l'accueil et à l'intégration des réfugiés) - Ministère de l'Intérieur	http://accueil-integration-refugies.fr/nos-missions/strategie-dintegration-des-refugies/
Info emploi réfugiés	https://infoemploirefugies.com/
Migrations en question	https://www.migrationsenquestions.fr/question-reponse/
Ministère de l'intérieur - <u>Immigration, asile, accueil et accompagnement des étrangers en France</u>	https://www.immigration.interieur.gouv.fr/
Office Français de l'Immigration et de l'Intégration	Ofii.fr
Office français de protection des réfugiés et apatrides	https://www.ofpra.gouv.fr/fr
Parcours personnalisé d'intégration républicaine	https://www.immigration.interieur.gouv.fr/Accueil-et-accompagnement/Le-parcours-personnalise-d-integration-republicaine2/Le-contrat-d-integration-republicaine-CIR
Permis de conduire français	https://www.service-public.fr/particuliers/vosdroits/F1460



5. Websites for further reference



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Organisations / NGO websites

Amnesty International	https://www.amnesty.org/en/i-welcome-community-2/what-you-can-do/things-businesses-can-do/
Migrant Integration Lab	http://migrantintegrationlab.strikingly.com/#mentoring
UNHCR (Agence des Nations Unies pour les réfugiés)	https://www.unhcr.org/livelihoods.html



Further
informa-
tion

The **OFBRA online glossary** provides a comprehensive overview of all the specific vocabulary relating to refugee and stateless person reception and protection: <https://www.ofpra.gouv.fr/glossaire>



6. Status definitions and characteristics



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Third Country nationals / Non-EU foreign workers

- Third country nationals (including asylum seekers, refugees or family migrants) are not EU citizens and do not have the right to free movement within the Schengen Area. They are legally resident in a Member State and have access to the labour market under the national legislation of the host Member State.

In France, third country nationals need a residence permit allowing them to work or a work permit delivered on the basis of a promise of employment by a given company.

- A non-EU foreign worker is someone working in a country in which they do not have citizenship and where they do not have protected person status.

All workers in that situation must hold a work permit, which may be a visa, a residence permit entitling the holder to work as a salaried employee, or a temporary work permit.

Refugees and beneficiaries of subsidiary protection

Refugee status

Refugee status, as defined by the International Geneva Convention of 1951, is granted to any person who has a well-founded fear of being persecuted in their country of origin because of their race, religion, nationality, membership of a particular social group or political opinion.

Subsidiary protection

France can also grant **subsidiary protection** to any person who does not qualify for refugee status but faces a risk of being sentenced to death, being subjected to torture or to inhuman or degrading treatment or punishment, or is fleeing a war zone.

Anyone with refugee or subsidiary protection status may freely access the French labour market.

Stateless persons

The UN Convention of 28 September 1958 relating to the Status of Stateless Persons defines statelessness as applying to “individuals who are not considered citizens or nationals under the operation of the laws of any country”. Stateless persons can qualify for a temporary and renewable 12-month residence permit. After three years of regular residence in France, a stateless person may apply for a residence permit (valid for 10 years).

Any stateless person holding a temporary residence permit may freely access the French labour market.

Economic migrant

An economic migrant is someone who has left his or her country in search of a better standard of living in another country. Economic migrants cannot be granted asylum because they are not migrating for humanitarian reasons.

Economic migrants may access the labour market if they have a residence permit that allows them to work.



6. Status definitions and characteristics



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Unaccompanied minors and isolated foreign minors

An **isolated foreign minor** (MIE in French) is a young person under the age of 18 who does not have French nationality and is separated from his or her legal representatives on French soil. Being a minor, that person has no legal capacity and in the absence of legal representatives, is deemed to be isolated and in need of protection. Isolated foreign minors do not need a residence permit and are therefore legally entitled to remain in France until they turn 18.

Isolated foreign minors can access the labor market through vocational education training. As apprentices, they are considered as company employees.

Point to watch out for: the change of status once the person reaches the age of 18.

Asylum seekers

An asylum seeker is someone who has applied for asylum in order to obtain refugee status. All refugees have been asylum seekers, but all asylum seekers are not granted refugee status.

Sources: European Commission - Employment, Social Affairs and Inclusion: <https://ec.europa.eu/social/main.jsp?catId=470&langId=fr>
Ministère de l'Intérieur – Immigration, asylum, foreign national reception and support in France: <https://www.immigration.interieur.gouv.fr/Accueil>



Further
informa-
tion

- Downloadable Refugee Employment Guide: <https://infoemploirefugies.com/>
- Recruiting a non-EU foreign worker: <https://www.service-public.fr/professionnels-entreprises/vosdroits/F22782>
- <https://www.actionemploirefugies.com/>
- https://www.migrationsenquestions.fr/question_reponse/715-quest-ce-quun-migrant-economique/



7. Administrative procedures for the companies



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It is illegal for anyone to work in France without a work permit.

Before signing an employment agreement, the employer is responsible for checking that the future employee has a work permit, by contacting the relevant “Préfecture” for the job location or with the Employment Agency job seekers register. Failure to do so may lead to prosecution for the employer, who can incur fines and other penalties (including a prison sentence).

Get informed before concluding an employment contract

-) Verification of the residence permit:**
 Check with the Department for Foreigners, Prefecture and / or with the MOE service (foreign workforce) of the Direccte
-) The opposability to hiring:**
 The “Préfecture” and the Regional Business and Labour Department (Direccte) may refuse to issue the work permit on the basis of local labour market conditions (i.e. a high unemployment rate and preference given to French nationals for the job being advertised).
-) Note:**
 - .students holding a residence permit are authorized to work in France for the number of hours mentioned on this permit
 - a residence permit delivered in an overseas “*département*” or territory does not grant authorisation to work in mainland France.

<https://www.service-public.fr/professionnels-entreprises/vosdroits/F22782>

Where to get information?	Contacts in Brittany :
Department for Foreigners Local Prefecture	Côtes d’Armor: 02 96 62 44 22 Finistère: 02 98 76 29 29 Ille-et-Vilaine: https://contacts-demarches.interieur.gouv.fr/saisine-par-voie-electronique/sve-prefecture/ Morbihan: 02 97 54 84 00
MOE Service – UD-Direccte	Côtes d’Amor: bretag-ut22.moe@direccte.gouv.fr Tel. 02 96 62 65 66 / 02 96 62 81 74
	Finistère: bretag-ut29.moe@direccte.gouv.fr Tel. 02 98 55 83 39
	Ille-et-Vilaine : bretag-ut35.moe@direccte.gouv.fr Tel. 02 99 12 58 60 ou 62
	Morbihan: bretag-ut56.moe@direccte.gouv.fr Tel. 02 97 26 26 94

The hiring tax

-)** For foreign workers without specific status (refugees and beneficiaries of international protection are therefore excluded), hiring is subject to a tax which the company must pay to OFII. There is no special procedure to take. Upon validation of the hiring of a foreign person by the DIRECCTE, a letter is automatically sent to the company concerned with a TIP to make payment by bank transfer. Amount: 55% of gross salary to be paid at once

DT OFII Rennes – Tél. 02 99 22 98 60



7. Administrative procedures for the companies



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Further
information

→ **List of professions open in Brittany to foreigners who are not nationals of a Member State of the European Union, of another State party to the European Economic Area or of the Swiss Confederation**

The employment situation or the lack of prior search for candidates already present on the labor market is not opposable to a request for a work authorization presented for a foreigner wishing to exercise a professional activity in a trade and an area characterized by recruitment difficulties and appearing on the list annexed to the Decree of January 18, 2008

→ **List of regulated professions**

The regulated professions are generally the liberal professions and trades linked to public service missions or certain commercial and craft professions. An exhaustive list of regulated professions is available on the website of the International Center for Educational Studies (CIEP):

https://www.ciep.fr/enic-naric-page/annuaire-professions-reglementees_cache

→ **Recognize and obtain an equivalence for a diploma obtained abroad**

The ENIC-NARIC France center is the national contact point for the directive on "recognition of professional qualifications in Europe". Besides the nationality of the persons, the nationality of the diploma must also be taken into account.

<https://www.service-public.fr/particuliers/vosdroits/F463>

<https://www.ciep.fr/enic-naric-menu/les-bonnes-pratiques-reconnaissance>

→ **Exchange a foreign driving license for a French license**

Any driver's license issued regularly in the name of a State belonging neither to the European Union nor to the European Economic Area is recognized on French territory until the expiration of a period of one year following the acquisition of normal residence in France.

The driver's license exchange procedure becomes compulsory if the foreigner wishes to circulate in France beyond the period of one year from the issuance of his first residence permit, (and not the first receipt or the first provisional residence permit, except for refugees) or the validation of their long stay visa by the OFII.

The procedure differs depending on the situation of the individual: : <https://www.service-public.fr/particuliers/vosdroits/F1460>



8. Benefits for the company



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Committed employees

- › Building a better future: refugees who have been granted a work permit are highly motivated and committed to their work as they know that entering the labour market is a key stage in their integration process.
- › In general, they are therefore determined, proactive and on time.

Hosting and training employees suited to business needs

- › Refugees want to overcome any hurdles and be trained as soon as possible, so they can quickly become operational. It is important to support them throughout the integration process and offer them training opportunities that are suited to specific business needs.

Integration and diversity: Corporate Social Responsibility (CSR) and cultural diversity

- › Projecting your business image as an attractive, open company, for employees, customers and suppliers alike.
- › Recruiting people from a wide range of backgrounds highlights your business's awareness of its societal responsibility and can become a competitive advantage.
- › Increasing cultural diversity within your business will broaden the outlook of other employees, providing they have been made aware of the challenges and opportunities of integrating people from different countries.
- › Studies show that diversity stimulates innovation and increases productivity and creativity within teams. Bringing in people with new technical, linguistic and intercultural competences will benefit your business.

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Fact
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→ Factsheet 4: Bespoke labour market access programmes

Recruiting a migrant through a bespoke labour market access programme can make things easier.



9. Getting ready: check-list



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Job definition

- › List all your expectations in terms of competences and personal skills, with the expected outcomes after one day, one week and at the end of the probationary period
- › Define the job specifications and any equipment required
- › Questions to ask:
 - Does the business have a work station available with all the necessary equipment?
 - Does the business have all the necessary personal protection equipment available?
 - Does the business meet all the health and safety requirements?
 - Can the business be reached by public transport?

Administrative procedures

- › Finalise the recruitment and training procedures, if need be with the Vocational Education and Training Centre
- › Prepare all the paperwork to be signed by the new employee, i.e. Employment contract, health and safety register, etc.
- › Create or update the employee handbook
- › Organise a guided tour of the premises and introduce the newcomer to the teams

Teams, in-house communication

- › Raise awareness of cultural differences, bearing in mind that the new employee will not share the same cultural references and may not speak fluent French.
- › Beware of preconceived ideas and prejudice.
- › Stress the opportunities that cultural diversity can create within the company.

Mentoring

- › Choose the people who will be responsible for the newcomer
- › Choose the mentor or tutor who will monitor the newcomer's progress and make sure they are aware of potential challenges
- › Questions to ask:
 - Is the mentor/tutor ready and willing to take on the task? Is the mentor/tutor a good "teacher"?
- › If the person has no prior experience of mentoring/tutoring, make sure they receive training in integration support

For instance: "Licenced to train" organised by Brittany CCIs <https://www.cci-formation-bretagne.fr/recherche-formation?Libelle=permis%20de%20former&rayon=50&Themes=>



- ➔ **Fact sheet 11** - Creating an employee handbook
- ➔ **Fact sheet 10** - Taking on board cultural differences



10. Taking on board cultural differences



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Observations

- › Moving to another country under duress is never easy. As well as having usually experienced extreme hardship (wars, violence, travelling from place to place), migrants have had to leave behind a familiar environment and are plunged into a completely different world, with the accompanying **culture shock**. This can often generate stress, anxiety, sadness and confusion in a host environment which is not used to dealing with cultural diversity.
- › Adapting to a new culture and forging a new cultural identity can be a long process. **This slow adaptation process** is often out of step with the rapidly changing world of work.
- › Yet social and societal integration will be made easier if the refugee enters the labour market by finding work in a company.

Diversity and day-to-day working environments

- › The successful integration of a refugee in the company requires all the parties involved (both the newcomer and the existing employees) to be aware of the codes of conduct and cultural codes, in order to further communication and mutual understanding. Misunderstandings, frustration and even conflict can arise between co-workers over different work practices, styles of communication, priorities and personal behaviour.
- › Informal exchanges on **different habits and customs** should be encouraged, for instance a discussion on food and eating habits, or a **special training session** can be organised to facilitate intercultural communication.
- › Example: www.kodiko.fr – Training session on “Developing knowledge of asylum and intercultural communication skills”.
- › Awareness of the **preconceived ideas** that people have about migrants will make communication easier. <https://www.lacimade.org/publication/petit-guide-lutter-contre-les-prejuges-sur-les-migrants/>

Recommendations

- › A balanced outlook and plain common sense are the best way to avoid creating barriers between employees. It is best to “play things by ear”.
- › Dialogue, tolerance and exchange must be prioritised rather than confrontation, and the law must always prevail.
- › Contact between different cultures can be initially stressful, but it leads to mutual enrichment. Never lose sight of the fact that **diversity can drive economic and cultural development**.



Further
informa-
tion

- **Association La Cimade** : https://www.lacimade.org/wp-content/uploads/2018/02/Guide-pratique-s%C3%A9jour-et-asile-MIE_actualis%C3%A9e-en-oct2017.pdf
- **Migrations en questions** (plate-forme d'échanges entre citoyens et des experts et spécialistes des questions sur les migrations) – Réponses courtes et pédagogiques : https://www.migrationsenquestions.fr/question_reponse/715-quest-ce-quun-migrant-economique/



11. Creating an employee handbook



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Employee handbook

- › An employee handbook is a friendly and useful way of welcoming a person with refugee status and helping them smoothly integrate a company.
- › Make sure the new employee understands the key information, if they are still not fluent in French.

Sample of contents for an employee handbook

- › Word of welcome setting out the aims of the handbook, the company ethos, etc.
- › Introducing the company: history, activities, customers, etc.
- › Company organisation:
 - The management structure
 - Map of the premises
 - Staff facilities (cloakrooms, cafeteria, restrooms, etc.)
 - Presentation of each department (as the case may be), with its remit, its resources and useful information for the new employee
 - Presentation of the host department, with the name of the manager, the mentor (when one has been appointed), department organisation and contact details
- › Reference to rules and regulations: collective agreement, health and safety, work station safety, etc. and where these documents can be found.
- › Practical company information: access to public transport, access to the premises, working hours, paid leave, leave of absence, health coverage, additional health insurance, training policy, etc.
- › Useful telephone numbers.



Further
informa-
tion

This list is by no means fully comprehensive. The handbook must be adapted to the needs of each company.

Source: CCI Ille-et-Vilaine – *Opération Performance Bretagne Ressources Humaines plus*
<https://www.bretagne.cci.fr/developper-son-entreprise/optimiser-son-organisation/ressources-humaines>



12. First day at work check-list



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Welcoming the new employee

- › Meet the newcomer in person.
- › Bear in mind that they will probably be intimidated and that their *French* may not be up to scratch.
- › Be prepared to repeat important information that may not have been fully understood.
- › Make sure the person has an appropriate means of transport to get to and from the premises.

Managing work spaces and premises

- › Organise a tour of the premises so the employee can get a first impression of the company.
- › Point out the cloakrooms, restrooms, staff relaxation room, etc.

Introducing the team

- › Introduce all the staff that the newcomer will be working with.
- › Make sure that the new employee knows the name of their mentor.

Introducing the company and the training programme, as the case may be

- › Set out your expectations regarding the job.
- › Detail the different tasks to be carried out during the training period.
- › Hand over the employee handbook.
- › Present an overview of the company's in-house work practices in a language that the person can understand: in-house regulations, breaks, catering facilities, dress codes, health insurance coverage and procedures, etc.

Introducing the job and professional activities

- › Provide the equipment needed to start work, i.e. supplies, computer, passwords, work gear, etc.
- › Support the new employee on their first day at work.
- › Get them to sign the health and safety at work register and make sure they have understood the details.

End of first day report

- › Ask the person for feedback on their first day at work, answer any questions and make sure they leave work feeling positive about the experience.
- › If need be, pass on the feedback to the training centre.



→ **Fact sheet 14** - Skills assessment grid



13. Supporting and assessing the new employee



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Regular integration reports

- › Get the employee to report regularly to their mentor to facilitate dialogue and speed up integration.
- › Ask the employee to submit a state of play report at the end of the first month, to gather their first impressions and see what potentially useful cultural differences they have noticed.
- › Get them to talk about their integration in the company and assess their degree of integration via pre-determined indicators (knowledge of the company, performance in their job, general qualities and abilities, etc.).
- › Show encouragement or advice on things to improve.

Examples of aims to be achieved:

- › Knowledge of the company:
 - Being familiar with company organisation and procedures (and customers, according to particular situations)
 - Being familiar with the company ethos and values
 - Being a good team player
 - Knowing the company's safety procedures
- › Job definition:
 - Understanding the duties and tasks that go with the position
 - Mastering the tools required for the job
 - Achieving objectives in terms of quantity, quality, deadlines, etc.
 - Complying with work station-related safety instructions
 - Taking initiatives



→ **Fact sheet 14** - Skills assessment grid



14. Skills assessment grid



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INTEGRATION ACTION SCHEME

INTERVIEW DATE:

Assessment grid	Assessment			Comments
	+	+/-	-	
<i>Behaviour at work</i>				
Punctuality				
Diligence				
Independence				
Proactiveness				
Motivation, engagement				
Integration (company and team)				
Critical self-awareness				
<i>Professional skills and practices</i>				
Understands the objectives to be achieved				
Can communicate easily				
Masters the tools and techniques required for the job				
Meets the health and safety requirements				
Meets the objectives set for the job				
Can organise his/her work				

Employee's strong points:

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Difficulties encountered:

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Areas for improvement:

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15. Glossary



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INTEGRATION ACTION SCHEME

- AFPA:** Centre de formations professionnelles qualifiantes pour adultes
AIDE: Accompagnement pour l'Insertion des Demandeurs d'emploi Etrangers
ASE : Aide sociale à l'enfance
BPI: Bénéficiaire Protection Internationale
BTP: Bâtiment Travaux Publics
CAES: centres d'accueil et d'examen de la situation
CAP: Certificat d'Aptitude Professionnelle
CCCA-BTP: comité de concertation et de coordination de l'apprentissage du bâtiment et des travaux publics
CCI : Chambre de commerce et d'industrie
CCI MBO: CCI Métropolitaine Bretagne Occidentale
CFA : Centre de formation des apprentis
CIEP : Centre international d'études pédagogique
CIR : Contrat d'Intégration Républicaine
CLPS: Contribuer à La Promotion Sociale (centre de formation)
CPH : centre provisoire d'hébergement
CQP : Certificat de Qualification Professionnelle
DAMIE : Dispositif d'Accueil des Mineurs Isolés Etrangers
DDCS (PP) : Direction Départementale de la Cohésion Sociale (et de la Protection des Populations)
DGCS : Direction Générale de la Cohésion sociale
DGEF : Direction Générale des Etrangers en France
DIAIR : Délégation interministérielle à l'accueil et à l'intégration des réfugiés
DIHAL : Délégation interministérielle à l'hébergement et à l'accès au logement
DIMA: dispositif d'initiation aux métiers en alternance
DIRECCTE : Direction régionale des entreprises, de la concurrence, de la consommation, du travail et de l'emploi.
DT-OFII : Direction territoriale de l'office français de l'immigration et de l'intégration
DRJSCS : Direction Régionale de la Jeunesse, des Sports et de la Cohésion Sociale
DREAL : Direction Régionale de l'Environnement, de l'Aménagement et du Logement
FAFIH : organisme paritaire de financement de la formation professionnelle & apprentissage des métiers de l'hôtellerie, de la restauration, des loisirs et des activités du tourisme
FAF-TT: Fond d'Assurance Formation du Travail Temporaire
FFB: Fédération Française du Bâtiment
FLE : Français langue étrangère
FPSPP: Fonds Paritaire de Sécurisation des Parcours Professionnels
MIE : Mineur isolé étranger
OFII : Office français de l'immigration et de l'intégration
OFPRA : Office français de protection des réfugiés et apatrides.
OPCA: *Organisme Paritaire Collecteur Agréé*
OPCO : *Opérateur de compétences*
SAMIE : Service Accompagnement Mineurs Isolés Etrangers
SPA: Service Premier Accueil
SRADAR : *Schéma Régional d'Accueil des Demandeurs d'Asile et des Réfugiés*
UMIH: Union des Métiers et des Industries de l'Hôtellerie



- The **OFPRA online glossary** provides a comprehensive overview of all the specific vocabulary relating to refugee and stateless person reception and protection: <https://www.ofpra.gouv.fr/glossaire>

Further
informa-
tion



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