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# 2018

## Livelihoods & Economic Inclusion Annual Report-Egypt



**UNHCR**  
The UN Refugee Agency



Livelihood & Economic Inclusion  
Annual Report 2018

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## Introduction

In 2018, UNHCR-Egypt provided support to refugees and asylum seekers through extending economic empowerment and inclusion opportunities to a group of seekers. This has been provided through programmes that consolidate livelihood interventions in the self and wage employment tracks and that engage refugees and asylum seekers in few viable economic sectors. By having three NGO partners (Caritas, Plan Int. and Refuge Egypt) and a public sector entity, in addition to a group of private sector social enterprises, a family of interventions were introduced in a complementary way. UNHCR is leading the coordination of the Livelihoods working group, where partners jointly programme needs and market based Livelihoods strategies and interventions. To continue to push gap filling interventions, a mapping exercises of different livelihood lines of programmes that are implemented by different actors has been undertaken and discussed juxtaposed to reported and estimated needs. Sector response directions were put forward through the exercise and they have assisted in defining lines of support for the different livelihood actors.

Looking at the livelihood question from a value chain and sectoral perspective introduces options for inclusion in local economic development and expands opportunities. It also fosters channels that support Egyptians as well as refugees and asylum seekers.

In 2018 we have also focused on piloting projects in order to scale up effective interventions. Monitoring programme activities and looking into the sustainability of the supported businesses in previous years have been a key undertaking to learn and to consider corresponding actions on case by case basis. Feedback on the cases that were referred by protection will be further articulated in order to respond more timely and effectively. Programme evaluation has also informed the scale of interventions in the business support line (i.e. business enlargement vs. start ups).

In addition a wage employment hub was setup for refugees and asylum seekers. This is through having conducted the first job fair for refugees and asylum seekers. The hub works through analysing job seekers' profiles counter to opportunities available in the market.

## UNHCR Implementing Partners



Refuge Egypt  
خدمة اللاجئين

## Government counterparts



جهاز مدينة السادس من أكتوبر



## Direct Implementation

Partners in the livelihood sector include: operational and implementing partners: national and international actors in addition to private sector and interested development and donor entities. They are all actively engaged in the livelihood question for refugees and asylum seekers through contributing resources and thought and participating regularly in the sector Working Group.



*Empowered lives.  
Resilient nations.*





1369

Capacity Development  
Support

659

Self - Employment

37+

Artisans

## 2018 Outputs in Numbers

Asylum Seekers  
and Refugees

300

Wage - Employment

26

Artists

## Self-Employment Support

Supporting self-initiated and managed businesses is an important line in the context of Egypt as wage employment is not readily accessible to many refugees. It is also a safe livelihood avenue for many protection and vulnerable cases. The target businesses are either start-ups or the more viable businesses that have potential for development and possibly including more refugees within their supply chain. Support has been carefully crafted based on lessons learned from previous years. Self-employment is a resort to many cases with protection risks as the support provided is tailored and focused to graduate them from vulnerability following the Graduation Approach; that has been customized to respond to referred protection and vulnerable cases.

**Every start of cycle: Partners conduct different orientation and familiarization exercises to project workers. UNHCR also fosters that by necessary trainings, workshops, guidance and keeps a close eye on the implementation through regular meetings, discussions and field visits.**

# Total number of supported Businesses

Start-ups and SMEs

**610** **313** Women **297** Men

Start-ups

**494** **261** Women **233** Men

SMEs

**116** **52** Women **64** Men

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Grants

**560**

Start-ups were all provided with cash grants while SMEs were offered a package that combines Business Development Services or / and Cash grants. Only 66 out of 116 SMEs were granted financial support after a careful needs based analysis.



45%

The percentage of start-ups, which sustained their Businesses for more than 6 month

42%

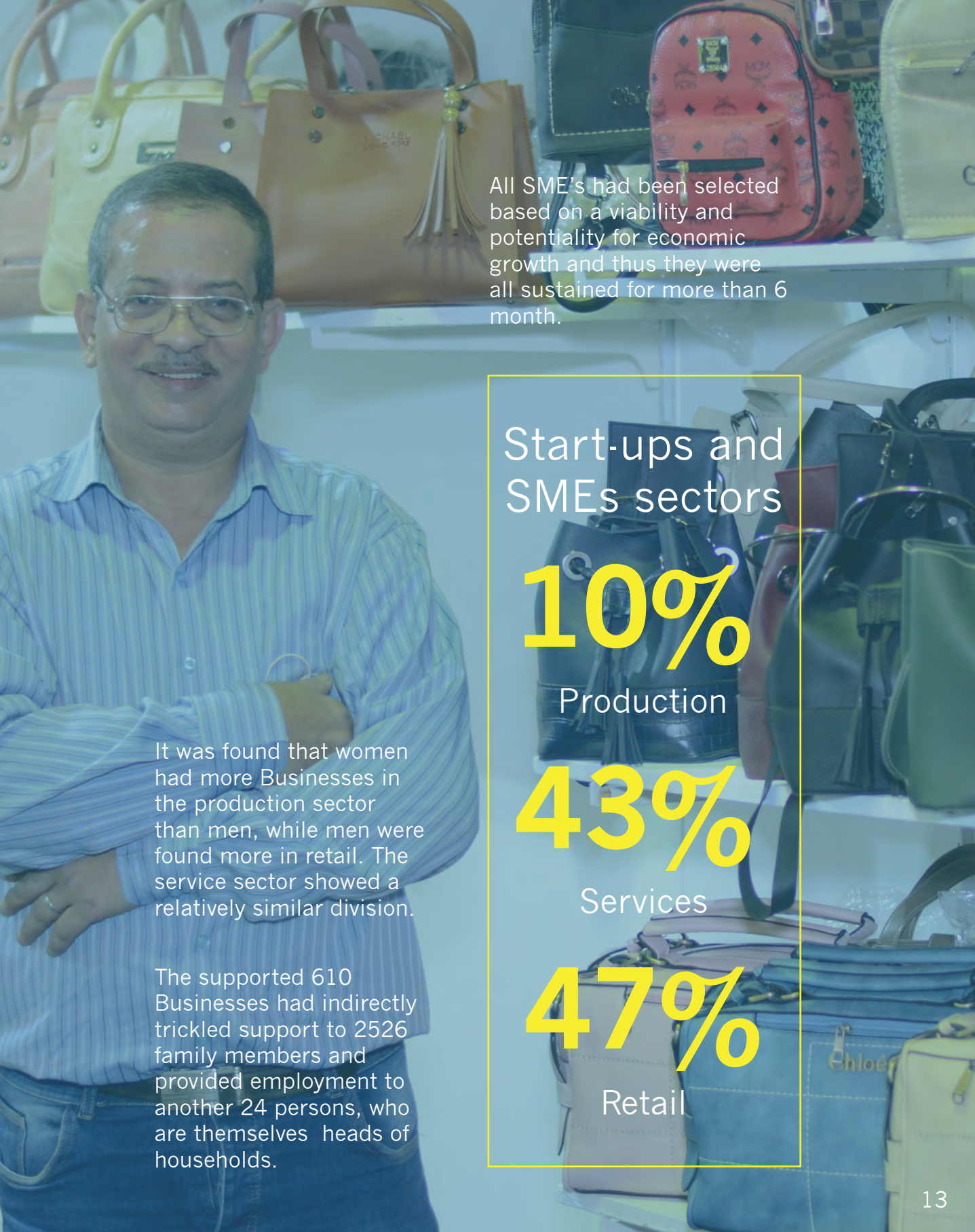
The percentage of start-ups who continued to have operation as they were followed up upon in the first 6 month and follow up will go on.

6%

Unknown

7%

Business terminated prior to 6 month



All SME's had been selected based on a viability and potentiality for economic growth and thus they were all sustained for more than 6 month.

Start-ups and  
SMEs sectors

10%

Production

43%

Services

47%

Retail

It was found that women had more Businesses in the production sector than men, while men were found more in retail. The service sector showed a relatively similar division.

The supported 610 Businesses had indirectly trickled support to 2526 family members and provided employment to another 24 persons, who are themselves heads of households.

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## Wage-Employment Support

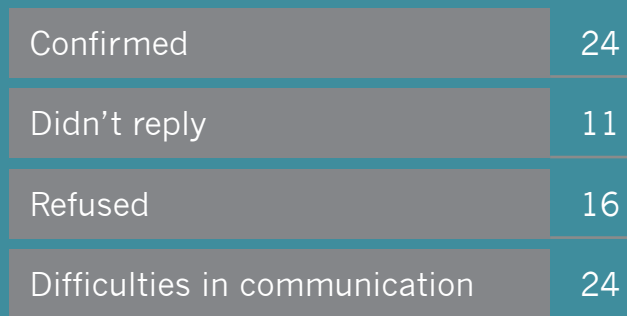
In 2018, a partnership agreement has been extended with Refuge Egypt National NGO. The agreement was based on the piloting of a wage employment model in the domestic work sector in 2017. The pilot engaged with a private sector partner and resulted in the identification of effective routes for more viable employment options to refugees and asylum seekers and brought about key lessons. A more robust plan to expand Refuge's Egypt capacities in job matching and monitoring was put forward. The partnership builds on the employment facilitation capacities that Refuge Egypt already has and further expands to different sectors and brings about a more systemized approach. Extensive participatory planning sessions preceded the formulation of the agreement and technical workshops were offered to Refuge Egypt team with regards to work plan, staffing and management of the project.

Refuge Egypt signed an MoU with an Egyptian employment agency (Bashar Soft) to facilitate access of refugees to company's platform. The agency had been profiled and audited against a set of standards for liability by UNHCR. Further, and in coordination with the company and many actors, a job fair for refugees was organized (that is the first in nature). It was a result of extensive planning and organization that included outreach to refugees, networking/coordination with other NGOs to have on-spot support (CV writing, training and capacity development). The fair included profiling and interviewing and it was an important occasion to furnish Refuge's Egypt new branding of Refugees' work hub; waslet 3amal. Refuge Egypt managed to reach out to Syrians and many other nationalities (where it had already a strong outreach capacity) and to promote the inclusion of refugees in economic sectors in which they were not involved.

# Glimpses first Job Fair for Refugees

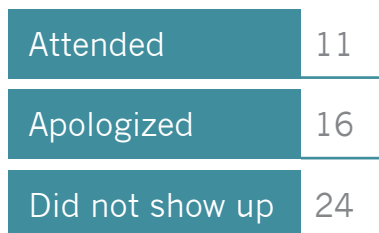
To widen the refugees scope of opportunities and fields of engagement to ones that are more compatible with their qualifications, the job fair was based on a collaborative approach with a range of companies and employment agencies. They managed to provide opportunities that are matchable to many refugee job seekers.

Assessments for the selection criteria were conducted for the type of jobs offered, number of vacancies, capability of taking non- Egyptian job seekers, company location and credibility and reputation.



69 Companies have been contacted

The contract was sent to 24 selected companies





## List of offered Jobs

Cashiers  
Accountants  
Deliverers  
Drivers  
Sales Specialist  
Human Resources  
Tele-sales  
Waiters  
Chefs  
Customer Service  
Data Entry

Security Service  
Warehouse Labourers  
Warehouse Supervisors  
Warehouse Assistants  
Store Keepers  
Call Centre  
Receptionists  
Mechanical Engineers  
Car Maintenance  
House Keeping

فرصنا  
فرص شغل بجد  
كوم



Refuge Egypt  
خدمة اللاجئين



## Job-seekers skills and work experience:

Extracted from 85 Job-seekers who approached the profiling section:

Computer Engineer	Chef
Accountant	Receptionist
Welding	Call centre
Secretary	IT Teacher
Journalist	Data Entry
Cook	Programmer
Tour Guide	Inventory
Sales	Graphic Designer
Waiter	Civil Engineer
Office Admin	Communication
Translator	Electronic Maintenance
Cleaner	Ware House Supervisor
Baby sitter	Security

### Statement

### Number

Registered (job seekers)	590
Profiling	85
Training request	157
CV	35
Interview	1138



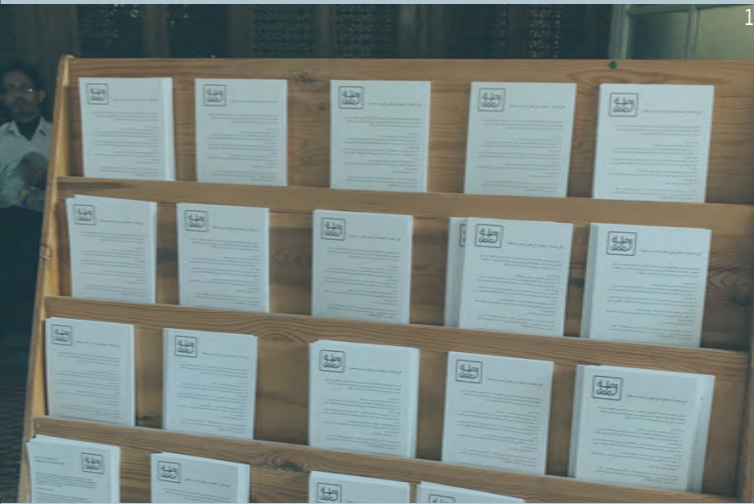
**Visitors (Job seekers)      Male      Female**

Visitors (Job seekers)	Male	Female
Sudanese	106	113
Eritrean	104	49
South Sudan	44	39
Yemeni	37	23
Somalian	23	8
Ethiopian	15	8
Syrian	5	9
Iraqi	4	0
Egyptian	2	0
Central Africa Rep	1	0
<b>Total</b>	<b>341</b>	<b>249</b>



Branding Waslet 3amal





5 community centres were visited to be informed on the proceedings of the job fair. ADs were distributed in about 25 community meeting points. In addition, 5000 invitations were printed and distributed to Job seekers. Job seekers were called from Refuge Egypt's database and referrals.



وصلة عمل اول معرض للاجئين من مختلف الجنسيات في مصر

**OCT 13** **وصلة عمل Job Fair**  
Public · Hosted by Refuge Egypt

★ Interested ✓ Going Share ...

🕒 Saturday, October 13, 2018 at 10 AM – 4 PM

📍 All Saints' Cathedral, Cairo  
5 Michel Lutfallah Street, Zamalek, Cairo, Egypt, 11211 [Show Map](#)

🗨 Hosted by Refuge Egypt  
Typically replies within a day [Message Host](#)

**About** Discussion

**90 Going · 354 Interested**



## وصلة عمل اول معرض للاجئين من مختلف الجنسيات في مصر

يضم المعرض عشرات الوظائف المختلفة في العديد من الشركات الكبيرة في القاهرة الكبرى بما يناسب مؤهلاتك ومكان سكنك، كما يضم المعرض قسم خاص لمساعدتك في كتابة سيرتك الذاتية وقسم خاص لتحديد احتياجات التدريب والتأهيل .  
ملاحظة : - الدخول بطاقة المفوضية العليا لشؤون اللاجئين - يمكن إصطحاب الأطفال معك للمعرض

The exhibition includes many job opportunities in many well known corporates in Greater Cairo that suit your qualifications and place of residence. It also includes special sections for CV writing and training and employability needs assessment.

Note: \_ Entrance with the UNHCR ID \_ You can bring your children along to the event



Refuge Egypt  
خدمة اللاجئين

يوم السبت ١٣ / ١٠ / ٢٠١٨  
من الساعة العاشرة صباحاً وحتى الرابعة عصرًا  
الزمالك - شارع ميشيل لطف الله  
قاعة منظمة مصر الملجأ داخل كاتدرائية جميع القديسين

Saturday 13 / 10 / 2018  
From 10 am till 4 pm  
Zamalek - 5 Michael Lottfalla St.  
Refuge Egypt - Main Hall inside the all Saints' Cathedral

CV Writing



Cv writers



Cv writers

Profiling



Interviewers

The Main Hall



Exhibitors

Mockett

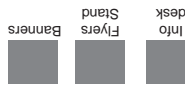


Exhibitors

Mockett

Barriers

Entrance and Registration



Banners

Flyers Stand

Info desk

Exit

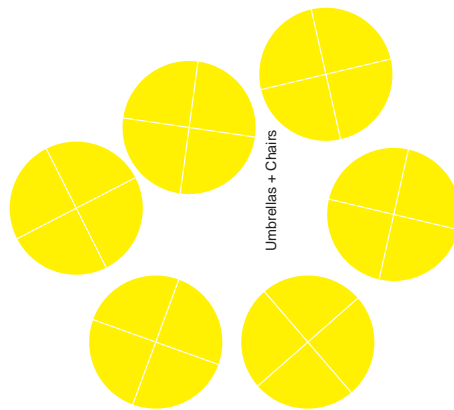
Entrance

Check In

Waiting Area



Water cooler



Umbrellas + Chairs

Waiting Area



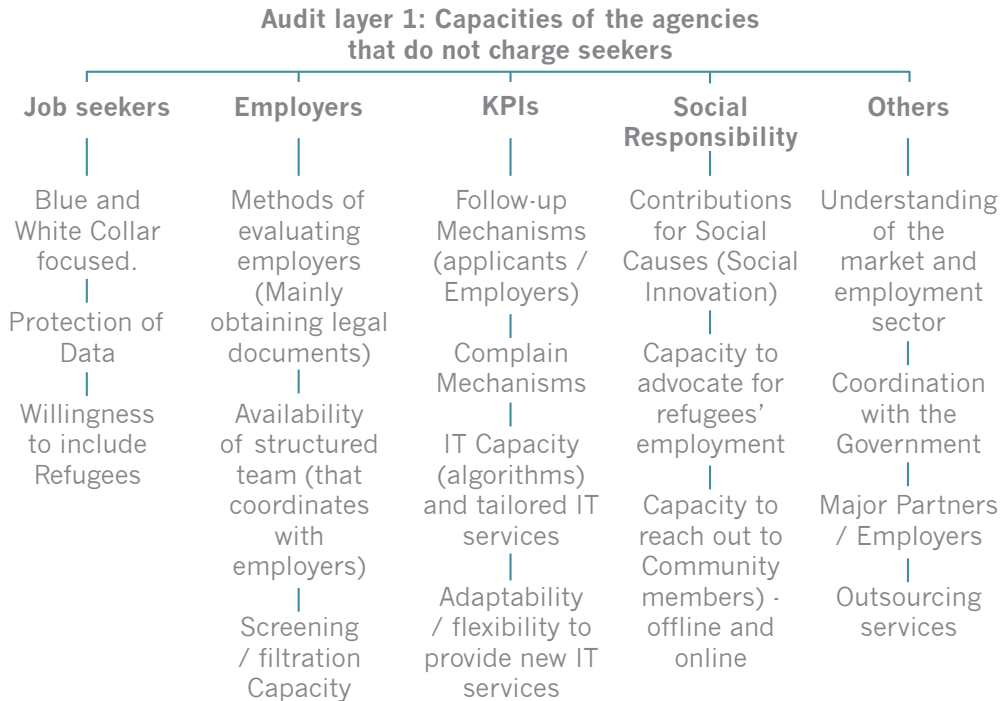






# Earlier research (2017)

## Mapping Egypt Private Employment Agencies



### Filtration of the agencies

Job Matching & Placement	Basic Filters:
Recruitment / Matching Blue / White Jobzella Hemitna Shaghalni Wuzzuf Forasna Bayt (National-Ones) (Community-based ones)	<ul style="list-style-type: none"> <li>- Years of Operation in the Egyptian Labour Market (minimum of three years).</li> <li>- Reputation and Image (Reviewing Social Media, asking stakeholders, etc.).</li> <li>- Data Base strength for (Employers / job seekers).</li> <li>- Geographic Coverage.</li> <li>- Outreach Capacity and tools (diversified, not diversified) etc.</li> <li>- Legal Status (Formally Registered)</li> <li>- Having a call centre</li> </ul>

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## Sectoral Interventions





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## CARE International

A new programme line has been pushed forward with Care International and the National Council for Women (NCW) that combines livelihood and SGBV programming aiming at training, supporting and orientating refugees on SGBV issues while being engaged in livelihood activities in the safe premises of a national women's entity.

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## A Community Kitchen

**An accessible venue to cooks and to foodies.**

The food sector has been identified as one of the viable sectors for refugees and asylum seekers in Egypt through different studies and field analyses. Marketing of food, quality assurance and pricing were found as the aspects that require support to improve business potentiality. In the Egyptian catering landscape, there are a group of culinary-service providers and marketers for processed and home-made food. UNHCR has hence mobilized a public private partnership (PPP) in which a kitchen that is located within the premises of the National Council for Women (NCW) was renovated and equipped to host many refugee and Egyptian women. Mumm (an innovative marketing platform for home-made food) was contracted by UNHCR to develop a business model and to set up a management structure through which the kitchen can operate as a production and training facility. The kitchen was delivered formally to the NCW management by end of 2018 and UNHCR is to look further at the governance structure and operationalization potentials of the kitchen during 2019 and to further support forming a plan forward for the PPP. The project was partially funded through the Safe from Start package to mainstream SGBV in Livelihoods.

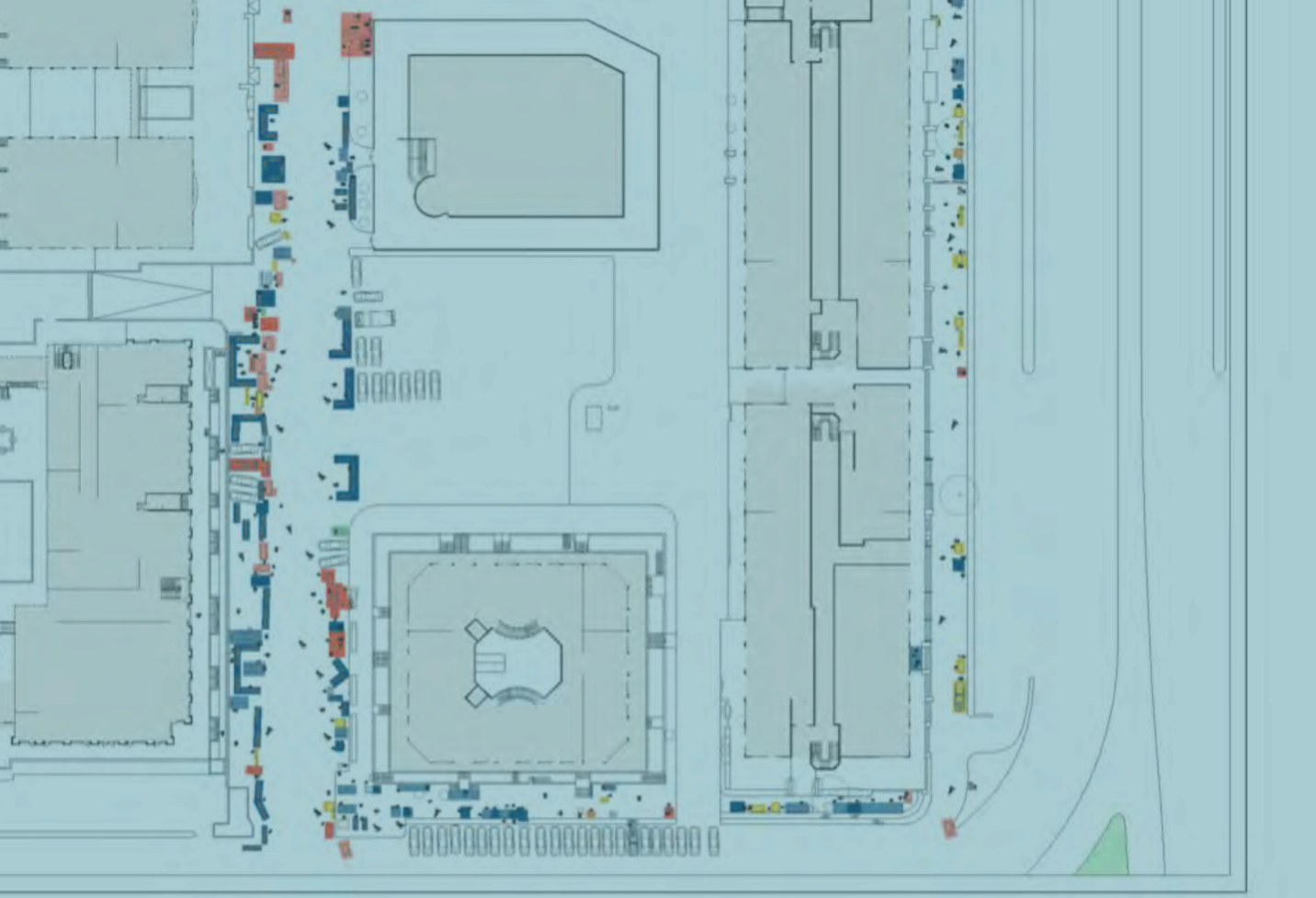
## Collaborating Partners

A public private partnership was mobilized by UNHCR to facilitate access of refugee women to national service providers.



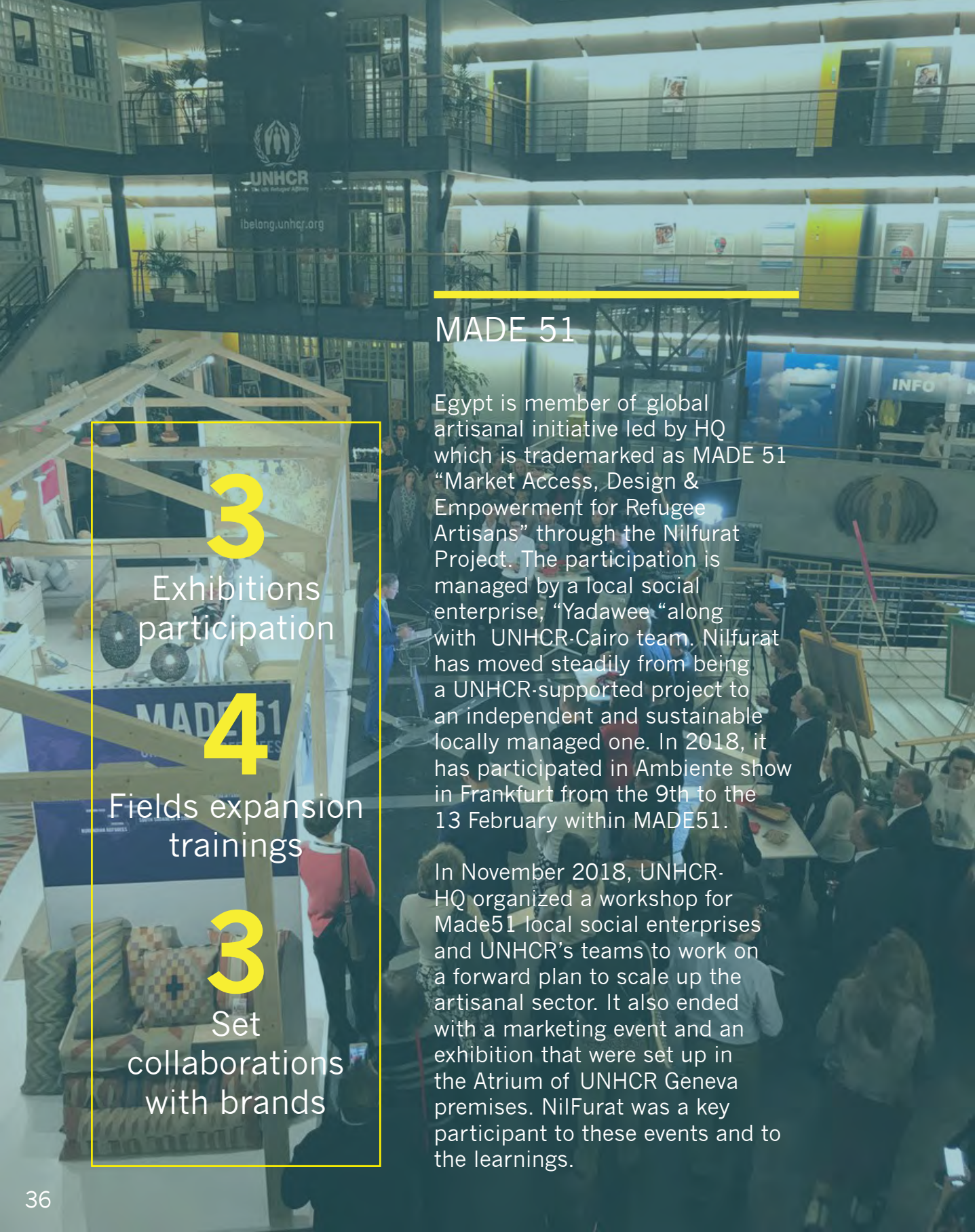








UNHCR's maintained its role as a supporter and coordinator to local hosting-area's development plans in 2018. Several rounds of meetings were held with the City Administration of 6th October city, New Urban Communities Authority and the UNHCR's partner Takween to set a work plan and facilitate the launch of the implementation activities. The plans look into the central hub of 6th of October City where many refugee and Egyptian businesses are established. They also pertain to the upgrading and development of this hub where around 6000 refugee and Egyptian workers are accommodated in vending and other types of micro and small enterprise activities. The detailed study with executive drawings and Bill of Quantity document that is ready for furnishing to bidders were finalized and delivered to the city administration of 6th of October. UNHCR supported the technical development of studies only.



UNHCR

ibelong.unhcr.org

## MADE 51

Egypt is member of global artisanal initiative led by HQ which is trademarked as MADE 51 “Market Access, Design & Empowerment for Refugee Artisans” through the Nilfurat Project. The participation is managed by a local social enterprise; “Yadawee “along with UNHCR-Cairo team. Nilfurat has moved steadily from being a UNHCR-supported project to an independent and sustainable locally managed one. In 2018, it has participated in Ambiente show in Frankfurt from the 9th to the 13 February within MADE51.

In November 2018, UNHCR-HQ organized a workshop for Made51 local social enterprises and UNHCR’s teams to work on a forward plan to scale up the artisanal sector. It also ended with a marketing event and an exhibition that were set up in the Atrium of UNHCR Geneva premises. NilFurat was a key participant to these events and to the learnings.

# 3

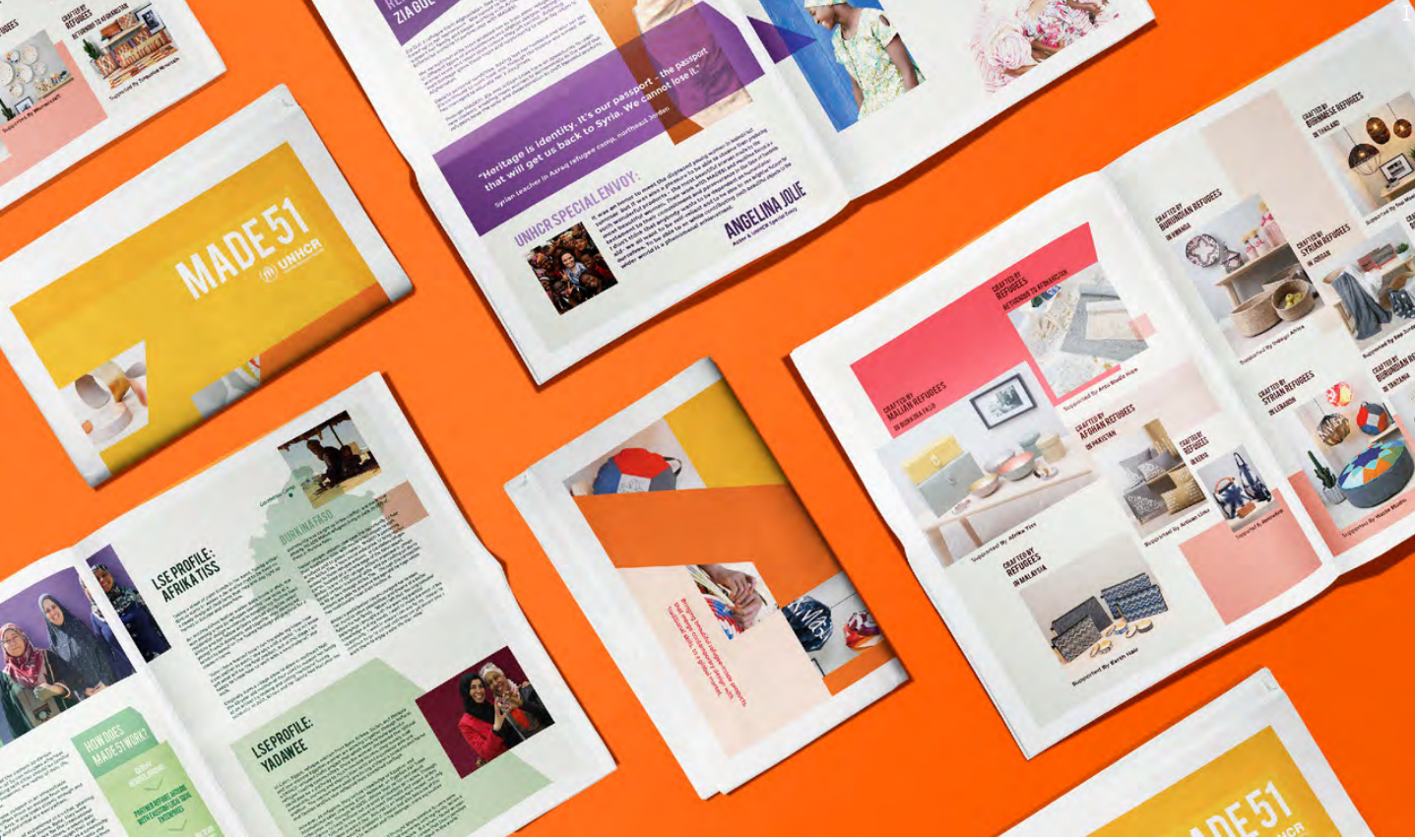
Exhibitions participation

# 4

Fields expansion trainings

# 3

Set collaborations with brands







## The Holiday Collection

The idea of the Christmas ornaments was disseminated by MADE 51 to develop designs of products and to set a target of the production volume to be ready by Christmas, so that project-holders can work on and fill their time gaps when they have low traffic of orders during the year. This step has sustained income to many of the 31 women of the project.





As the women will eventually have a profit share in the sales of the project, accounting training was provided to one project staff and a refugee woman in order to have them handle accounting records of the project. In addition, they will handle documentation and attendance at the premises.

IOM has provided NilFurat with an additional opportunity to purchase equipment and get advanced trainings. Yadawee set up a silk screening line to expand



the work for further orders. Project participants have conducted advanced training in embroidery with Malaika (a private sector high-end artisanal production enterprise). Additionally, three women participated in a proposal writing training that was facilitated by IOM.

A fabric cutter was purchased to facilitate production and women were trained on the techniques of using it by a specialized trainer.



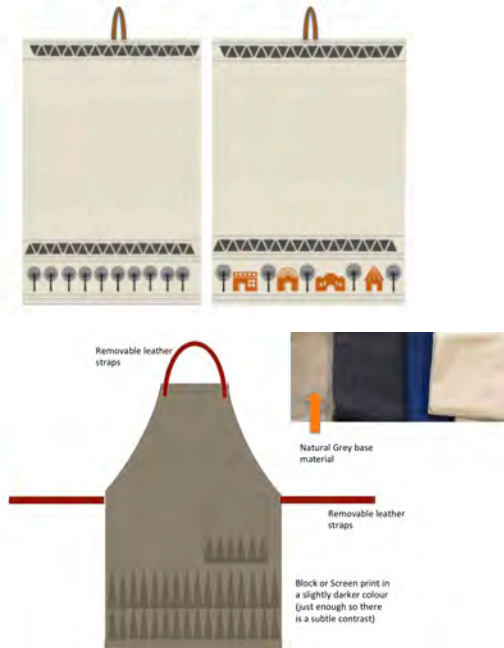
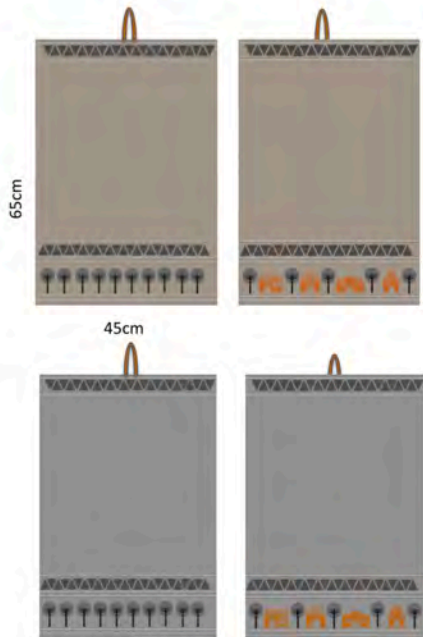




## I have a story

To highlight the journey that brought each woman, product and detail into being, a workshop on story telling was held with the participating women. Yadawee and UNHCR worked together to extrapolate the values, beliefs, meanings and perceptions that the women carry and interpret in the products they had designed. The stories will be put together associated with the products and motifs.

Participants ran products' photo shoot for the project catalogue as part of the International Trade Committee ITC in Egypt. They have also been receiving and responding to orders to a wide spectrum of business clients.





شكروا محشش يمبس من  
بر ما يكون كس مكله  
مع كل حاجة مشاتها و عطر  
مكفة اللي كان لاعد عليها  
شكرا

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## Media coverage

BBC has reached out to UNHCR in order to prepare a documentary on the project. The film was concluded and broadcasted during February 22nd. Several other Reporters reached out for NilFurat to report their project model.



NiLFurat premises have been re-organized and partially restructured in order to match with the new divisions of labour. The 31 participating women have been divided into five teams according to the different production lines. The lines of production include patchwork and quilting team, dyeing team, printing team, embroidering team and sewing team.



Technical field visit was conducted to SEKEM manufacturing facility and farm in order to explore the potentiality of cooperation with UNHCR and Yadawee; Local Social Enterprise and UNHCR partner. The potential cooperation includes employing and training refugee women within the different clusters they have in the farm and in the textile factory.



## Private sector partnership with Malaika

In continuation of the business relationship with Malaika, community meetings were held in Malaika's new training venue in downtown Cairo to promote the opportunity of the specialized training to many refugee women. Malaika offers the training and a corresponding work option to trained women that is convenient to many refugee women. They can work from home. UNHCR disseminated an online application through social media and cultivated some 304 applications from refugee women.

Refuge Egypt profiled and scanned the applicants and directed viable candidates to the Malaika training. 20 refugee women were chosen. Qualified and committed beneficiaries continued to have work relationship with Malaika.



52

Paintings

32

Artists

Refugees and  
other Origins

1/3

Paintings Sold

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## Art Gallery

UNHCR's partner Refuge Egypt and the Nile Valley Association jointly launched a three-day workshop for refugee and asylum-seeker artists in Egypt. Delivered by qualified instructors, the workshop was designed to provide participants with the basics of painting before they could embark on their own projects. It also aimed to bring Syrian, Yemeni, Ethiopian, Eritrean and Sudanese refugees together with Egyptian artists to exchange experiences and foster cohesion among the diverse refugee communities and the host community in Egypt. The discussions aimed to further refine and enhance their art painting skills by organizing an exhibition at the end.



## Opening

The opening ceremony for the Art – Gallery (Dis / Placed) was held at the Greek Campus on the 2nd of January and it was hosted by Dr. Galal Gomaa. Featuring the 52

multi-cultural paintings. The Artists could present their art pieces and celebrate the diverse group in -the first day of the exhibition.




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## Art Gallery

**Opening:**  
Wednesday 2nd of January 2019  
5:00pm - 8:00pm

**Greek Campus**  
171 Tahrir St.,  
Bab El Louk, Cairo.

**Open:**  
2nd - 7th of January 2019  
12:00pm - 8:00pm







With UN High Commissioner for Refugees Mr. Filippo Grandi and a group of the international Artists presented their art pieces at the office of UNHCR Cairo.



Refuge Egypt  
خدمة اللاجئين



**UNHCR**  
The UN Refugee Agency

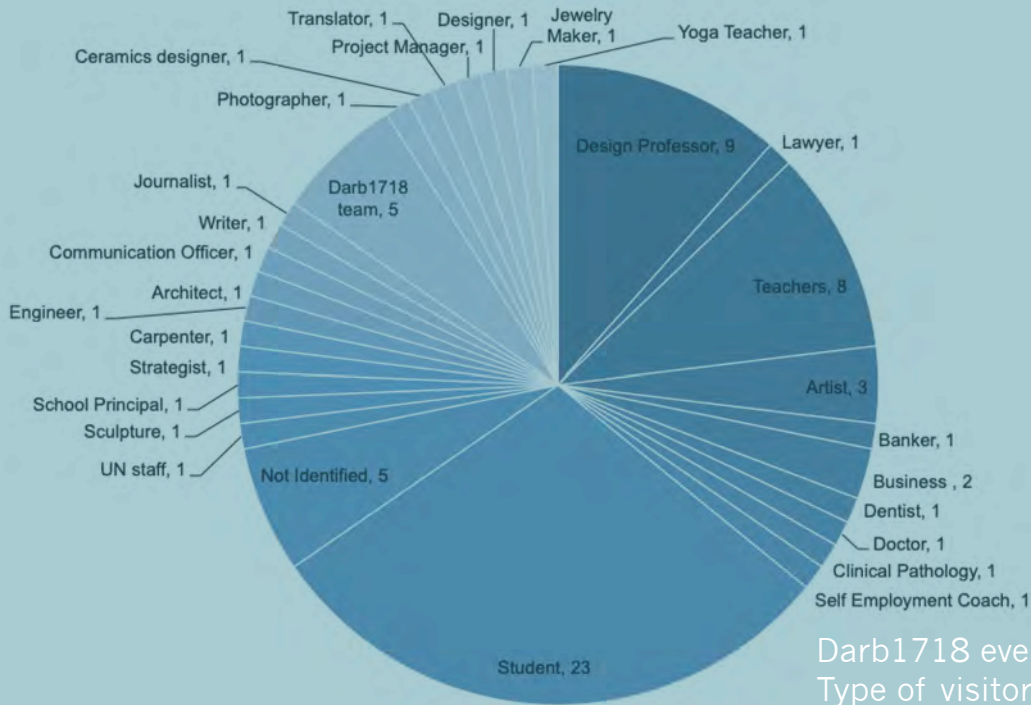
In an attempt to promote multi-cultural identities, the livelihood team in cooperation with CBP conducted a scanning and profiling of crafts that are either made or collected/ brought by refugees/groups aiming at setting up a living exhibition and resource at UNHCR. The exhibition is a permanent and dynamic one that creates a better understanding of refugees' qualities, networking and identifies potential markets and livelihood options for them. The selection is a resource for programming, development planning and information and it has been assembled together in other artisanal platforms around Cairo to share refugees qualities and with a wider audience.





**UNHCR**  
The UN Refugee Agency





Darb1718 event:  
Type of visitors



ALL THAT IS MINE,  
I CARRY WITH ME

أحمل معي،  
كل ما هو لي



A diverse collection of authentic products collected from refugees living in greater Cairo, which show great project potentials and a radiation space for growth of each displayed piece.

You are kindly invited to join us in Darb 1718 - Annex 3 to explore potential products and callbers.

Kasr el Shamaa St., El Fakhareen Village,  
Misr el Kadima, Cairo  
This event is public.

Open:

Thursday 11th Oct. - 10 am - 10 pm  
Friday 12th Oct. - 4 pm - 9 pm



FB event: All That is Mine, I Carry With Me



1



2

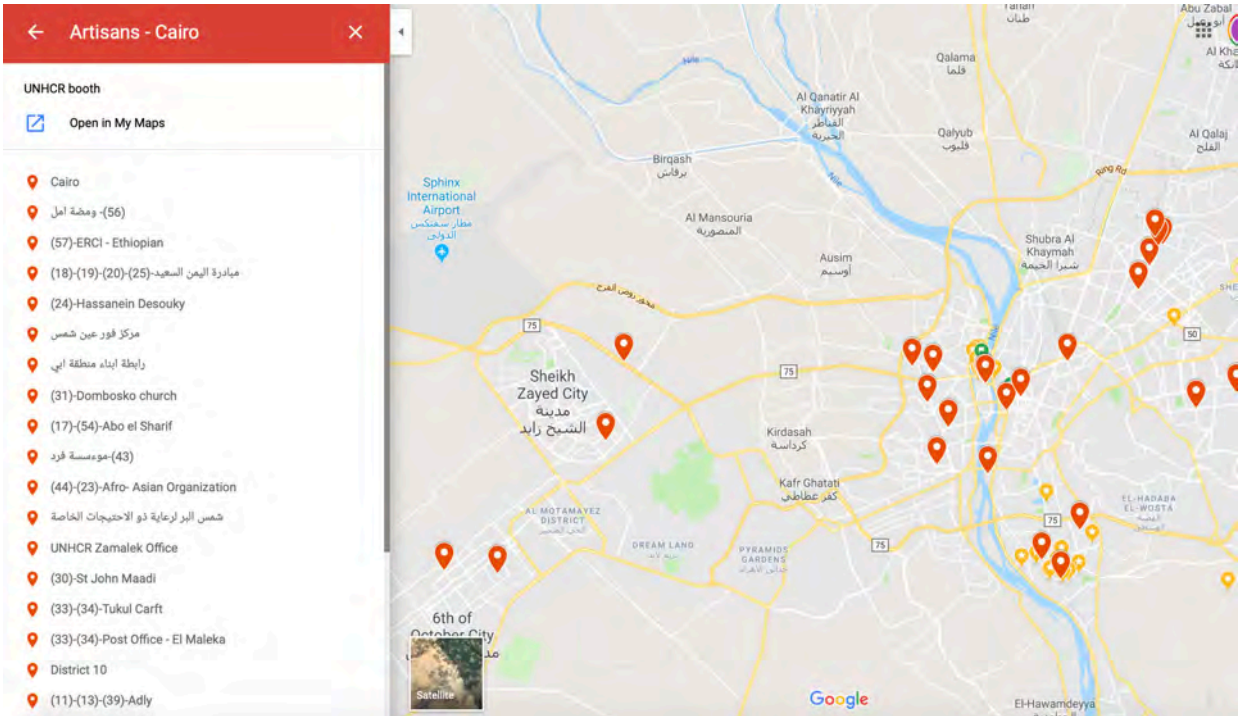


3

## Darb 1718

On the 11<sup>th</sup> and 12<sup>th</sup> of October the exhibition has been hosted by Darb 1718 the

Contemporary Art and culture centre based in heart of Old Cairo. Orders were very random as well as the audience.



## Office Display

Together with UNHCR's implementing partner Refuge Egypt, exhibitions have been put up inside UNHCR office. It offers ease facilitation of exposure for Market opportunities, in case of meeting with expert councils in the field. Also displayed the qualities of Refugees and a space for potential research in this field.





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## Coordination

UNHCR Egypt as a sector lead/coordinator continued to bring together engaged and interested actors in the Livelihood question of refugees. The group meetings form a key platform to discuss and disseminate important information on refugees' livelihood options and to further advance programming and identify gaps to be filled. Livelihood working groups were held ten times focusing on diversified topics and putting together group action plans and lessons. Such thematic approach provided support in steering the generation of insights and lessons among the different participants and to inform forward programming. The themes of discussions included: overview of the outcomes of 2017 programs and lessons learned, organizations' programs in 2018, ways of coordination among livelihood partners, private sector initiatives in the business development and entrepreneurial skills support arena in Egypt, promoting better linkages to private sector, marketing of refugees' and asylum seekers products through bazaars and exhibitions, technical studies around refugees' access to formal and informal labour market, effective inclusion of persons with disability into livelihood programming, and 3RP planning processes and targets among as deemed necessary through its planning cycle.



# Mapping Exercise

Livelihood Working Group



Photo credits:

UNHCR/Livelihood Team

Page: cover (front, back), 19, 21 (1,2,3), 25 (1), 30, 33, 34, 40 (2), 41 (2), 43, 44 (1,2), 45,46, 48 (1), 45, 54, 55 (1,2), 56

Care International

Page: 8

Plan International

Page:11, 12, 13

UNHCR/Pedro Costa Gomes

Page: 25 (2), 26 (1,2,4), 27 (1,2,3), 49

Media Zone/ Rawan

Page: 26 (3), 47

Refuge Egypt

Page: 27 (4)

Caritas Egypt - Alexandria

Page: 29

UNHCR/Takaaki Miura

Page:36

MADE 51

Page: 37 (1,2), 39 (1)

Yadawee

Page: 38, 39 (2,3), 40 (1), 41 (1), 42,

African Society

Page: 48 (2)

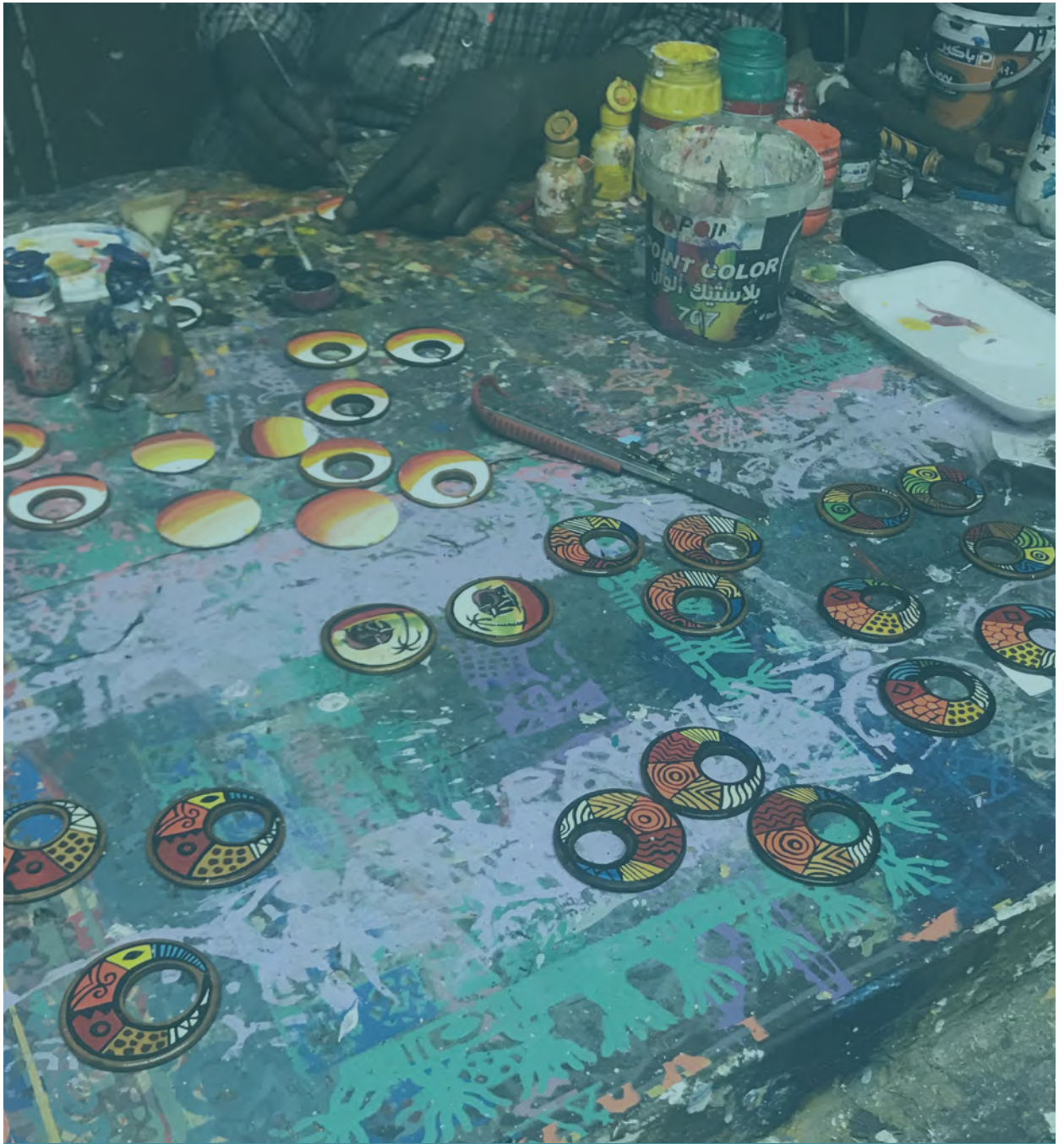
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