

# ReStart: Refugee Integration Project



Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
**Welsh Government**

Caiff y prosiect AilGychwyn: Integreiddio Ffoaduriaid ei ariannu'n rhannol drwy Gronfa Lloches, Ymfudo ac Integreiddio yr Undeb Ewropeaidd. Gwneud rheoli llif ymfudo'n fwy effeithiol ar draws yr Undeb Ewropeaidd.

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## Benefits of Hiring Refugees

### Benefits for businesses

#### Education, Qualifications and Skills

Our clients come to the UK from a range of backgrounds of educational qualifications and work related skills [1]. A large proportion of these candidates are **highly educated**. The Nuffield Foundation found that 45% of refugees held a qualification before travelling to the UK. UK Labour Market research found that more refugees (31%) were in education after the age of 20, compared to UK nationals (23%) [2]. A Deloitte survey [3] found that 38% of Syrian refugees have university level education and 33% were employed in skilled jobs or the professional service industry. These **highly skilled** and educated individuals can be great assets to your business.



#### Language

Many of our clients speak several languages, as well as their mother tongue and are keen to develop their English language skills further. Integration within the workplace will help with this. Languages such as **Arabic, Mandarin** and **French**, which are widely spoken throughout the world, which a large proportion of our clients speak, can be very useful in the **post-EU trading environment**.

#### Diversity

Our candidates come from a wide range of backgrounds and cultures who can offer **new ways of thinking** and understanding of how to appeal to international markets and to culturally diverse customers. Research from McKinsey and Company [4] discovered that highly diverse teams are 33% more likely to outperform competitors on profitability. Other research found diversity leads to 57% better collaboration [5].

## Return on investment

Businesses can develop existing employee's skills by giving them the opportunity to train, support and mentor new starters, which in turn assists with successfully integrating refugees. Research by Business in the Community [6] showed 90% of businesses doing this found it benefitted their workforce. The **return on investment from hiring refugees as employees has been calculated to be positive in the majority of cases, with a return up to 706%** [7].

## Resilience

Our clients have experienced significant adversity and trauma in their countries of origin and during their route to the UK [8]. These individuals often possess great **resilience** as a result of their experiences. This resilience can provide your business with **determination, resourcefulness and adaptability** which can be utilised in the workplace [9].



## High employee retention rates

The Office for National Statistics (2019) [10] assessed that there is currently a high employment rate in the UK general labour market, meaning that employers are struggling to fill vacancies, particularly with entry level jobs. **80% of companies who have employed refugees are satisfied** with their work [11] and employers have identified a **higher retention rate** for this group of determined individuals compared to other employees.

## Social responsibility

60% of millennials intend to join companies with a positive social purpose embedded in their ethos [12]. Supporting this group of people into employment is a way your company can **lead by example** and ensure it is a workplace to be proud of, contributing to **community cohesion and refugee integration**.

## Benefits for refugees

### Ability to contribute to society and independence

Research by TENT [13] has shown that refugees are **highly motivated to find and sustain employment**, both as part of developing their new lives in the UK and also to make a positive contribution to their local community.



## Integration

The UN highlights **employment as one of the top recommendations** to help refugees integrate into society in Europe [14]. Working in an English speaking environment improves conversational language and vocabulary. Making relationships with colleagues boosts social networks and helps someone feel more of a part of the local community.

## References

One of the barriers to gaining employment is lack of **UK based references and work experiences** [2], for nearly every job it is essential that an individual is able to provide a reference. For somebody who has never had a UK based job it can be difficult to provide a reference. References from a job in their country of origin may be impossible to obtain for the person's safety and likely would not be in English. If employers can understand that and make provisions such as temporary work experience and provide a reference or job interview at the end instead of requiring initial references this could open up opportunities for our clients.

## Other benefits

### UK economy

If an individual is **no longer reliant on Universal Credit** for income this benefits the economy, they are also filling positions in the labour market that may otherwise remain unfilled. When someone is earning, they are likely to be spending more which again boosts economy.

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