MEETING MINUTES

ECONOMIC INCLUSION WORKING GROUP

DATE	25.06.2026	TIME	09:30-10:55	PLACE	Online meeting

CHAIRS	
1.	UNHCR (Eliza Przezdziecka, Assistant Livelihood and Economic Inclusion Officer, przezdzi@unhcr.org)
2.	CARITAS POLSKA (Marek Lepianka, Project Coordinator, mlepianka@caritas.org.pl)
PRESENTERS	
1.	Rafal Mroz, Manpower (Temporary Staffing Agency)

PARTICIPANTS	
1.	UNHCR
2.	Caritas
3.	Pro Futuro
4.	Polish Red Cross
5.	International Orthodox Christian Charities
6.	Dobry Start
7.	Polish Migration Forum
8.	Voivodship Labour Office in Torun

AGENDA
09:30 - 09:40 – Introduction

09:40- 10:10 - Refugees from the perspective of a Temporary Staffing Agency, Rafal Mroz, Manpower (TSA).

10:10 - 10:55 – Discussion + AOB

INTRODUCTION

This month's meeting focused on the integration and employment of refugees in the Polish labour market, with particular emphasis on the perspective of a temporary staffing agency. The discussion highlighted the evolving dynamics of migration, examining the changing characteristics of arriving refugees, the profiles most sought after by employers, and the specific organizational challenges faced by staffing agencies in effectively matching candidates with available job opportunities.

OVERVIEW OF THE SITUATION

I. Refugees from the perspective of a Temporary Staffing Agency

The presentation examines refugees from the perspective of a temporary staffing agency, categorizing them into two distinct groups based on their level of integration and availability in the labour market. Approximately 25% of these individuals are classified as economic migrants—a group characterized by minimal or no formal qualification requirements and a lack of Polish language proficiency. These workers typically require accommodation to be fully arranged by the staffing agency but offer several operational advantages, including a rapid onboarding process—even when complex medical checks or sanitary permits are required—and a high degree of flexibility, including the ability to work extended hours.

In contrast, up to 75% of the individuals are categorized as settled migrants, who often bring specific professional experience and possess a communicative level of Polish. Unlike newer arrivals, settled migrants generally live in their own accommodation or are able to secure it quickly. They tend to prefer standard employment contracts, are ready to start work immediately, and frequently hold relevant certifications or professional qualifications.

From the employers' perspective, the ideal candidate profile closely aligns with the characteristics of settled migrants. Employers prioritize relevant professional experience—such as machine operation skills—alongside a communicative level of Polish and specific certifications, including OWW authorizations or sanitary permits. Furthermore, employers strongly prefer candidates who have secured their own accommodation and are fully available to work overtime. Balancing these differing candidate profiles while meeting employer expectations presents an ongoing challenge for temporary staffing agencies seeking to successfully employ refugees across various industrial and service sectors.

During the subsequent discussion, members of the working group expressed considerable interest in the issues presented and proposed conducting a joint research initiative in partnership with the speaker. This collaborative effort aims to explore the specific aspects and current challenges of refugee employment in greater depth, particularly from the operational perspective of staffing agencies.

Additionally, an engaging question was raised during the Q&A session regarding the adoption of modern technological solutions within the HR sector, specifically whether the staffing agency utilizes artificial intelligence (AI). The speaker confirmed that AI technologies are actively integrated into daily operations, with successful applications in automatically generating job descriptions as well as in the initial screening and selection of potential candidates.

NEXT MEETING

Thursday, 30 July 2026 at 09:30h.