



Inter-Agency
Coordination
Turkey



3RP Livelihoods Sector Ankara Meeting
Wednesday, 15 January 2020, 14:30hrs, UN Advocacy Hall, Ankara

Chair(s): Ozlem Cavus (UNDP)

Participants as Institutions: ASAM, Concern WW, GIZ, Gönül Köprüsü, ICMPD, IFRC, IOM, SIBA, TRC, UNDP, UNHCR, UNIDO, USBPRM, WATAN Foundation, WFP

Agenda	Discussion	Action Points
<p>1: Livelihoods Sector 2019 Achievements & 2020 Targets</p>	<ul style="list-style-type: none"> • Livelihoods Working Group Quarter 4 dashboard is presented. • Figures and results of 2019 and targets for 2020 are shown in detail. 	
<p>2: New Member: Syrian International Business Association (SIBA)</p>	<ul style="list-style-type: none"> • It is an association of Syrian businesspeople from different countries • Mission is to focus on unemployment and better working environment for Syrians. • There are a lot of problems for women to get into the labour force, percentage of Syrian women working in Turkey is lower than it was in Syria. • Once the private sector involved in any assessment it would be very fruitful and useful for Syrians under temporary protection. • INGEV is working with SIBA for work permit but there is a need for more help. <ul style="list-style-type: none"> - A lot of businesses were unable to get the support from KOSGEB and other institutions. • UNDP: Institutions are aiming for both host community and Syrians under temporary protection for their support, is being unable to get support a provincial fact? <ul style="list-style-type: none"> - According to the law there is no prohibition but in practice there are problems. • IOM: Can you give us a concrete example of what type of support we are mentioning? <ul style="list-style-type: none"> - We are mentioning about the financial support. • ILO: What is the scope of the financial support is it only to establish businesses? <ul style="list-style-type: none"> - KOSGEB supports the establishment and first phase but there is not any businesses from our partners that got the support from KOSGEB. • Another problem for Syrians under temporary protection is mobility. <ul style="list-style-type: none"> - A mobile application which is downloaded 25 million times, but the creator of the software could not attend to a technology fair due to the temporary protection status and could not meet with the potential investor. 	

	<ul style="list-style-type: none"> • SIBA’s participation in assessments could raise the referrals between organizations up to 60%. • Concern: What are the other provinces that SIBA has its members? <ul style="list-style-type: none"> - Gaziantep, Mersin, Sanliurfa and Hatay are the other provinces. • UNDP: What are the numbers of companies and employees and under what sectors SIBA has members? <ul style="list-style-type: none"> - There are 80 members that have their companies and they are employing 20.000 individuals. - Real estate generally, one has more than 150 employees. Additionally, there is a call center with 75 employees. - Different companies in health sector in both their call centers and sales departments have employees. • There are 10 projects under preparation, 3 of these are technical and vocational education and trainings (TVET). • Gönül Köprüsü: Are you going to implement the projects by yourself? <ul style="list-style-type: none"> - No, it will be in cooperation with others. Currently there are 2 training centers for TVET and one has accreditation, their facilities will be used. • UNDP: Is there any connection with other forums and associations of Syrian businesspeople? <ul style="list-style-type: none"> - Yes, through the partners there is a connection with other forums and associations. • GIZ: What are the other sectors besides health and real estate sectors? <ul style="list-style-type: none"> - Food and technology sectors are the other sectors that SIBA members have their businesses. • ILO: Are there any SIBA members who have Turkish partners or Turkish citizenship? <ul style="list-style-type: none"> - Some members have Turkish partners, and some has Turkish citizenship. At least 35% of the members have Turkish citizenship. • ILO: What is the situation for business formality? <ul style="list-style-type: none"> - All members are operating formally, according to the Turkish Constitution and regulations of the association. 	
<p>3: UNDP Bangladesh: E-Commerce for a Sustainable Livelihood for Displaced People Connecting Globally</p>	<p>i. Initial E-Commerce Platform: Ek-Shop</p> <ul style="list-style-type: none"> • It is a unique Government project under cabinet division resulted with 8% GDP growth in last 3-4 years. • Main aim is to develop ICT and e-commerce • Unemployment rate in Bangladesh is lower than Turkey and the reason for that is the Government of Bangladesh put more focus on entrepreneurship since there are no big brands to operate in South East Asia countries besides India. • Even though it is easy for the younger generation to use the digital platform, it might be harder for older generation and illiterate. As a result, Ek-Shop have been initiated into the digital centers where there is one within 3 kilometres of each person in Bangladesh • Initial infrastructure was held by the Government of Bangladesh. 	<ul style="list-style-type: none"> • Contact information of UNDP Bangladesh team will be shared with participants.

- Along with operating in Bangladesh, it is expanded as well to Malaysia, India, Nepal and so on.
- Ek-Shop's own payment gateway is created for the lowest transaction rates.
- E-commerce is normally understood as consumption and there are middlemen for the products of rural people. In this practice, products are either brought to digital centers to be placed on the website or uploaded directly by themselves.
- Those products can be accessible from international e-commerce platforms such as Alibaba to Amazon North America.
- There were individual orders worth 250.000 US Dollars last year.

ii. E-Commerce for Refugees: Shoron

ii.i. Shoron in Bangladesh

- There are 1.2 million Rohingyan refugees from Myanmar, it is the first time that Bangladesh is experiencing a crisis like that.
- All UN Agencies and NGOs have active role in the crisis management.
- There are differences between Bangladesh and Turkey in terms of refugee crisis.
 - Mobility of refugees out of the camps is restricted in Bangladesh.
 - Registration of the refugees is by the Government of Bangladesh and UNHCR in cooperation.
 - There are 32.684 female led households.
 - Rohingya people denied education in Myanmar after primary level, they have literacy and basic mathematics knowledge.
 - Refugees did not have any marketable skills besides agriculture.
 - There is a restriction for donor agencies to employ refugees or give them cash assistance.
 - 20% percent of the fund for a refugee project should be spent for the host community.
- UNDP Bangladesh tried to find an e-commerce intervention which respects the government
- A model named Shoron is integrated into Ek-Shop.
- Refugees are trained on sewing two months in training centers and given the machines for themselves.
- There is kindergarten for working women who has children.
- Both the host community and refugees work on the exact same product, the products are finished by host community members.
- Products are uploaded to Ek-Shop under ethical fashion category and exported through Thailand and Singapore.
- The products are only marketed abroad Bangladesh to maintain the social competition and social tension.
- A QR code system that tracks back the production process excluding the identity of individuals is created in order not to create another social tension.
- Concern WW: What is the reason of purchasing the products, is it to help or due to necessity?

- Ethical fashion is a trend nowadays and conscious people prefer to purchase under ethical fashion category.
- Products are fashionable since professional designers from the United States of America and Italy are hired.
- Under each product, it is indicated that the products are made by host community members and refugees, but it is not a separate category.
- UNDP: How many items have been produced and what is the number of beneficiaries?
 - 3 batches have been made for now and 150 refugees are employed as of now. The target for 2021 6.000 beneficiaries.
- WFP: What are the details of the payment process?
 - Each article of product is tracked to see who is working on and for how long.
 - There is a virtual wallet created for host community and transferred as money. For the refugees, they get as points which is equivalent of Bangladeshi Taka.
 - WFP is doing the product distribution in refugee camps. Although all 1.2 million products are not ready in refugee camps so refugees can choose whatever they would like to get on Ek-Shop use their points as Bangladeshi Taka.
 - Camps are working with solar therefore some products might not work, and it is indicated through marks on the website

ii.ii. Possible E-Commerce Opportunities in Turkey

- The problem is that the demand exceeds supply therefore creating a platform in Turkey might be a solution.
- Since Bangladesh is a predominantly Muslim country and has basic Arabic skills it has become the second largest ICT freelancer community due to the demand from the Gulf Countries.
- Syrians under temporary protection that has access to internet with basic computer skill in Turkey can supply the demand coming from the Gulf Countries.
- Gönül Köprüsü: When did the digital centers establish?
 - Government of Bangladesh started automatization 9 years ago and digital centers were established through that process. Right now, there are digital centers within 3 km of each citizen and Ek-Shop is integrated into the digital centers.
- Gönül Köprüsü: Is there any shortcuts as the government for trade?
 - It is de minimis rule signed between WTO member countries which indicates if one single article is posted there will not be any tax.
- IOM: Is there any company that refugees and host community are working for?
 - As of now it is not a separate company. But a cooperative model is designed, but due to government regulations host community and refugees cannot get into partnership.
- IOM: What was the planning process and how can it be applied in Turkey?
 - A mapping survey on skills and camps have been made for supply

	<ul style="list-style-type: none">- For demand, mapping was about the item that will bring the highest margin and seen as textile and handicraft. 10-15 products are selected.- A mapping is necessary for Turkey to see both demand and supply side.• ILO: What is the number of employees?<ul style="list-style-type: none">- There are currently 150 employees.• WATAN: Is 150 only the number of the refugees?<ul style="list-style-type: none">- Yes, there are 30 employees from host community. 150 is the number of direct producers there are more in the production process.	
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