

# GOOD PRACTICES ON THIRD COUNTRY NATIONALS' INTEGRATION IN GREECE

“UnionMigrantNet  
and Cities  
Together  
for Integration”

IMPLEMENTING PARTNER



**Generation 2.0**  
For Rights Equality & Diversity

PARTNERS



A CO-FUNDED PROJECT BY THE  
ASYLUM, MIGRATION AND INTEGRATION  
FUND OF THE EU







INCLYS





## **INTRODUCTORY NOTE**

The increased migrant inflow and the specific refugee situation in Greece after 2014 have required wide and rapid changes to be implemented by the local authorities in related political and administrative structures and levels. In this new context, the contribution of the civil society in the broadest sense, as well as the collaboration with various Civil Society Organisations (CSOs), including Trade Unions (TUs), proved to be very beneficial.

The challenges that Greece is facing are many, because long-term solutions are needed, along with concrete measures to face the reception of high numbers of migrants and refugees. Thus, the current situation demands to deal with emergency needs through effective practices. Furthermore, various integration measures, with priority to access to the labour market, should be implemented, since the tendency is that the newly arrived Third Country Nationals (TCNs) remain in Greece, while the number of TCNs to be relocated to other countries in Europe is extremely limited.

The “**UnionMigrantNet and Cities Together for Integration**” project aims at exchanging and transferring knowledge, experiences and best practices on integration between nine **UnionMigrantNet** (UMN) members and eight local authorities from five EU countries, namely Belgium, Bulgaria, Greece, Italy and Slovenia.

The project in Greece focused on the efforts for the labour market integration of migrants, asylum-seekers and refugees through a multi-stakeholder approach. The cooperation between the Migrant Point EKA-the national TU contact point of the **UnionMigrantNet** in Greece-, the Municipality of Athens and Generation 2.0 for Rights, Equality & Diversity, in collaboration with local stakeholders dealing with integration, supports the facilitation of an equal access at work of all TCN categories and preparation for a faster labour integration.

A second pillar of the project was dedicated to Mutual Learning Programs for the [exchange of local experiences and good practices on integration](#).

**EKA**, the **Municipality of Athens & Generation 2.0 RED**, cooperated on labour-related activities, such as the provision of a 30-hour training (online & live sessions) on labour market integration and employability, the utilisation of skills and competences in the Greek labour market, the organisation of awareness-raising events on the benefits from TCNs’ labour market integration, the dissemination of videos and informational material to raise awareness on the project’s goals.

The idea for this **Digital Guide of Good practices on Third Country Nationals’ Integration** in the Greek labour market, was to make **visible** the concrete work of local stakeholders in the field and to try to prevent any further exploitation of TCNs. Obviously, a short guide cannot include all the relevant bodies and organisations, but it focuses on the alliances created with the active mediating role of the **Greek Trade Unions** between public bodies and the Civil Society for an equal labour market integration. Along with the Guide, those interested could also consult the [digital info newsletters](#) created within the project in relation to the

national pilot actions of partners in Greece and abroad, as well as to the local best practices and activities on integration in general.

The three main partners-each with their own distinct role- consequently represent a **safe** contact point for immediate provision of support services to TCNs, but also for referrals to the wider network of the corresponding Public bodies and CSOs.

All dissemination material of the project, including this Guide, was decided to be exclusively offered digitally. The reason was not only to respond to a new digital reality, but, also, because of the fact that the populations for which the Guide was created are mobile and with almost exclusive online access to information. In addition, we wished to contribute to the environmental protection without having anything printed on paper.

The Guide is available in two versions: in Greek and English. It is simple and can be used not only by TCNs and stakeholders based in Greece, but also, in case of labour mobility, throughout EU. For that reason, it provides access to other TU national points abroad through the [UnionMigrantNet Platform](#).

The present Guide is the outcome of a constant collaboration between the **Migrant Point EKA** (Athens Labour Unions Organisation – EKA) and the Employability department of **Generation 2.0 RED** on advocacy, individual and group counselling of migrants and refugees.

*Migrant Point EKA*

## TRADE UNIONS

### UnionMigrantNet

[UnionMigrantNet](#) is a European network of contact points established, managed and supported by Trade Unions. The services provided by UMN contact points are aimed at promoting the collective and individual interests and rights of migrant and mobile workers. The **UnionMigrantNet** (UMN) was set up in 2013 as a network of local, regional and national trade union structures that assists in the integration of migrants.

The services directed to the final users are provided face-to-face or online in different countries, as represented in the **UMN portal** as contact points.

The aims of the network are to:

- Strengthen trade union activities aimed at protecting the individual and collective rights of migrants regardless of their legal status;
- Increase the visibility and accessibility of services and facilities supporting the integration of migrants in the host societies and local communities.
- Encourage, through support and good practices, trade union membership among the migrant population;
- Facilitate dialogue and cooperation with other regional trade unions networks focused on migrants' activities;
- Encourage cooperation and support to migrants, among all trade unions in Europe;

### Migrant Point EKA



The [Athens Labour Unions Organisation-EKA](#) was founded in 1910 and is the biggest Regional Trade Union in Greece. EKA brings together workers from sector and business primary Unions of the city of Athens and the wider area of Athens for the protection and claim of professional, labour and social rights of employees, as well as the development of collective working consciousness.

**EKA** works in close cooperation with both public authorities and representatives of the Greek Civil Society in the field of migration and labour since the early '90s. Following this tradition, the **Migrant Point EKA** was created in 2006 and it is a part of the **UnionMigrantNet** of **ETUC** as a National Hub Desk.



The **Migrant Point EKA** provides legal and vocational individual and group counselling on labour and social rights to all foreign citizens in Greece at regional, national and international level, and it is the **linking point** on migration and labour integration between the Unions members of EKA (Athens & Attica region), various CSOs including local migrant and refugee communities, and public authorities.



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## CIVIL SOCIETY

### Generation 2.0 for Rights, Equality & Diversity



Generation 2.0 RED offers free of charge the following services: Legal Counselling, Career Counselling, Naturalisation Lessons and Greek Language Lessons.

At the same time, Advocacy is a significant action, in relation to second generation and migrant population's rights, and through the initiative "Diversity in the Workplace", Generation 2.0 RED is developing a network comprised of companies towards inclusion at work.

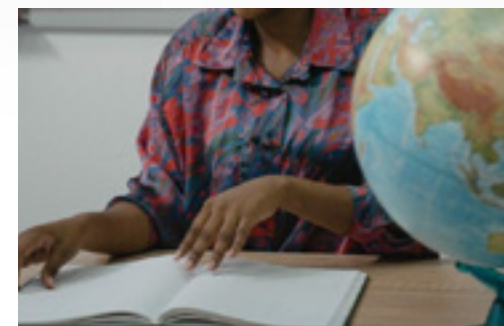
Generation 2.0 RED participates and collaborates with the largest human rights networks in Greece and Europe, claiming the rights of socially vulnerable groups, regardless of their origin, nationality, religion, gender or sexual orientation. More specifically, Generation 2.0 RED participates in the [European Network Against Racism](#) (ENAR), the [Racist Violence Recording Network](#) (RVRN), the [Platform for International Cooperation on Undocumented Migrants](#) (PICUM), the [Anti-Defamation League](#) (ADL), the [European Network of People of African Descent](#) (ENPAD), the [National Working Group on Structured Youth Dialogue](#), the [Athens Coordination Center for Migrant and Refugee issues](#) (ACCMR) and the Council of Migrant Integration of the City of Athens.

**Generation 2.0 for Rights, Equality & Diversity** is a non-profit organisation consisted of people with different origins who work together to promote **equal participation in a diverse society**, through the empowerment of individuals and communities. It combines action and research, aiming to promote human rights, equality and diversity, fight racism, xenophobia and discrimination in general.

## Naturalisation Lessons

### **Generation 2.0 for Rights, Equality & Diversity**

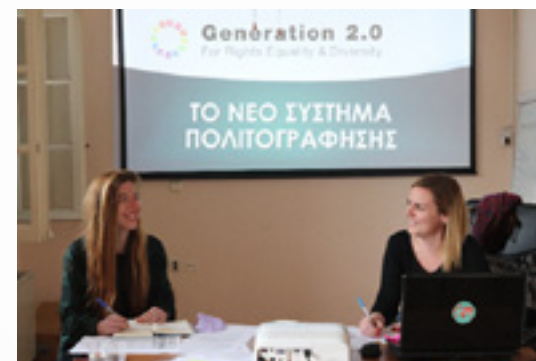
has been carrying out preparation courses for the naturalisation procedure since 2016. Those who wish to get naturalised, they first have to successfully pass the exam for the Certificate of Adequacy for Naturalisation (PEGP). This exam includes a Greek language section (Reading, Writing, Listening & Speaking) and questions related to geography, history, political institutions, and culture.



In these terms, continuing its action from the previous naturalisation system for which applicants were prepared for the oral interview, Generation 2.0 RED, nowadays, carries out courses to support candidates who will sit for the PEGP examination. These courses are held in collaboration with volunteer teachers, focusing on language lessons and, complementarily, on the other subjects. In addition, one of the lessons of each learning cycle is dedicated to the analysis and the explanation of the country's political system and institutions presented by the Legal Counselling department of the organisation, so that candidates can get familiar with the demanding topics of the Item Bank of naturalisation.

### **Informative Sessions on Naturalisation**

**Generation 2.0 for Rights, Equality & Diversity** carries out cycles of info sessions for individuals who wish to get naturalised as Greeks, so that they get informed on the steps they should follow. More specifically, at the sessions the new naturalisation system is analysed, including the exams for the Certificate of Adequacy for Naturalisation (PEGP), the application for the naturalisation, the required supporting documents and the presumptions of the economic and social integration, in particular the income criteria. The sessions are conducted in person, in Greek language, by the organisation's Legal department and they last about 2 hours. They take place either at the organisation's premises or at migrant communities and other organisations' premises upon request. The participants are persons with migrant background, who have already applied for naturalisation, or who wish to apply in the future.





## Diversity in the Workplace Initiative



The official launch of “[Diversity in the Workplace](#)” in 2017 signified, also, partnerships with companies and organisations which would not only support the initiative, but would, also, share the common vision of an equal and accessible work environment.

Today, more than 90 companies make up the Network, with 17 of them having already participated in the “[Diversity and Inclusion in the Workplace](#)” trainings, whereas a great number of companies has voluntarily participated in activities, aiming to the inclusion of people of migrant background in the labour market, such as Speeches on various economy sectors and Educational visits to workplaces.

The inclusion of companies in the Network is currently marked by the signing of the [Diversity Charter](#), which was created based on European standards and the law 4443/2016 on equal treatment. A milestone concerning awareness raising and proper information provision towards employers and their staff was the publication of the 1st [Diversity 2.0-An Employers’ Guide](#), in 2019, with the support of the [European Network Against Racism](#), as well as the creation and release of the first Greek Trademark advocating for equal inclusion.



## Intercultural Basketball Tournament “New Generation Got Game”



**Generation 2.0 for Rights, Equality & Diversity** has been organising since 2013 the intercultural basketball tournament “**New Generation Got Game**”, aiming to promote social inclusion of migrants and youth of migrant background. By attempting to increase the visibility of youth

of different origins and the facilitation of the inclusion process and acceptance by the Greek society, sports is perceived as a means of meaningful inclusion and interaction, by promoting values such as the fair play and the respect among youth.

“[New Generation Got Game](#)” is growing year after year and has now been established as a celebration of sports, inclusion and diversity, with the basketball being embraced by concerts, free activities for children, bazaar, etc. In the summer of 2023, the 6<sup>th</sup> tournament is going to be organised with the title [STILL BALLIN’](#).

## Greek Forum of Migrants (GFM)



The Greek Forum of Migrants (GFM) is a network of migrant organisations and communities in Greece. It was founded in September 2002, it functions as a union - body, and its members today numbers around 40 Communities-Organisations.

**Their mission is** the promotion of migrant’s integration by enhancing their individual and collective responsibility and participation, through collaboration with institutions, NGOs and society - on a national and European level.

Defending migrants` rights and their equal labor and social integration is their main goal.



In order to implement their work and actions, they are activated in three different but inter-dependent areas: in the communities of the migrants themselves, in the Greek society, and in the Greek State, with its organisations and institutions.

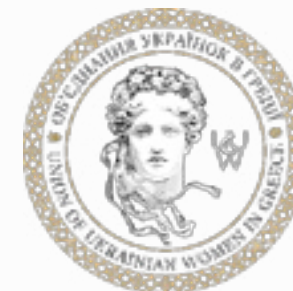
<https://www.migrant.gr/>

Tel.: 210-8831620

[info@migrant.gr](mailto:info@migrant.gr)

## Ukrainian Women in Greece

Support for women and women with children in Athens, in adapting to a new place of residence, psychological support and assistance in preserving, developing Ukrainian culture.



- The Vari Humanitarian Aid Reception and Distribution Centre. 62 Evelpidon Avenue, 16672, Vari (<https://goo.gl/maps/2a5NBbxNbmMLVn3D9>),
- Pre-registration via the link: <https://surveyheart.com/form/635f8b5d734fee61aad-c176f>
- Individual consultations on adaptation to life in Athens.
- Psychological support and referrals to a psychologist- Telegram channel “Psychologists for Ukrainians in Greece”, <https://t.me/psychsupport>
- “Girls’ gatherings” - meetings for acquaintance and communication (every Saturday at 17:00).
- Assistance in case of gender-based violence and human trafficking.
- Information seminars (issues of employment, legal, educational)

- Learning languages (Greek, English, Ukrainian)
- Circles and classes for women and children (shaping, yoga, dancing, trainings, master classes).
- Organisation and holding of fairs, concerts, festivals.
- Organisation and holding of actions, rallies.
- Theatrical performances and film screenings.
- Library of Ukrainian books

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Tel.: +30 690 758 8485, Hanna

Address: 4 Kapodistriou Str., Athens, 106 82 (<https://goo.gl/maps/WaUowK41m-jEppb966>)

(Please attend after calling)



## Babel

Babel Day Centre provides mental health service to migrants (individuals, families, children, adolescents and groups) since 2007 in Athens, and rather in Kipseli, maybe the most multicultural neighborhood of the city.

Babel's main mission is the mental healthcare of migrants (regardless their legal or residence status) living in Athens and distinguished with the triple scheme of the migrant or refugee condition, a different ethno-cultural background and the experience of mental disorder.

Emphasis is given to a customised approach and an individual treatment plan; both evolved as a result of a consultation between the professionals and the beneficiary. A beneficiary-centered network is set up every time so that more needs are met.

The operation responsibility of Babel Day Centre is under Syn-eirmos Social Solidarity NGO ([www.syn-eirmos.gr](http://www.syn-eirmos.gr)).

## **Paths to Integration**

The project "[Paths to Integration](#)" started in June 2018 and was completed in February 2022.

The project's aim was to support International Protection seekers and beneficiaries to face everyday life challenges towards their integration. It addressed individuals who received mental health services at Babel Day Centre and planned to stay in Greece.

In the framework of the project, the following activities took place:

- One-to-one sessions, where an individualised support plan was created, implemented and evaluated jointly by the professionals and the beneficiaries
- Group meetings and workshops on topics that emerged from the one-to-one sessions and aimed, apart from sharing information and familiarising the beneficiaries with the Greek reality, to exchange experiences and networking among the individuals that participated in the project
- Meetings with other organisations that provide services to our beneficiaries which aimed to create small networks to ensure the provision of more comprehensive support and care.





Finally, part of the project was the creation of a guide ([Paths to Integration Toward a Methodological Framework of Support for Applicants and Beneficiaries of International Protection](#)), which is addressed to front-line professionals and aims to contribute through the experience of the specific programme around the challenges and good practices that emerged during its implementation.

The project was supported by the Open Society Foundations.

<https://babeldc.gr/>

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Πολυγλωσσική Βιβλιοθήκη / Multilingual Library  
Πολυπολιτισμικό Κέντρο / Multicultural Center

### We Need Books

We Need Books is working towards creating a society free of discriminations by ensuring free access to knowledge through a space that encourages communication, imagination and joy. In November 2019, it opened Athens' first multilingual library in Athens, in the lively and diverse area of Kypseli.

In the company of 15,000 books in 38 languages, people of all ages and backgrounds meet, exchange stories and overcome personal prejudices. In the warm and welcoming space of the library, visitors can work, read, borrow books or participate in the activities that are organised for children and adults, the many arts workshops, the parent group, the language cafe and our educational activities.



<https://weneedbooks.org/>

Email: [info@weneedbooks.org](mailto:info@weneedbooks.org)

## Refugee.Info Greece

### **Information and services on rights and procedures for refugee/asylum seekers in Greece**



[Refugee.Info Greece](#) is an online website program of the NGO, International Rescue Committee Hellas, that provides information to refugees and asylum seekers to support their social integration and to be able to exercise their rights. The goal of the program is to provide immediate, accurate, up-to-date, and useful information for them and their needs.

Since April 2022, Refugee.Info, the Mobile Info Team and the Greek Forum of Refugees have joint forces to better meet the needs of applicants for international protection and refugees in Greece.

More specifically:

- Information about asylum procedures, work rights, procedures related to public documents, such as enrolling children in school or how to get an AMKA and many more.
- Information and contact details for various services that are provided free of charge including health services, language courses, work counseling, psychosocial support, services for women and children and many more for each region/city in Greece.
- Direct Communication through the Facebook page by sending a message through Messenger.

The website provides information in English, Arabic, Urdu, French, Farsi and Ukrainian and you can send us a message on the [Refugee.Info Facebook page](#) in any of these languages.



MOBILE  
INFO TEAM

## PUBLIC & LOCAL AUTHORITIES

### National Centre for Social Solidarity



EKKA (Public Entity, supervised by the Ministry of Labour and Social Affairs) aims at providing protection and psychosocial support to families and individuals that experience a psychosocial crisis, as is domestic violence and human trafficking, as

well as poor housing/ homelessness.

To the implementation of the aforementioned mandate, EKKA operates:

1. The National Emergency Social Helpline “197”, which operates 24/7 throughout the week and the call is free.
2. The National Child Protection Helpline “1107” is established for the psychological and social support of children and their parents that face problems or are in danger (due to abuse, neglect, trafficking or are unaccompanied or separated children). The Helpline operates 24/7 throughout the week and the call is free.
3. Social Support Centres in Athens and Thessaloniki, staffed with specialised professional (Psychologists and Social Workers), who provide protection and psychosocial support services to individuals and families who face a psychosocial crisis.
4. Two (2) Shelters in Attica and Thessaloniki as a protective measure for women and mothers with their children facing immediate and increased danger, due to gender-based violence
5. Additionally, two (2) Social Shelters operate in Attica and offer temporary accommodation adult self-reliant persons, two or single-parent families, patients and their escorts from rural areas.



[www.ekka.org.gr](http://www.ekka.org.gr)

### Migrant Integration Centre of the City of Athens



The Migrant Integration Centre of the City of Athens (KEM) operates as a local reference point for the provision of specialised services - psychosocial support, legal counselling and information on social rights- to refugees and migrants. There are, also, social inclusion activities, such as Greek, English and IT courses, professional counselling and intercultural activities.

For more information, please click here <https://www.facebook.com/kemathens/>





## THE ROLE OF BUSINESSES



One of the services of the **Diversity in the Workplace** by **Generation 2.0 RED** is the Pre-selection, offered free of charge to companies and organisations, wishing to proceed with an inclusive recruitment of candidates, who have been through the Career Counselling service of the organisation. The company [3Quarters](#) benefited from this service and is sharing with us their experience.

**What were the benefits from your decision to hire a candidate of migrant background?**

It was really interesting to work with people of another culture and get exposed to exclusion experiences and to difficulties, which we usually see from a distance. It was significant for us to comprehend the needs of our employee, to perceive their limits and our own ones and live the refreshing air they brought with them. And for sure we made a new friend.

**What was the greatest challenge in recruiting the candidate?**

The greatest challenge in recruitment was possibly the lack of knowledge of the legislation, unfortunately by all involved parties. This happens regardless of the candidate's nationality, the difficulty is more intense, however, in the case of a Third Country National. The employees at the Insurance Institutions do not have the up-to-date information they should, and the law indications or the ones by the business owners do not get always accepted.

**How did you handle the obstacles you faced?**

Even though our accountant handles our affairs with the Public Administration, in that case we had to put a lot of personal effort to communicate with the administration and at the same time to keep an honest communication with the candidate. It was a demanding time that lasted several months and maybe created disbelief to the candidate.

**What were the changes/adaptations you did, if you did, to ensure the candidate's inclusion in your business?**

We went through a training period of the employee, mostly on the sustainability concept which is not broadly known. No other changes were needed, but it is important perhaps to mention that even if for us it was not a problem and no other adaptation was needed, the employee spoke only English and that could perhaps make it difficult for other businesses.

**What advice would you give to employers who wish to integrate Third Country Nationals in the work environment?**

Be patient throughout the recruitment procedure and try to be as much as explanatory and communicative you can. We need to show trust to the employee and be open to new ideas, which coming from another culture can surprise us in a positive way, make our work easier and develop a trusting environment with the employee.

**3QUARTERS™**

*3QUARTERS is one of the first brands in sustainable fashion in Greece. The two siblings, John and Garyfalia, founded in 2015 one of the first circular companies in upcycling awnings scraps, leftovers by the awning-installing businesses, into luxury, waterproof bags and accessories. Their products are designed, cut and sewed at their atelier, located in their store, in the centre of the Athens, and each one is unique. Devoted to the principles of sustainable design, John and Garyfalia work intentionally in small-scale production, attempting to raise awareness in a slow, ethical and socially and environmentally conscious way.*

## SYNERGIES

### Athens Coordination Center for Migrant & Refugee issues – ACCMR

#### Coordination in support of Social integration & Cohesion



The Athens Coordination Center for Migrant & Refugee issues (ACCMR) was established in 2017 on the initiative of the City of Athens.

ACCMR operates as the first municipality – led coordination hub in Greece that facilitates networking and cooperation between the City of Athens and civil society, international organisations and central government, with the aim of developing effective integration policies.

At the same time, ACCMR has a central role in the formation, coordination and transfer/exchange of know-how, within the “[Cities Network for Integration](#)”, which so far consists of 18 Greek municipalities.

An important tool of ACCMR is the digital service mapping platform. This participatory tool provides information on social programmes and services offered in Athens by public bodies and non-governmental organisations, facilitating the work of professionals in their field.

Since April 2020, the International Organisation for Migration and the UN High Commissioner for Refugees have been jointly supporting ACCMR on the basis of a trilateral cooperation with the City of Athens.

[www.accmr.gr/en](http://www.accmr.gr/en)



### Cities Network for Integration (CNI)

#### Greek Municipalities together for a more inclusive society

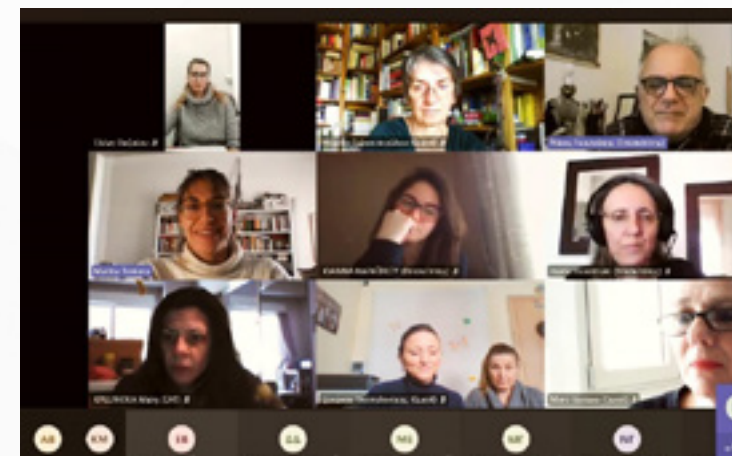
The Cities Network for Integration (CNI) is a network of municipalities across Greece that exchange and plan coordinated activities and interventions at local and national level, aimed at promoting social integration of migrants and refugees and strengthening social cohesion.

The CNI, currently consisted of 18 Municipalities, launched its operations in January 2018, based on a memorandum of understanding between the two largest Municipalities of Greece, Athens and Thessaloniki. The memorandum lays the foundations for a common framework of cooperation between the members of the CNI in the areas of the exchange of know-how, the strengthening of infrastructure and human resources, the promotion of good practices, the development of policies at the European, national, regional and local level, the participation in funding proposals and the implementation of initiatives.

Since April 2020, the CNI is supported by IOM Greece and UNHCR Greece on the basis of a trilateral cooperation with the City of Athens.

Member Municipalities: Agios Dimitrios, Athens, Thessaloniki, Chania, Delta, Heraklion, Thessaloniki, Ioannina, Kalamaria, Karditsa, Katerini, Larissa, Livadeia, Neapoli – Sykies, Nea Filadelfeia / Nea Chalkidona, Piraeus, Tilos, Trikala, Tripoli.

More information: <https://www.cnigreece.gr/en/>



*Meeting as part of the series of seminars held in collaboration with the Babel Day Center to empower professionals in 11 Municipalities - members of the CNI in the field of psychosocial support.*



## **TRADE UNIONS, CIVIL SOCIETY, PUBLIC & INDEPENDENT AUTHORITIES FOR DISCRIMINATIONS AT WORK**

*"I learnt about the company through a friend. I did the application online, they contacted me, and I passed the interview. We had been discriminated at all levels at the work: on the schedule, on breaks, in relation to our African accent, in relation to our skin colour, our smell, the annual leave, etc. All my African colleagues were facing the same issue. I don't know the exact number of us. A friend of mine told me that the organisation Generation 2.0 RED combats discrimination and racism. So, I contacted for help."* (Moussa Sangare, President and Coordinator of the Ivorian Community of Greece). Generation 2.0 RED focused on that report, by gathering testimonials from the people who experienced discrimination and contacted the HR representative of the company to further explore the company's perspective.

Next, the **Migrant Point EKA** received from the organisation **Generation 2.0 RED** a group complaint with documented testimonials from employees originating from African countries. The anonymity of the people who were reluctant to provide personal data was preserved, while 4 people requested that the complaint should be made by name. The case clearly concerned breach of labour and social insurance rights, but there were, also, serious discrimination evidence, on which great emphasis was given for the proper management of the issue.

A series of meetings were held by the **Migrant Point EKA** with the employees, in collaboration with a trade union in Telecommunications, which is member of EKA, as well as meetings with the Greek Ombudsman regarding the racist behaviour faced by the employees, and the Labor Inspectorate for the labour and social insurance disputes. Finally, a meeting was set up at the Labour Inspectorate among the employees, representatives of EKA (Migrant Point EKA & Telecommunications-Informatics Employees Union), a company representative and the Greek Ombudsman, to complete the procedure, while interpretation was provided in English and French. The intervention succeeded- the employees got paid, while the Ministry of Labor got informed by the involved authorities on the case.



## **ATHENS LABOUR UNIONS ORGANISATION**

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## **GENERATION 2.0 FOR RIGHTS, EQUALITY & DIVERSITY**

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