

# ERIAS

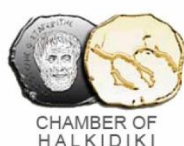
## VADEMECUM

### Positive Integration Practices



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# PROJECT PARTNERS



[www.erias.org](http://www.erias.org)

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# INTRODUCTION



ERIAS (European Refugees Integration Action Scheme) is the European Chambers response to the migration crisis that shook the European Union from 2015 onwards.

It comprises different steps that help lay the basis for a lasting integration of third country nationals in the host countries, starting with labour market insertion. A famous proverb states: give a man a fish, and he will eat one day, teach him how to fish, and he will eat his entire life.

ERIAS builds on this principle, using a multidimensional and multi-stakeholder approach which is scalable and replicable to fit the circumstances in which it is applied.

In the frame of the present project, the approach was tested in four EU member states and practical tools for third country nationals' (TCNs) integration into the labour market were developed.

While addressing labour market integration questions, the project also wants to contribute to promoting a more positive narrative about third country nationals, moving away from negative perceptions linked to uncertainty and fear of terrorism.

This Vademecum of Positive Integration Practices gathers 38 testimonials from TCNs and employers working with TCNs, each of them offering their personal experience and integration advice: TCNs who found a job offer recommendations to peers, TCN entrepreneurs share their recipes for success and last but not least employers from the participating countries share their experience and the positive effects of having TCNs among their workforce.

When going through the compelling stories, one can see that there is no general recipe for success, nor "one size fits all" approach for ensuring a successful integration.

It is nevertheless possible to detect common features among the different testimonials. The features refer on one hand to the individuals' personality and on the other to the enabling environment.

Among the TCNs in employment, many testimonials highlight that it is important to have a positive mindset, be proactive, voluntary, focused on one's goals, patient, hard-working and resilient. At the same time, creating the right enabling environment is a sine qua non condition for finding a job and becoming integrated in the host society. The recommendations are to learn the language, create a network of friends and acquaintances, look for training and get a local diploma. Besides, the need for keeping documents in order and asking for advice on administrative matters is quoted.



The TCNs who decided to become entrepreneurs in the host country faced different hurdles along the way and recommend to aspiring TCN entrepreneurs to be open minded and resilient in their expectation management. The start-up process may take time and it is therefore essential to be well prepared, studying the market, developing a solid business plan and getting advice from people who know the market and the financial and administrative environment.

Employing TCNs is for some of the interviewed employers the only solution to persistent skills shortages. They describe their TCN work force as highly motivated and ready to learn the job with patience, willpower and responsibility. Mutual respect will help to create a relationship of trust, also when initial language hurdles have to be overcome. The skills and experiences TCN workers bring into the company can open new horizons and cultural diversity can be improved. However there needs to be a will to integrate the newcomers and one needs to look at the person and his/her skills, not the passport.

The testimonials are presented by contributing country and for each person, the country of origin is indicated, showing the variety of migration flows.

The Covid-19 pandemic and the economic downturn it ensued has had a disruptive effect on labour markets across Europe (and globally), and while all efforts are focusing on the economic recovery and securing employment for those who lost their jobs during the pandemic, the long term employment perspective cannot be left out of sight.

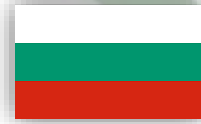
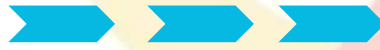
Europe is experiencing skills shortages and skills mismatches across different sectors, and considering its aging population, these shortages and mismatches will accentuate in the coming years unless the right framework conditions for the labour market integration of all population groups are created, and particularly TCNs. Besides, regular labour migration channels, that fit the skills needs of European businesses, from third countries to the European Union will have to be developed and strengthened.

Considering this, we believe that this Vademecum of Positive Integration Practices can also contribute in the future to turning the arrival of TCNs from abroad from a perceived challenge into a socio-economic opportunity.

Ben Butters,

CEO EUROCHAMBRES





# ANASTASSIIA DEHTIAROVA

My advice to foreigners from third countries who intend to come to and live in Bulgaria is simple: “Have an open mind. Life and opening a business here are easy. Try not to expect anything and you will be positively surprised.”

I'm Anastasiia Dehtiarova and head of Content and Events and a co-founder of Open Sofia Foundation, a platform for the international community, both foreigners and Bulgarians, in Sofia. I was born in Ukraine and studied linguistics there. After, I moved to Italy where I stayed for two years to get a bachelor's degree in communications. Then I went to Brussels where I worked as an intern, an employee and finally became a freelancer.

In June 2019 when I came to Sofia, I was positively surprised and decided to stay as I felt comfortable and liked the life. Bulgaria is a hidden gem for foreigners, still not so popular, so there are many opportunities for new projects, especially in my business field. I started as an entrepreneur – running my own company and doing different projects. Then the idea for Open Sofia became a reality.

As a multilingual person I get around quite well with Russian, Ukrainian, English, Italian and French, but I must admit I'm struggling with Bulgarian.

Integrating in Bulgaria was a smooth process and I would feel fully integrated if there weren't the language. I think the fact of having lived and worked in different countries and my professional skills (the ability to work in a team, to communicate and to listen) helped a lot.

In the beginning, I was confused by the way big business works in Bulgaria and got frustrated by the sheer impossibility to get the right answers to my questions. On the other side, I was pleased with the great customer care services that some companies offered me.

*Казвам се Анастасия Дехтярова. Аз съм ръководител „Съдържание и събития“ и съосновател на фондация „Отворена София“, платформа за хора от цял свят, които живеят в България. Родена съм в Украйна, където учих лингвистика. След това се преместих в Италия, където станах бакалавър по комуникации. После заминах за Брюксел. Там първо бях стажант, след което работих за частна компания, а накрая започнах свободна практика.*

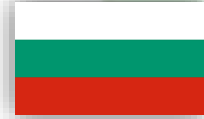
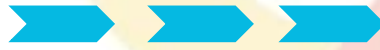
*През юни 2019 г. дойдох в София. Бях положително изненадана и реших да остана, тъй като се чувствах комфортно и харесах живота в България. Страната е скрито съкровище за чужденците. Все още не е толкова популярна, така че има много възможности за нови проекти, особено в моята бизнес област. Първо започнах като предприемач – с моя компания и изпълнявах различни проекти. Тогава се роди идеята за „Отворена София“.*

*Говоря няколко езика - руски, украински, английски, италиански и френски, но все още „се боря“ с българския. Интеграцията в България за мен премина гладко и бих се чувствала напълно интегрирана, ако не беше езикът.*

*В началото бях малко объркана от начина на работа на големия бизнес и невъзможността да получа правилния отговор на някои мои въпроси. От друга страна, много ми харесва че в България има и компании, които предоставят висококачествени услуги на своите клиенти.*

**Моят съвет към чужденци от трети страни, които възнамеряват да дойдат и да живеят в България е прост – „Бъдете отворени, животът и създаването на бизнес тук са лесни. Опитайте се да не очаквате нищо и ще бъдете положително изненадани.“**





# HAMID KHOSHSIAR

“My motto is: “If you want – you can!”  
Bulgaria offers many opportunities to foreigners even though the economy is not in perfect condition.”

My name is Hamid Khoshsiar, I'm 36 and come from Iran. I came to Bulgaria in July 2019 and have a humanitarian residence status. I was forced to leave my home country for political reasons and spent 2 years in Turkey before coming to Bulgaria.

With my applied science bachelor degree, I used to work as sales expert in a small accounting software company in Teheran. Now I'm working for a home textile production company in Harmanly, Aras textile Ltd. In my free time I work for the Legal Aid Centre “Voice in Bulgaria” and the Mission Wing Foundation that are providing legal advice for refugees.

My language knowledge (Persian - mother tongue, Turkish and English) helped me find my current jobs and I'm eager to start studying Bulgarian.

I had no difficulties adapting to life in Bulgaria. Some of the local traditions are very close to the ones in Iran, there are common customs, even some words in Persian and Bulgarian are the same.

The main obstacles in the beginning and still now are the fact that I did not bring my original driving license nor my education diplomas. I can get a new driving license after taking an exam, but my education diplomas are lost for me.

I was very happy to get a working permit within 3 months after my arrival, and working in the textile company helps me integrate, but my heart is with my free time activities, as I can make use of my previous knowledge and, most of all, it makes me feel good to help other people.

I'm convinced that I will be able to find another job, close to my expertise, that suits me better and makes me happy.

*Аз съм Хамид Хошсиар. На 37 години съм и идвам от Иран. Пристигнах в България през юли 2019 г. и имам хуманитарен статут. Бях принуден да напусна родната си страна по политически причини и прекарах две години в Турция, преди да дойда тук.*

*Имам бакалавърска степен по приложни науки. В родната си се занимавах с обслужване на клиенти в малка компания за счетоводен софтуер в Техеран. В момента работя за компания в Харманли, Арас текстил ООД, производител на домашен текстил. В свободното време работя и като преводач в Центъра за правна помощ - Глас в България и Фондация Мисия Криле, които предлагат правни съвети за бежанци.*

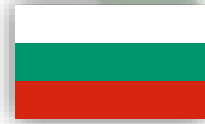
*Говоря персийски /майчин език/, турски и английски и това ми помогна да намеря сегашната си работата. Много искам да науча и български.*

*Лесно се адаптирах към живота в България. Смятам, че някои от местните традиции са близки до тези в Иран, обичаите са общи, дори някои думи на персийски и български са еднакви.*

*Бях много щастлив след като получих разрешение за работа 3 месеца след идването ми в България. Работата в текстилната компания ми помага да се интегрирам, но определено предпочитам да се занимавам с други дейности, да бъда преводач и съветник на бежанци. Така мога да използвам предишните си знания и най-вече да помагам на хора като мен.*

**България предлага много възможности за чужденци, въпреки че икономиката не е в перфектно състояние. Смятам че, „Ако искаш - можеш!“. Убеден съм, че ще си намеря друга работа, близка до моя опит, която да ме кара да се чувствам пълноценен и удовлетворен.**





## HARUN AZIMI

“I consider that knowing the local language is one of the most important skills needed to succeed in the host country’s labour market.”

I am Harun Azimi from Kabul. I am 27. I graduated in business administration in India. Coming back to Afghanistan I received death threats from dangerous people. I was in shock. I reconsidered the situation and was adamant that I should leave Afghanistan, even though I had a good lifestyle and missed nothing. Together with my wife, first we went to Iran, then to Turkey and finally we reached Bulgaria. You can't imagine what we went through - hiding in the woods without food and water.

When I arrived in Bulgaria, I was accommodated in Harmanli and saw that people really treat me very well. I found a job in the organization “Doctors Without Borders” then in “The red cross”. Our procedure for obtaining permanent residence status has started.

I speak English but no Bulgarian so I started Bulgarian courses. A non-governmental organization helped me with psychological support, assistance to institutions and job search.

My desire is to study, to complete a master's degree and to make a career. My wife also works and wants to study at a university in Bulgaria. I know that nothing bad can happen to me and her, having been in Bulgaria for 2.5 years already.

Far from Afghanistan, I do not feel like a stranger in a foreign country because many people have extended a friendly hand to me.

*Аз съм Харун Азими от Кабул. На 27 години съм. Завърших бизнес администрация в Индия. След връщането ми в Афганистан бях заплашван от много опасни хора. Наистина бях шокиран и осъзнах, че трябва да напусна родната си страна, въпреки че имах добър живот и нищо не ми липсваше там. Заедно със съпругата ми отидохме първо в Иран, после в Турция, а накрая в България. Не можете да си представите какво трябваше да преживеем по пътя – криейки се в горите без храна и вода.*

*Когато пристигнах в България ме настаниха в центъра за бежанци в гр. Харманли. Отнесоха се добре с мен. Намерих си работа в организацията „Доктори без граници“, а после в „Червения кръст“. Със съпругата ми подадохме документи за получаване на право на постоянен престой в България.*

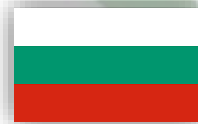
*Говоря английски, но не разбирам български и за това започнах да уча езика. Една неправителствена организация ми помогна с психологическа подкрепа, съдействие при посещение на различни институции и с търсенето на работа. **Смятам, че да знаеш местния език е най-важното условие за да успееш да си намериш добра работа.***

*Имам желание да продължа да уча, да завърша магистратура и да направя кариера. Съпругата ми също работи и иска да учи в университет в България. Вече сме от 2,5 години тук и знам, че нищо лошо няма да ни се случи.*

*Въпреки че съм далече от Афганистан, тук не се чувствам като чужденец, защото много хора ми помагат и имам приятели.*







## KAYS AHMAD

“My advice to other newcomers is: be patient from the day you register in the migration system until you receive a decision; you can easily apply for and receive a working permit after three months of legal stay and start looking for a job at the refugee camp without knowing Bulgarian.”

My name is Kays Ahmad, I'm 29 and was born in the North of Afghanistan. I arrived in Bulgaria in 2016, considering it as a crossing country on my route to Norway. Later I started to appreciate the good nature, the people, the weather, the rather cheap life.

Now I'm working in a call center. Besides, I'm a member of the Refugee Advisory Board, a UNHCR-Led Initiative established in June 2020, and am working as social mediator and translator at the Center for Legal Aid - Voice in Bulgaria. I like to be busy and effective in the community. I'm happy with my current jobs but want to diversify and have plans for international trade activities.

After obtaining my high school diploma I studied English literature at Balkh University in Afghanistan for three and a half years. I speak English, Pashto, Dari, Persian and some Hindi and want to improve my basic Bulgarian.

There are many common features between Afghans and Bulgarians – both nations being warm and friendly. I like Bulgaria because of its very nice, friendly and hospitable people and at the same time have good and lively contacts with the local Afghan community in Sofia.

I know well what it feels like to be waiting for an answer from the State Agency for Refugees about your future, being frustrated and disappointed by the bad living conditions in a refugee camp, and I appreciate the opportunity of having descent work and life now.

*Аз съм Каис Ахмад и съм на 29 години. Роден съм в Северен Афганистан. Пристигнах в България през 2016 г., като смятах че тя е само спирка по пътя ми към Норвегия. По-късно започнах да харесвам хубавата природа, хората, времето и доста евтиния живот тук.*

*Сега работя в кол център. Освен това, съм член на Консултативния съвет за бежанците, инициатива Агенцията на ООН за бежанците, създадена през юни 2020 г. Работя и като социален медиатор и преводач в Центъра за правна помощ – Глас в България. Харесва ми да съм полезен и да помагам на хората.*

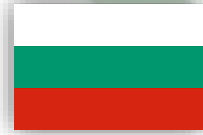
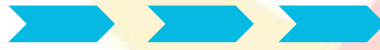
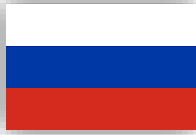
*Имам диплома за средно образование. Учих английска литература три години и половина в Университета Балх в Афганистан. Говоря английски, пушунски, дари, персийски и малко хинди. Имам желание да науча и български.*

*Има много общи черти между афганистанците и българите - и двата народа са топли и дружелюбни. Харесвам България заради хората. Те са мили, приятелски настроени и гостоприемни. Поддържам и много добри контакти с афганистанците, които вече живеят в София.*

*Знам много добре какво е да чакаш отговор от Държавната агенция за бежанците за бъдещето ти, докато стоиш в бежански лагер с лоши условия за живот и оценявам възможността да имам нормален живот и работа.*

**Моят съвет към бежанците е: Бъдете търпеливи, можете да получите разрешение за работа след три месеца от законния си престой в страната, започнете да търсите работа още в бежанския лагер.**





## KRISTINA PARKER

My advice to people like me is: "Don't expect open arms, expect difficulties. However, be optimistic - if you do not end up in one city, go to another."

My name is Kristina. I was born in Kazan, Tatarstan, Russia. I lived in several other countries before coming to Varna, Bulgaria 7 years ago looking for a peaceful place to raise my children. I left my home because of political and religious issues.

I have studied accountancy and have experience as an auditor. At present I manage the finances of a chain of Russian stores in Bulgaria. I was lucky to meet my current employer in the social media. The professional experience I have with international consulting companies and my education and training helped me get into my current job.

At the beginning I had some difficulties in Bulgaria related to the different mentality of the Bulgarians. I learned Bulgarian while working. Now I am communicating freely and even write documents in Bulgarian. I think I am fully integrated in Bulgaria, but I do have concerns about the future, the post COVID crisis and its consequences.

My positive attitude is what keeps me optimistic. I am in Bulgaria because of my work - the numbers, the finances. I love my job. The other magnet that keeps me in Bulgaria is the beautiful nature, the kindness of people, their spontaneous attempts to speak Russian as soon as they understand where am I coming from.

*М аз съм Кристина. Родена съм в гр. Казан, Татарстан, Русия. Живяла съм няколко други страни, преди да дойда в България преди 7 години, търсейки спокойно място, където да отгледам децата си. Напуснах родината заради политически и религиозни проблеми.*

*Аз съм финансист. Имам опит и като одитор. В момента ръководя финансите на верига руски магазини в България. Имах късмет да срещна настоящия си работодател в социалните мрежи. Професионалният опит, който имам в международни консултантски компании и образованието ми ми помогнаха да попадна на тази работа.*

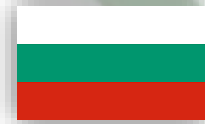
*В началото имах някои трудности в България, свързани с различния менталитет на българите. Научих български в хода на работата си. Сега общувам свободно, дори изготвям документи на български. Мисля, че съм напълно интегрирана в България, но естествено се притеснявам за бъдещето, за кризата заради пандемията от COVID и последствията от нея.*

*Положителната ми нагласа ме прави оптимист. Това, което ме задържа в момента в България е работата – цифрите, финансите – това е моята среда.*

*Другият магнит, който ме задържа в България е красотата на природата, приветливостта на хората, спонтанните им опити да говорят на руски щом разберат от къде съм.*

*Моят съвет към чужденците, насочили се към България е: „Не очаквайте отворени обятия, очаквайте трудности. Все пак, бъдете оптимисти – ако не ви провърви в един град, отидете в друг.“*





# NART HAROUN

“What I like most about my job are the people, my colleagues, the everyday communication with them. I think in order to find a job in Bulgaria, a man must have friends.”

My name is Nart Haroun, I'm 29 years old, and was born in Syria. I lived in Damascus until 2013 when I decided to leave because I didn't want to become a soldier and kill people. I first went to Jordan but didn't stay there for long. Then I went to Turkey and within a couple of days arrived in Bulgaria. I initially wanted to go to Sweden and start a new bright future there, but then my plans changed.

I was granted refugee status in Bulgaria and moved to the city of Plovdiv. Now I'm working for Aladdin Foods - a fast food company. I started as a duner guy and later became an organizer (an administrative position responsible for the shifts). I'm also in my third year of engineering studies at the Plovdiv branch of Sofia Technical University. I took English and Bulgarian language courses at the university and speak Arabic and some German.

For me, integrating in Bulgaria went rather smooth. I found a job as soon as I tried. People around me have been very helpful – with issuing documents, adjusting flexible shifts at work due to my studies, etc. According to me the job is crucial for the integration. .

I see Bulgaria from its good side and believe that one has to be positive and focused to move forward in life. To be good, for me means to be big.

*М Казвам се Нарт Харун и съм роден в Сирия. На 29 години съм. Живях в Дамаск до 2013 г. когато реших да напусна родината си, защото не исках да стана войник и да убивам хора. Първо отидох в Йордания, но не останах дълго там. След това пристигнах в Турция и само след няколко дни дойдох в България. Първоначалният план бе да отида в Швеция и да започна ново светло бъдеще, но плановете ми се промениха.*

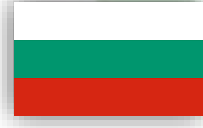
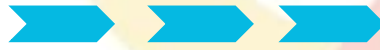
*Получих статут на бежанец в България и се преместих в град Пловдив. Сега работя в Aladdin Foods - компания за бързо хранене. Започнах като дюнерджия, а сега съм началник смяна. Уча в Техническия университет София, филиал в Пловдив – вече трета година. Там посещавам курсове по английски и български език. Освен това говоря арабски и малко немски.*

*За мен интеграцията в България преминава доста гладко. Намерих си работа веднага. Хората около мен ми помагат много - при издаване на документи, да бъда на гъвкави смени на работното място заради обучението и т.н. Без работата няма как да се впиша в средата.*

***Това, което харесвам най-много в работа си са хората, колегите ми, ежедневно общуване с тях. За да си намери човек работа в България, трябва да има приятели.***

***Виждам България от добрата и страна и вярвам, че трябва да съм положително настроен и фокусиран върху доброто, винаги. Да бъдеш добър, означава да си истински човек.***





# VLADIMIR & TANYA DZHIVAGA

**“Our advice to newcomers is: Follow your dreams in Bulgaria. It will take time but you will be rewarded.”**

We are Vladimir and Tanya Dzhivaga and come from Ukraine. Due to the unstable situation there in 2015 we moved to Bulgaria and settled in Varna. The biggest difficulty for us, in the beginning, was the language barrier. Gradually, with everyday life and work, we began to understand the people and now we speak some Bulgarian.

In Ukraine, we both had worked in different sectors and decided to start from scratch by setting up a company and opening a candy shop. This way, we not only found a quiet place to live and work but also enriched the variety of goods and services of the city of Varna.

For the Happy Candy store, we chose a central street in the seaside town, which is full of tourists in the summer. The business developed well and now we feel the need to hire employees, but first have to train them.

Setting up the company proved more difficult and longwinded than anticipated and the daily running is not smooth yet, due to the associated costs and red tape. We are upset about the lack of support from the state for foreigners with business in Bulgaria.

We are happy since we do what we both love and like. Looking ahead, we think of opening a store and a candy factory in the capital Sofia. Covid has put a temporary brake on our ideas for expansion, but we don't give up hope for a positive development of the situation.

*Владимир и Таня Дживага са от Украйна. Заради нестабилната ситуация там през 2015 г. се преместват в България. Избират град Варна – третия по големина град в страната на брега на Черно море. Най-голямата трудност за тях, в началото, е езиковата бариера. Постепенно, с ежедневието и работата, започват да разбират и сега говорят добър български.*

*В Украйна двамата работят в различни сектори, но решават да направят своя фирма и отварят сладкарска работилница за бонбони. Владимир и Таня пренасят една украинска традиция – ръчно изработените бонбони, с които всеки град в тази страна се гордее, в България. Така обогатяват разнообразието от стоки и услуги на град Варна.*

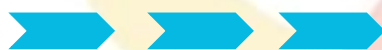
*За магазина на Веселите бонбони избират централна улица в морския град, който през лятото е пълен с туристи. Бонбоните се произвеждат ръчно от естествени съставки. Провеждат познавателни и вкусни работилници за деца. Усещат нуждата да наемат и служители, но за това трябва да ги обучат.*

*Не всичко е било гладко при създаването на компанията. Владимир споделя, че не са получили никаква помощ от страна на държавата като чужденци с бизнес в България.*

*Собствениците на Веселите бонбони гледат напред – мислят да отворят магазин и в столицата София. Идеята идва още през 2019 г., но последвалото разпространение на Ковид спира развитието ѝ. Предлагат и франчайз.*

**Те съветват чужденците в България: „Следвайте мечтата си. Ще отнеме време, но си заслужава.“**





## CALILO

**“I would advise other TCN wishing to find a job to have the documentation to be able to legally reside in Spain, something that accelerates the integration process**

”

My name is Calilo and I was born in Guinea Bisau. I am 56 years old, I am married and I came to Spain in 1985. I left my country after the “coup d’état”, as the economic situation deteriorated, and I wanted to gain a better life. I started my trip to Spain with the Canary Islands and stayed there for a couple of years, working as a docker.

After that, in Sevilla, I was lucky to obtain a scholarship to stay working in Spain thanks to the support of the Head of the “Defence Counsel of the Andalusian People”. I helped other migrants with relevant and useful information the get the Spanish recognition of their education degrees, etc.

When the scholarship finished, my path led me to Catalonia and afterwards Almeria where I worked for many years in the agriculture sector. Finally, I got my current job in the Social Services Department of Roquetas de Mar Town Hall, helping other TCNs who come to Spain.

Caritas and Almeria Acoge helped me during the integration process; nevertheless, I think that the integration process is still going on, because it is not easy for African coloured people. In the beginning, many local people used to feel suspicious about me and other African friends. The situation is different now.

Spain has offered me the opportunity to grow up in every sense and I particularly thank the Roquetas de Mar Town Hall and the head of the “Defence Counsel of the Andalusian People”.

*Me llamo Calilo y nací en Guinea Bisau. Tengo 56 años, estoy casado y vine a España en 1985. Dejé mi país después del golpe de estado, porque la situación económica se deterioró y quería tener una vida mejor. Empecé mi viaje a España con las Islas Canarias y me quedé allí por un par de años, trabajando como estibador.*

*Después, en Sevilla, tuve suerte, porque obtuve una beca para seguir trabajando en España gracias al soporte del jefe del “Consejo de Defensa del Pueblo Andaluz”. Solía ayudar a otros migrantes con información relevante y útil para obtener el reconocimiento español de sus títulos de educación, etc.*

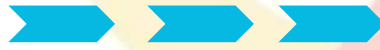
*Cuando terminó la beca, viajé a Cataluña y más tarde a Almería, donde trabajé durante muchos años en el sector agrícola. Finalmente, obtuve mi trabajo actual en el Departamento de Servicios Sociales del Ayuntamiento de Roquetas de Mar ayudando a otros TCN que vienen a España.*

*Caritas y Almería Acoge me ayudaron durante el proceso de integración. Sin embargo, creo que el proceso de integración aún continúa, porque no es fácil para las personas africanas de color. Durante los primeros años muchas personas locales solían sospechar de mí y de otros amigos africanos. La situación es diferente ahora.*

*España me ha dado la oportunidad para crecer en cada sentido, y agradezco especialmente al Ayuntamiento de Roquetas de Mar y al jefe del “Consejo de Defensa del Pueblo Andaluz”.*

***Se les recomendaría a otros TCNs quienes quieren encontrar trabajo que tengan la documentación necesaria para poder quedarse en España, algo que acelerará al proceso de integración.***





# EMILSE BEATRIZ LOIZAGA

**“I recommend other TCNs arriving in a new country to look for advice, to try to adapt to changes, and to go for their goals with a positive mindset.”**

My name is Emilse, I am 47 years old. I came to Spain in 2018. I was born in Argentina and left my country for security and economic reasons. It is very difficult to live a safe and stable life there. I came to Mallorca, because I thought that it is a safe place for my children to grow up and for us to live in.

On top, since there are so many hotels in the island, I thought that I could sell easily the products I am specialised in: soaps.

I decided to become entrepreneur to be more independent and have more flexible working hours that would allow me to take care of my children. It took 7 months for me to get my working permit and during that period I worked as children sitter. At the same time, I designed a viable business plan and tried to obtain the necessary funding to start a company. It took me 8 additional months to finally open my own business.

During all that time, I got advice and support from NGOs like Treball Solidari, Mallorca Chamber of Commerce and Microbank.

Currently, I am making and selling soaps to hotels, smalls retailers and for “business events”. I have clients in the island of Mallorca, and some clients in Germany and Italy. I am happy with my enterprise because the soaps are environmentally friendly and they are well accepted.

Starting from scratch it takes a couple of years for feeling integrated, and you always feel nostalgic about your family and friends you left behind in your country of origin.

*Mi nombre es Emilse, tengo 47 años. Vine a España en el año 2018. Nací en Argentina y dejé mi país por razones de seguridad y problemas económicos. Es muy difícil poder llevar una vida estable allí. Vine a Mallorca, porque nos pareció un lugar seguro para criar a mis hijos. Adicionalmente, como hay tantos hoteles en la isla, pensamos que podríamos vender los productos en lo que yo estoy especializada: jabones.*

*Decidí crear una empresa para tener más independencia y mayor flexibilidad de horarios para educar a mis hijos. Tardé unos 7 meses en obtener un permiso que me permitiera trabajar en el país y empecé cuidando niños, mientras lograba diseñar un proyecto viable de empresa, así como obtener la financiación para ponerlo en marcha. Esto me llevó 8 meses más.*

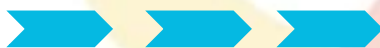
*Durante todo ese tiempo, recibí el apoyo de ONGs como Treball Solidari, de la Cámara de Comercio de Mallorca y de entidades financieras como Microbank.*

*Actualmente, tengo mi propia empresa, fabrico jabones para hoteles, tiendas y para eventos. Actualmente estamos vendiendo a clientes de Mallorca y algún envío a Alemania e Italia. Me siento muy contenta porque son jabones ecológicos, que no contaminan y están siendo bien aceptados.*

*Empezar desde el principio lleva un mínimo de 2 años para poder sentirte integrada y siempre sientes nostalgia de todos los familiares que dejaste en tu país.*

***Se les recomiendo a otros TCN (nacionales de terceros países) que cuando lleguen a un nuevo país busquen asesoramiento y ayuda, que traten de adaptarse al cambio, que utilicen el pensamiento positivo para lograr sus objetivos.***





# KEVIN ALBERTO MARTÍNEZ REYES

**“If I had to recommend to other TCNs how to find work, I would suggest them to look for networks and meet people from the same field to know how the sector is and the possibilities it offers.”**

My name is Alberto, I am 31 years old and come from El Salvador. With my degree in International Relations of the “Universidad del Salvador” I could find a well paid job, but I knew the risk due to the violence, insecurity and high homicide rates in the country. When my scholarship for the Master’s at Valencia University got approved, I left without hesitation. When I got another scholarship to start my PhD, I decided to stay. What I like most about Valencia is the people, as well as living in security, tranquillity and freedom.

I am currently working as a scholarship holder at the Generalitat Valenciana and as an external lecturer at Valencia University. I decided to become self-employed after several failed job applications. Talking with evaluators and consultants about their experiences in and the possibilities of the NGO sector helped me to partner with a consultant and after 4 months I got a job with an NGO as a project technician.

The Chamber of Commerce advised me on the whole process, even months after I had become self-employed. The Valencian Employment and Training Service also offered me guidance .

The main obstacle for me was the high youth unemployment rate. But my previous experience, together with my academic background and language skills, helped me to achieve my goal.

What I like most about my job is being able to learn new things. I think it is essential to have a decent job in order to integrate into society. When I was out of work I had a very bad time, now my future looks much brighter.

*Me llamo Alberto, tengo 31 años y soy de El Salvador. Con mi licencia en Relaciones Internacionales de la Universidad del Salvador hubiera podido encontrar un buen trabajo con un buen salario pero sabía del riesgo que implicaba, debido a la violencia, la inseguridad y las altas tasas de homicidio del país. Así acepté la beca de la Universidad de Valencia sin dudar. Hice un Máster y obtuve otra beca para empezar el doctorado así que decidí quedarme. Lo que más me gusta de Valencia es principalmente la gente, además de la seguridad, la tranquilidad y la libertad con la que puedo vivir aquí.*

*Actualmente trabajo como becario en la Generalitat Valenciana. Soy profesor externo de la Universidad de Valencia. Decidí darme de alta como autónomo dado que no podía encontrar trabajo. El hablar con evaluadores y consultores en el sector de las ONG de sus experiencias y de las posibilidades me ayudó en asociarme con un consultor externo, y tardé 4 meses hasta que conseguí un empleo en una ONG como técnico de proyectos.*

*La Cámara de Comercio me asesoró sobre todo el proceso, incluso meses después de darme de baja de autónomo, y recibí orientación del Servicio Valenciano de Empleo y Formación.*

*El principal obstáculo al que me enfrenté fue la alta tasa de paro juvenil. Pero mi experiencia previa, junto con mi formación académica y las competencias lingüísticas, me ayudaron a conseguir mi objetivo.*

*Lo que más me gusta de mi trabajo es poder aprender cosas nuevas. Considero fundamental tener un trabajo decente para integrarte en la sociedad. Cuando estuve sin trabajar, lo pasé muy mal. Ahora mi futuro se ve más luminoso.*

***Si tuviera que recomendar a otros TCNs cómo encontrar trabajo, les sugeriría que buscaran redes y conocieran a personas del mismo ámbito para saber cómo está el sector y las posibilidades que ofrece.”***





# MARIA VALENZUELA FIGUEROA

**“I recommend other TCN to do training and different insertion programmes.”**

My name is Maria, I am 31 years old and have a degree in Economics. In 2013 I left Venezuela and started a new life in Valencia. The main reasons for leaving my country were the economic and the social crises we were going through.

In Valencia I took a 3 months course at the Chamber of Commerce while waiting for the recognition of my Venezuelan degree. Thanks to this course I got a job at the Corte Inglés. At the same time, I started designing a bikini brand that I made known through Instagram and which led me to work with various influencers. Later on I opened my own accessories shop. But the truth is that I always wanted to live in Madrid, so two years ago I closed the shop and moved to Madrid. I now work in the financial department of a real estate company and on Sundays continue with my work at Corte Inglés.

Of all the things I did to find work, the most effective were to always be willing to move and learn. The Chamber of Commerce's training helped me to get my first job and my first contact with society, as well as my first opportunity to save and be able to create my own business.

I don't remember having any apparent obstacles on my way to finding a job. Perhaps at the beginning, I was unaware of some specificities of the system, but I quickly learned about them.

I love my job because I work in my area. I work very well with my colleagues and feel comfortable with them. I really like living in Madrid. I consider that it has many more work opportunities than any other city.

*Me llamo María, tengo 31 años y soy licenciada en Economía. En 2013 dejé Venezuela y empecé una nueva vida en Valencia. Los principales motivos que me impulsaron a dejar mi país fueron las crisis económica y social que estábamos viviendo.*

*En Valencia hice un curso durante 3 meses con la Cámara de Comercio de Valencia. A través de ese curso, mientras se homologaban mis títulos, conseguí trabajo en el Corte Inglés. Paralelamente emprendí, diseñando una marca de bikinis que di a conocer a través de Instagram y que me llevó a trabajar con diversas influencers. Más tarde abrí mi propia tienda de accesorios. Pero lo cierto es que siempre quise vivir en Madrid así que hace 2 años cerré la tienda y me vine a Madrid donde trabajo para una empresa inmobiliaria en el departamento financiero además de continuar con mi trabajo en El Corte Inglés los domingos.*

*De todas las cosas que hice para encontrar trabajo, lo más efectivo fue estar siempre dispuesta a moverme y a aprender. La formación que recibí en la Cámara de Comercio me ayudó a conseguir mi primer empleo y mi primer contacto con la sociedad además de mi primera oportunidad para ahorrar y poder crear mi propio negocio.*

*La verdad es que no recuerdo haber tenido obstáculos aparentes en mi camino hacia la búsqueda de empleo. Quizá al principio, el desconocimiento de algunos temas propios del sistema de este país pero que rápidamente aprendí.*

*Me encanta mi empleo porque trabajo en mi área, y me siento muy a gusto y trabajo muy bien con mis compañeros. Me gusta mucho vivir en Madrid. Considero que tiene muchas más oportunidades de trabajo que cualquier otra ciudad. Considero que es la mejor manera de integrarme plenamente en esta sociedad.”*

**Recomiendo a otros TCN (nacionales de terceros países) que realicen formación en el país y distintos programas de inserción.**







# MARIA DO ROSARIO DA SILVA

“My recommendation to other TCNs who want to open a business would be to develop a good business plan and to look for advice with people who know the sector where you want to do business in.”

My name is Maria Rosario da Silva, and I am 46 years old. I was born in Brasil and came to Mallorca in 2016. I decided to quit my country to be with my husband and because I wanted to get a job. I applied for a residence permit for family reunification reasons, given that my husband was already here.

In the beginning, I depended on my husband, but after a while, I decided to start my own business, as hairdresser and with a beauty salon.

I wanted to improve, be my own boss, and have more independence and flexibility. At the beginning, it was hard because of the lack of money, and because I did not speak Spanish (I spoke Portuguese only). Nowadays, I am comfortable and very happy when I hear the satisfaction of my clients.

During all the time, I got advice and support from NGOs like Treball Solidari, Mallorca Chamber of Commerce and Microbank.

Currently, I feel integrated in Spain and comfortable here. I think that my positive mindset and perseverance helped me greatly in getting where I am now. I believe it is also very important to have goals and targets in your life, and to be resilient to go through difficulties.

My recommendation to other TCNs who want to open a business would be to develop a good business plan and to look for advice with people who know the sector where you want to do business in.

*Mi nombre es Maria Rosario da Silva y tengo 46 años. Nací en Brasil y llegué a Mallorca en el año 2016. Decidí abandonar mi país para estar con mi marido y por razones de búsqueda de trabajo. Solicité residencia por reunificación familiar dado que mi esposo estaba aquí ya..*

*Al principio, dependía de mi esposo, pero después de cierta temporada, decidí poner en marcha mi propia empresa, especializada en peluquería y estética.*

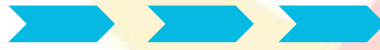
*Mi deseo de superación y el ser mi propia jefa fueron los motivos principales. También quería más independencia y flexibilidad. Al principio fue duro por la falta de dinero y porque me costó aprender el idioma (yo solo hablaba portugués). Ahora, estoy muy cómoda y muy contenta al escuchar la satisfacción de mis clientes.*

*Durante todo ese tiempo, recibí el apoyo de ONGs como Treball Solidari, de la Cámara de Comercio de Mallorca y de entidades financieras como Microbank.*

*Me siento muy cómoda e integrada. Creo que el hecho de ser optimista y persistente me ayudó mucho en mi camino. También es muy importante tener metas, deseos de superación, ser resiliente ante las dificultades.*

***Recomiendo a otros TCN (nacionales de terceros países) quienes quieren configurar su propio negocio que elaboren un buen plan de empresa y que busquen asesoramiento de personas capacitadas en el sector en el que quieren emprender.***





# MARTIN CORDOBA

“To those who want to set up a business I would recommend to study well the market, evaluate their costs and get economic backing.”

My name is Martin Cordoba and I'm a professional and personal development consultant. I came from Argentina two and a half years ago. I used to have a job back there and I could have lived without many economic problems, but the very high levels of crime and social violence made it very hard to live safely. Besides, the socio-economic situation was deteriorating and I therefore decided to leave and come to Mallorca in the hope of getting a better quality of life here.

Starting from scratch when you are 50 years old is not easy. It was very difficult because I did not know anyone in Mallorca. I had to look for people who could help me settle here, and I had to learn about the market opportunities and the different possibilities to develop professionally as well as personally.

The Entrepreneurship Department of Mallorca Chamber helped me offering useful advice and training activities, and they helped me with all the proceedings to get the Residence and Work Permits in order to be able to work in Spain as an “autonomous professional”. Nowadays, I can offer my services to companies and individuals (Spaniards or Tourists) here in Mallorca.

I keep looking for opportunities and I am hopeful to offer my professional services as a marketing expert (I have got a Marketing Degree and an MBA). I am also a yoga trainer, reflexologist and therapist. My training and previous experience have positively contributed to my integration as they help me being a better person and this helps me greatly in making social contacts.

In my view, it is very important to be flexible in life, ready to learn and change, and to be able to adapt oneself to the market needs and demands.

*Mi nombre es Martin Córdoba. Soy consultor en desarrollo personal y profesional y vine de Argentina hace dos años y medio. Llegué a Mallorca buscando un mejor porvenir para mi vida, ya que en mi país de origen la situación socioeconómica no era buena y la inseguridad y la violencia habían restado mucha calidad de vida.*

*A pesar de tener trabajo y poder vivir allí económicamente sin graves problemas, la situación social me hacía muy difícil poder vivir con serenidad, por lo que decidí buscar un nuevo lugar para volver a empezar a los 50 años de edad. Empezar desde cero ha sido muy duro desde varios puntos de vista, tratando de conocer a la gente, al mercado y las posibilidades de desarrollo profesional y personal.*

*En la Cámara de Comercio me dieron orientación, asesoramiento, capacitación e inclusive ayuda para poder formalizar a través de su convenio con Extranjería, facilitándome mi calidad de autónomo, que me permite poder ofrecer mis servicios a empresas, residentes y turistas.*

*Sigo explorando este camino de desarrollo de oportunidades esperando poder compartir mi experiencia y formación como Licenciado en marketing y Master en administración de empresas. Además, soy instructor de yoga y meditación, reflexólogo y terapeuta. Mi trabajo y experiencia me ayudan también a integrarme porque me ayudan a sentirme mejor como persona y eso me da la actitud para relacionarme mejor socialmente.*

*Creo que, para poder encontrar un espacio, es importante tener flexibilidad, disposición para aprender y cambiar, apertura para ver las necesidades del mercado y poder adaptar los talentos propios a esas demandas. **A otros NTP quienes quieren configurar su negocio, les aconsejo que investiguen bien su mercado, que evalúen costos y que tengan respaldo económico.***





# MAYTE MEJÍAS GÓMEZ

“My advice to other TCNs willing to start a business is that they evaluate their project with a counsellor; that they take part in seminars in order to understand how to set up a business in Spain.”

My name is Mayte Mejías Gómez, I am 44 years old and I come from Venezuela. I took a Degree in Philology and a Master in Applied Linguistics, with a specialization in Data Analysis. For several years, I worked as a High School Teacher, University Professor and self-employed text corrector.

I arrived in Mallorca in October 2015. The political and socio-economic situation in Venezuela did not allow my family to live adequately and we wanted a better life for our children. My husband found a full-time job and I needed flexible working hours to look after our small kids, paving the way for self-employment.

During my search for working opportunities I received assistance from the Chamber of Mallorca via the ERIAS project. I was able to shape my entrepreneurial project and to take part in the “Donalmpuls” support programme, where they advised me how to design a business plan and to get it financed.

It took me some time to feel integrated in Mallorca, because during the first years I worked at home and was focused on my children’s wellbeing. After I started to take part in different activities that allowed me to meet other people and socialize, I started feeling more comfortable here. Life in Mallorca is very nice: the town is quiet, there are personal and professional opportunities available, weather is good and people well spirited.

My recipe for success has been to be patient and resilient in taking all the necessary steps to start the business and finally, to participate in all the good initiatives offered by TCN support organisations (public or private).

*Mi nombre es Mayte Mejías Gómez, tengo 44 años y soy de Venezuela. Allí me licencié en Educación mención Matemáticas y Física, realicé estudios de licenciatura en Letras (filología), un máster en Lingüística Aplicada, una especialización en Análisis de datos. Trabajé como profesora de bachillerato y en la universidad, y como autónoma en la corrección de textos para editoriales y particulares.*

*Llegué a Mallorca en octubre de 2015. Salimos de nuestro país porque la situación política, económica y social no nos permitía vivir en condiciones adecuadas y queríamos una mejor calidad de vida para nuestras hijas. Mi marido encontró un trabajo de jornada completa, y yo necesitaba flexibilidad para poder cuidar de mis hijas. Así me fui para el autoempleo.*

*Durante mi búsqueda de oportunidades profesionales, he recibido ayuda de la Cámara de Comercio a través de ERIAS, así pude darle forma a mi proyecto y participar en el programa Donalmpuls en el que me asesoraron para realizar mi plan de negocios y evaluar una posible financiación.*

*Me ha costado un poco sentirme integrada ya que al principio trabajé en casa y me cuidé de mis hijas. Después, empecé a participar en actividades que me permitieron conocer a otras personas, socializar y sentirme más integrada. La vida en Mallorca es muy agradable por la tranquilidad de la ciudad, las oportunidades profesionales y personales, el clima y el ánimo de la gente.*

***Mi consejo para otros TCN es que, si consideran trabajar por cuenta propia, evalúen la idea del proyecto con algún asesor, participen en talleres para conocer lo que significa emprender en España.***

*Es muy importante tener paciencia y constancia en todos los pasos necesarios para iniciar el emprendimiento y aprovechar las oportunidades que están anunciando la Cámara y otras entidades.*





# MERRY GULNAZ OBAID

“In my view, the most effective way to find a job is talking to the people who are already working, and thanks to the networking and acquaintances, it is easier to find a job.”

My name is Merry, I was born in Pakistan 37 years ago. I came to Spain in 2011 to be with my husband who had had to leave Pakistan for religious reasons. We applied for the reunification of the family.

I used to be a school teacher in Pakistan, but had to look for a different job in Spain. I applied for all the job offers I heard about. Nowadays, I am working as a beautician in a Beauty Salon with seven employees. I like my job, because I can offer an individual treatment and customized service to every client. I like dealing personally with many different clients.

I thank CEAR for the assistance and support they offered me to find a job and to improve my situation.

I like living in Spain because of the freedom of religion, and because the Spanish society is very open and tolerant. They are very friendly too. Nevertheless, when one person arrives in a new country, the integration process needs time, and it depends on every person to feel fully integrated. Some people take less time, however other people take more time for integration.

Finally, I would highlight the importance of training and education in order to get a job and starting a new life in a new country.

*Mi nombre es Merry, nací en Pakistán hace 37 años. Vine a España en 2011 para quedarme con mi esposo que había tenido abandonar el país por motivos religiosos. Solicitamos la reunificación de la familia.*

*Solía ser maestra de escuela en Pakistán, pero tuve que buscar un trabajo diferente en España. Solicité trabajo en todas las ofertas de empleo de las que tuve noticia. Actualmente, estoy trabajando como esteticista en un salón de belleza con 7 empleados. Me gusta mi trabajo, porque se le puedo ofrecer a cada cliente un tratamiento individual y un servicio personalizado. Me gusta tratar personalmente con muchos clientes diferentes.*

***En mi opinión, la forma más efectiva de encontrar trabajo es hablar con las personas que ya están trabajando, y gracias a las redes y conocidos, es más fácil encontrar un trabajo.***

*Agradezco a CEAR por la asistencia y el apoyo que me ofrecieron para encontrar trabajo y mejorar mi situación.*

*Me gusta vivir en España por la libertad de religión, y porque la sociedad española es muy abierta y tolerante. También son muy amigables. Sin embargo, cuando una persona llega a un nuevo país, el proceso de integración necesita tiempo y depende de que cada persona el que se sienta completamente integrada. Algunas personas tardan menos tiempo, sin embargo, otras personas necesitan más tiempo para la integración.*

*Por último, destacaría la importancia de la formación y la educación para conseguir un trabajo y comenzar una nueva vida en un nuevo país.*





# MOHAMADOU SANGARE

“For me, training and being multi-lingual are key to finding a job. I would recommend other TCNs to get to know the educational system, municipal and community resources and not to waste their time.”

My name is Mohamadou, I am a 26 years old single. I left Mauritania in 2005 for economic reasons and I followed my parents who were already in Spain. Thanks to the family reunification process I obtained a residence permit.

When I arrived in Spain, I felt very out of place at school, and I had problems to catch up in some subjects, but I could adapt quickly and passed the exams. I was lucky because I received assistance from the Education Delegation in Almeria offering me temporary support courses for language adaptation.

Previously, I worked in the agriculture sector (fruit and vegetables collection), but I kept on studying and got a degree as Social Educator, and learnt to speak different languages (English, French and Spanish). Currently, I am working at CEPAIM. CEPAIM is a Foundation for Coexistence and Social Cohesion. I like my job a lot, because I like helping my colleagues and other people and the cultural diversity.

I feel comfortable in Spain, but in my view, feeling integrated depends on the situation. For instance, I felt uncomfortable while eating in a restaurant, because waiters treated me differently from other customers. So I think, the integration process is still going on for me.

*Mi nombre es Mohamadou, tengo 26 años y estoy soltero. Vine a España en 2005 y tengo un permiso de residencia a largo plazo. Salí de Mauritania por razones económicas y seguí a mis padres que ya estaban en España. Gracias al proceso de reunificación familiar obtuve un permiso de residencia.*

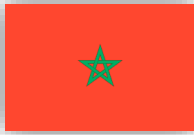
*Cuando llegué a España, me sentí muy fuera de lugar en la escuela, y tuve problemas para ponerme al día en algunas asignaturas, pero pude adaptarme rápidamente y aprobar los exámenes. Tuve suerte porque recibí asistencia de la Delegación de Educación en Almería ofreciéndome cursos de apoyo temporales para la adaptación de idiomas.*

*Anteriormente, trabajé en el sector agrícola (recolección de frutas y verduras), pero seguí estudiando y obtuve un título como Educador Social, así como aprendí a hablar diferentes idiomas (inglés, francés y español). **Según mi, es muy importante tener educación y hablar varios idiomas para encontrar un trabajo.** Actualmente estoy trabajando en CEPAIM. CEPAIM es una Fundación para la Convivencia y la Cohesión Social. Me gusta mucho mi trabajo, porque me gusta ayudar a mis colegas y a otras personas e incluso la diversidad cultural.*

*Me siento cómodo en España, pero desde mi punto de vista, sentirse integrado depende de la situación. Por ejemplo, me sentí incómodo en un restaurante porque los camareros me trataron de una manera diferente relativo a otros clientes. Así que creo que el proceso de integración aún continúa para mí.*

**Recomendaría a otros TCN (nacionales de países terceros) que se enteren del sistema educacional, de los recursos municipales y comunitarios y que no pierdan su tiempo.**





# MOSTAFA

**“I recommend other TCNs wanting to find a job to know languages, the national legislation, municipal and community resources as well as European resources.”**

My name is Mostafá, I am married and am 51 years old. I was born in Morocco and I left my country for political reasons. I got a Degree in Physics and Chemistry in my country, and currently I am working in the Social Services of the city of Roquetas de Mar in Almería.

I arrived in Spain in 1990. When I left my country, I chose Spain because of its proximity, historical and cultural ties, since both countries are in the Mediterranean area. When I arrived, I worked in different jobs, including volunteering, and started very soon to work in mediation and with the local trade unions. I was studying at the same time as I was working, this was hard, but I wanted to get a better life.

I found my current job in the Roquetas Town Hall thanks to word of mouth and I am very glad because I like helping other people. I think that my knowledge of languages and the training courses I had taken helped me to get this job.

In my opinion, the integration process is long. I may last 3 or 4 years, and even after that time in some contexts, I find people that are reluctant to accept me. Nonetheless, I got the Spanish Nationality, because I like the Spanish people, the climate and the Spanish gastronomy, and I feel happy and integrated in Spain.

*Mi nombre es Mostafá, estoy casado y tengo 51 años. Nací en Marruecos y dejé mi país por razones políticas. Obtuve un título en Física y Química en mi país, y actualmente estoy trabajando en los Servicios Sociales de la ciudad de Roquetas de Mar en Almería.*

*Llegué a España en 1990, cuando salí de mi país elegí España por la proximidad y los lazos culturales e históricos, ya que ambos países están en el área mediterránea. Cuando llegué, trabajé en diferentes empleos, incluso como voluntario, y muy pronto comencé a trabajar en actividades de mediación y con los sindicatos locales. Estaba estudiando al mismo tiempo que trabajaba, esto era difícil, pero quería tener una vida mejor.*

*Encontré mi trabajo actual en el Ayuntamiento de Roquetas gracias al boca a boca y estoy muy contento porque me gusta ayudar a otras personas. Creo que mi conocimiento de idiomas y los cursos de capacitación que había tomado me ayudaron a conseguir este trabajo.*

*En mi opinión, el proceso de integración es largo. Puedo durar 3 o 4 años, e incluso después de ese tiempo en algunos contextos, encuentro personas que son reacias a aceptarme. Sin embargo, obtuve la nacionalidad española, porque me gustan los españoles, el clima y la gastronomía española, y me siento feliz e integrado en España.*

**Recomiendo a otros TCN (nacionales de terceros países) quienes quieren trabajar que conozcan idiomas, la legislación nacional, recursos municipales y comunitarios, así como recursos europeos.**





## ORIANA BRICEÑO

“I recommend to do training in the host country. Joining different associations, as well as doing courses, workshops and volunteering are the best way to meet people and facilitate labour market insertion.”

My name is Oriana, I am 33 years old and I have a degree in Early Childhood Education and Psychology. One year ago, I left Venezuela and I started a new life in Valencia. The main reason that prompted me to leave my country was my husband's health, and we chose this city because here we could count on a recommended medical team and optimal weather conditions, as well as a better quality of life for our son.

In July, I got my work permit; I started working in a cleaning company and taking care of elderly people. Currently, I work as a monitor in school canteens in different schools. I got my job through the web and I did different online interviews, both group and individual. I believe that my previous work experience in this area and my studies have been decisive in getting this job. But the greatest door openers for me were the courses and training I received in Spain.

I have taken a series of courses with Valencia Chamber of Commerce and different foundations. With the latter I follow a follow-up plan for labour insertion. Besides I took specific courses related to my field of work. I also collaborate as a volunteer in different institutions.

The main obstacles I encountered were the language, as I had to adapt some words so that the children could understand me better, and some premises of the Spanish labour market to which I had to get used. I like my job because I work in my area and I consider that this is the best way to fully integrate into society.

*Me llamo Oriana, tengo 33 años y soy licenciada en Educación Infantil y Psicología. Hace un año dejé Venezuela y empecé una nueva vida en Valencia. Uno de los principales motivos que me impulsó a dejar mi país fue la salud de mi marido, y elegimos esta ciudad, porque aquí podíamos contar con un equipo médico recomendado y unas condiciones climatológicas óptimas, así como una mejor calidad de vida para nuestro hijo.*

*En Julio, conseguí mi permiso de trabajo; empecé a trabajar en una empresa de limpieza y cuidando a personas mayores. Actualmente, trabajo como monitora en comedores escolares en diferentes colegios. Conseguí mi empleo a través de la web y realicé diferentes entrevistas online, tanto grupales como individuales. Creo que mi experiencia laboral previa en esta área y mis estudios han sido decisivos a la hora de conseguir este empleo. Pero, sin duda, lo que más me ha abierto puertas, han sido los cursos y la formación que he recibido en España.*

*He realizado varios cursos a través de la Cámara de Comercio de Valencia y diferentes fundaciones. Con estas fundaciones tengo un plan de seguimiento para la inserción laboral. También hice cursos relacionados con mi área de trabajo. Además he realizado voluntariados en distintas instituciones.*

*Los principales obstáculos que he encontrado han sido la lengua, ya que he tenido que adaptar algunas palabras para que los niños pudieran entenderme mejor, y otras premisas del mercado laboral a las que he tenido que acostumbrarme. Me encanta mi empleo porque trabajo en mi área y considero que es la mejor manera de integrarme plenamente en la sociedad.”*

**Recomiendo a otros TCN (nacionales de terceros países) que realicen formación en el país, pues integrarse en diferentes asociaciones, así como realizar cursos, talleres y voluntariado, es la mejor manera de integrarse socialmente y de incorporarse al mercado laboral.**





# RAILUDYS ANTIGUA ANTIGUA

“My advice to immigrants like me would be to always continue training, to focus on what you want to achieve here and to ignore those who tell you that immigrants cannot perform various fields of work.”

My name is Railudys Antigua Antigua, I am 35 years old and I come from the Dominican Republic. I arrived in Spain in 2016, initially to study a Master's Degree in Art History at the University of Valencia, but after completing that training, I decided to live in Spain. I am an Architect by profession, also trained in interior design. I am currently working for a Spanish engineering company with international projection.

I took the risk of emigrating, motivated by the search for personal and professional opportunities. As for the job search, I decided to increase my chances by taking complementary courses in my sector, which, on the way of my active search, I noticed were more in demand. The path to finding work was and is full of obstacles such as cultural labels and prejudices, adding in my particular case, the crisis in the construction sector.

What I like best about my work is to feel socially useful in such a difficult time as the global pandemic we are going through. I like to feel part of a team and contribute with a small grain of sand in moving the economy.

I am convinced that having a job is vital to feel socially integrated and to achieve the personal goals that motivated me to move away from my culture and my loved ones.

Above all, you have to be patient. Taking a small step every day will pay off in the long run.

*Soy Railudys Antigua Antigua, tengo 35 años y soy proveniente de República Dominicana. Llegué a España en el 2016, en un principio a cursar el Máster de Historia del Arte en la Universidad de Valencia, pero tras cumplimentar esa formación, decidí residir en España. Soy Arquitecta de profesión, además con formación en diseño de interiores. Actualmente trabajo para un ingeniería española con proyección internacional.*

*Me arriesgué a emigrar motivada por la búsqueda de otras oportunidades personales y profesionales. En cuanto a la búsqueda de trabajo, decidí aumentar mis oportunidades a través de cursos complementarios en mi sector, los cuales en el camino de mi búsqueda activa notaba que tenían más demanda. El camino para encontrar trabajo estuvo y está lleno de obstáculos como las etiquetas y prejuicios culturales, sumando en mi caso particular, la crisis en el sector construcción.*

*Lo que más me gusta de mi trabajo es sentirme útil socialmente en una época tan difícil como es la pandemia mundial que atravesamos. Me gusta sentirme parte de un equipo y aportar un pequeño granito de arena en mover la economía.*

*Estoy convencida que contar con un trabajo es vital para sentirme integrada socialmente y alcanzar las metas personales que me motivaron a alejarme de mi cultura y mis seres queridos.*

***Si tuviera que dar un consejo a inmigrantes iguales que yo en lo laboral, siempre sería la continua formación, enfocarse en lo que quieren lograr aquí y no hacer caso a los que nos dicen que los inmigrantes no podemos desempeñar diversos campos laborales.***

*Sobre todo, paciencia. Dar cada día un pequeño paso, a largo plazo valdrá la pena.*







# SANTIAGO QUINTERO DELGADO

**“I recommend to other TCNs when arriving to a new country to be patient, to be curious about the new country customs and way of life, and to be determined and hard working in order to achieve one’s goals.”**

My name is Santiago, I am 22 years old and was born in Colombia. I came to Spain in March 2017 and my asylum petition is still in process. I love Colombia but had to leave for security reasons.

I am very grateful to CEAR for all their support, affection and help. Thanks to their assistance, I could study and look for a job. I went to a hospitality services school. After finishing the theoretical part of the course, I got a the practical training in a restaurant (Can Jubany). It was hard to study and work at the same time, nevertheless, when the practical training period finished I was hired by the restaurant. Currently, I am a worker with a salary, and I am very happy about it. I like the job a lot, because I like dealing with clients, and the clients like my patience and my hard work to make them comfortable in the restaurant.

Leaving my own country was not easy, and it takes a long time to start from scratch in a new town, to make new friends, to get used to new customs and finally to get a job to make a living. I am very grateful to CEAR's employees for their support and help. They were always available when I had difficulties, they listened to my problems and all of this was very important for starting a new life in Spain.

*Mi nombre es Santiago, nací en Colombia y tengo 22 años. Vine a España en marzo de 2017, como solicitante de asilo y mi petición aún está en proceso. Amo a Colombia, pero tuve que huir por razones de seguridad.*

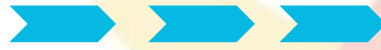
*Estoy muy agradecido con CEAR por todo el apoyo, el cariño y la ayuda que me han dado. Gracias a su ayuda, pude estudiar y buscar trabajo. Fui a una escuela de servicios de hostelería. Después de terminar la parte teórica del curso, fui elegido para la capacitación práctica en un restaurante (Can Jubany). Fue difícil estudiar y trabajar al mismo tiempo, sin embargo, cuando terminó el período de capacitación, fui contratado por el restaurante. Actualmente, soy un trabajador con un salario, y estoy muy feliz por ello. Me gusta mucho el trabajo, porque me gusta tratar con clientes, y a los clientes les gusta mi paciencia y mi trabajo duro para que se sientan cómodos en el restaurante.*

*Dejar mi propio país no fue fácil, y lleva mucho tiempo empezar desde cero en una nueva ciudad, hacer nuevos amigos, acostumbrarse a nuevos hábitos y finalmente conseguir un empleo para ganarse la vida.*

*Estoy muy agradecido con los empleados de CEAR por su apoyo y ayuda. Siempre estuvieron disponibles cuando tuve dificultades y escucharon mis problemas y esto fue muy importante para comenzar una nueva vida en España.*

***Recomiendo a otros TCN (nacionales de terceros países) que cuando lleguen a un nuevo país tengan paciencia, que tengan curiosidad sobre las costumbres y la forma de vida del nuevo país, y que tengan determinación y sean trabajadores para lograr sus objetivos.***





# AISSATOU DIALLO

**My advice: “Never give up, just keep going to make your own way and try to find your place!”**

My name is Aissatou Diallo, I'm 20 years old and was born in Guinea-Conakri. I was forced into marriage in my country and fled my village in the hope of a better future in France where I arrived at the end of 2017.

After a 4 month-trip through Senegal, Marocco and Spain, I arrived in Fougères in Brittany. Today I live in Rennes, where I have found an accommodation in a residence for young workers. My goal now is to learn a job and be trained to access the labour market. I'm aware that this is the best solution for integrating in the French society on a long-term basis.

I've studied at “la Faculté des Métiers” – the vocational training centre of Ille-et-Vilaine Chamber of Commerce and Industry - to become a cook and have done a 3 week internship in a restaurant to put the theory into practice. To learn and speak French is not a problem for me because it was my study language back in Guinea-Conakri.

The most difficult hurdle so far for me was the fact that administrative procedures for obtaining the right of asylum are complex and long lasting. The French take their time, but us migrants we are in a hurry to obtain the right of asylum and a permanent status.

Looking forward, I hope to settle in Rennes permanently, as I feel good in the city and in the region. I'm currently looking for a job as a cook in a restaurant, but the economic situation is not favourable right now.

*Je m'appelle Aissatou Diallo, j'ai 20 ans et je suis originaire de Guinée-Conakri. Mariée de force dans mon pays, j'ai fui mon village dans l'espoir d'une vie meilleure en France où je suis arrivée fin 2017.*

*Un long voyage de 4 mois via le Sénégal, le Maroc et l'Espagne m'a permis d'arriver en Bretagne, à Fougères et aujourd'hui à Rennes où je suis hébergée dans un foyer. Mon objectif est maintenant d'apprendre un métier et de me former pour trouver un emploi. Je suis consciente que c'est la seule solution pour m'intégrer dans la société française à long terme.*

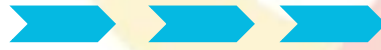
*J'ai suivi une formation à la Faculté des Métiers - le centre de formation pour apprentis de la Chambre de Commerce et d'Industrie d'Ille-et-Vilaine - pour devenir cuisinière et ai effectué un stage de 3 semaines dans un restaurant pour mettre la théorie en pratique. L'apprentissage de la langue française n'est pas un problème pour moi car j'ai étudié dans cette langue en Guinée.*

*Le plus difficile dans mon intégration ? Les démarches administratives sont complexes et longues pour obtenir le droit d'asile. En France, vous avez du temps, mais nous, les migrants nous sommes pressés d'obtenir un statut durable.*

*Et pour l'avenir, je souhaite m'installer durablement à Rennes, une ville qui me plaît. Je suis à la recherche d'un emploi dans un restaurant, mais la situation économique actuelle n'est pas très favorable.*

*Mon conseil: « Il ne faut jamais abandonner, jamais se décourager, faire tout ce que tu peux pour te trouver une place ! »*





# ERION PRAPA

**My advice: “You need to be courageous and work hard, always move forward, look ahead and focus on the future.”**

My name is Erion, I am 17 years old and I come from Albania. I left my country when I was 15 in the hope of a better future in Europe.

It took me a couple of days to arrive in France by bus and I have been living in Bretagne, in Rennes, for 2 years now. During the first 3 months I stayed in a hotel with other young migrants, but I asked to live in a foster family to learn French as quickly as possible.

I have been studying for one and half year to become a cook. My boss at the restaurant “L’Entracte” allowed me to do an intership first and then he accepted to hire me as an apprentice. My objective is to study at the training center La Faculté des Métiers to get my CAP diploma (certificate of professional competence), and also my professional baccalauréat if I manage to do so.

The most important obstacle to me in my integration process is learning French, but today, thanks to my job, I feel that I am improving. After my training as a cook, I will go on working in a restaurant in France, and in the future I may join my brother, who’s working as a cook also, in England.

*Je m’appelle Erion, j’ai 17 ans et je suis originaire d’Albanie. J’ai quitté mon pays quand j’avais 15 ans dans l’espoir d’avoir une vie meilleure en Europe.*

*J’ai mis quelques jours pour arriver en France en bus et cela fait 2 ans que je vis en Bretagne, à Rennes. Les 3 premiers mois, j’étais logé à l’hôtel avec d’autres jeunes migrants, mais j’ai demandé à aller dans une famille d’accueil pour apprendre le français plus rapidement.*

*Cela fait une année et demi que je me forme pour devenir cuisinier. Mon patron au restaurant «L’Entracte» m’a permis de faire un stage chez lui, puis il a accepté de m’embaucher en apprentissage. Mon objectif est d’étudier à la Faculté des Métiers pour avoir mon diplôme de CAP et peut-être mon baccalauréat professionnel, si j’y arrive.*

*L’obstacle le plus difficile pendant mon intégration est d’apprendre le français, mais aujourd’hui mon métier me permet de progresser. Après ma formation, je travaillerai dans un restaurant en France et d’ici quelques années, j’irai peut-être rejoindre mon frère qui travaille en Angleterre comme cuisinier lui aussi.*

*Mon conseil : « Il faut être courageux et travailler, il faut toujours avancer, regarder devant et se concentrer sur le futur. »*





# IBRAHIM ASAD

**“To achieve your goals, you need to be voluntary, think of what you like to do and go for it!”**

My name is Ibrahim Asad, I'm 18 years old and come from Dhaka, the capital of Bangladesh. In France I have a refugee status. I left my country because my parents wanted to protect me against crime. I arrived in Paris when I was 16 and had to manage a few months on my own before coming to Rennes in Brittany, assisted by the Red Cross organisation.

The most difficult for me was the language barrier, as I did not understand a word of French. As soon as I arrived in France, I started learning French by any means so that I could integrate rapidly.

I have completed my training at the “Faculté des Métiers”, the vocational training center of Ille-et-Vilaine Chamber of Commerce and Industry, to become a catering employee and did my apprenticeship in a fast food restaurant. I got my diploma in June, after 2 years of study.

I'm rather shy, but managed to find friends among the Bengaly community and also outside. I live in a flat with other refugees of my age and think about my future in France.

I'm now looking for a job as a cook in a restaurant in Rennes, and I think that my French vocational education and training diploma will be helpful for this.

*Mon nom est Ibrahim Asad, j'ai 19 ans et suis originaire de Dhaka, la capitale du Bangladesh. Je suis en France en tant que réfugié. J'ai quitté mon pays car mes parents voulaient me protéger de la criminalité. Arrivé à Paris à 16 ans, j'ai dû m'en sortir seul quelques mois avant de venir en Bretagne, à Rennes avec l'aide de la Croix Rouge.*

*Le plus compliqué pour moi, a été le barrage de la langue française que je ne parlais pas du tout. A mon arrivée, mon obsession a été d'apprendre le français par tous les moyens pour pouvoir m'intégrer rapidement.*

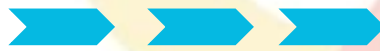
*Je viens de terminer ma formation en apprentissage pour devenir agent polyvalent de la restauration à la Faculté des Métiers, le centre de formation professionnelle de la Chambre de Commerce et d'Industrie d'Ille-et-Vilaine et dans un restaurant de restauration rapide. J'ai obtenu mon CAP en 2 ans avec succès en juin dernier.*

*Je suis d'un tempérament plutôt timide, mais je me suis fait des amis dans ma communauté et en dehors. Je vis en colocation avec d'autres jeunes réfugiés de mon âge et aujourd'hui je pense à mon avenir en France.*

*Je suis à la recherche d'un emploi de cuisinier dans un restaurant à Rennes et je pense qu'avoir obtenu un diplôme français de la formation professionnelle va m'aider.*

***En fait pour y arriver, il faut avoir de la volonté, réfléchir à ce qu'on aime faire et se lancer !***





# MEHMET SHEHU

I would say that life is like the alphabet : "A, B, C, D... just move forward, step by step : finish your studies, find a good job, then build your sweet home and a family!"

My name is Mehmet, I am 20 years old and come from Albania. I left my country at the age of 16 because I wanted to study as a cook in Europe and have a better life.

I went through Italy and arrived in Bretagne, in Rennes, because I knew someone who was living there. At the beginning, I was hosted in a young people's home with other migrants and I immediately wanted to find a job as a cook in a restaurant.

But my educator explained to me that it was better to go through dual vocational training and start as an apprentice in a restaurant. The most difficult obstacle for me was to find a company that would hire me as an apprentice because I could not speak French well at the time.

My research lasted for a year and the vocational training center "La Faculté des Métiers" helped me a lot.

I feel good now, I work as a cook at a restaurant called "la Taverne de Maître Kanter" and I like my job very much. My objective is to get my CAP diploma (certificate of professional competence), and to work in different restaurants in the Brittany region, and why not in a "crêperie"!

Later on I would very much like to go and work in Paris to learn more about the French "cuisine".

*Je m'appelle Mehmet, j'ai 20 ans et je suis originaire d'Albanie. J'ai quitté mon pays quand j'avais 16 ans car je voulais apprendre la cuisine en Europe et avoir une vie meilleure.*

*Je suis passé par l'Italie et je suis arrivé en Bretagne à Rennes car je connaissais quelqu'un qui habitait là-bas. J'ai été accueilli dans un foyer avec d'autres jeunes migrants et je voulais tout de suite chercher du travail comme cuisinier dans un restaurant.*

*Mon éducateur m'a expliqué qu'il était préférable de passer par la voie de la formation professionnelle avec un cursus en alternance pour devenir cuisinier. L'obstacle le plus difficile pour moi a été de trouver un restaurant pour mon apprentissage car je ne parlais pas bien le français.*

*La Faculté des Métiers m'a accompagné dans cette recherche qui a duré un an. Maintenant, ça va bien, je travaille comme cuisinier à la Taverne de Maître Kanter et mon métier me plaît. Mon objectif est d'obtenir mon diplôme de cuisinier et de travailler ensuite dans des restaurants de la région, pourquoi pas dans une crêperie !*

*Plus tard, j'aimerais bien aller travailler à Paris pour apprendre encore plus de choses sur la cuisine française.*

***Je dirais que : La vie, c'est comme l'alphabet A, B, C, D... il faut avancer étape après étape : finir ses études, travailler, puis se construire un maison et avoir une famille !***





# AMANATIDIS MILTIADIS



“All people everywhere have good and bad aspects, and as an employer you need to have the will to integrate the newcomers.”

My name is Amanatidis Miltiadis and I'm the CEO of Aristotelis ABEE, a small knitting factory in Polykastro. The business started in 2001 and we soon noted a difficulty in recruiting locals to come and work in the factory. We consequently started recruiting from abroad and have been working with third country nationals for 17 years now.

Over time the number of third country nationals varied, and we currently have one third country national among our staff. For us, the biggest obstacle is the lack of Greek language knowledge. Due to this, it is difficult to communicate with them, which in turn leads to misunderstandings and problems with their work. On the other hand, working with people from different origins is mind opening as you get to know other ways of thinking. Regarding the integration process, the length really depends on the person. Some need a year to integrate, others simply won't integrate.

*Ονομάζομαι Μιλτιάδης Αμανατίδης και είμαι Διευθύνων Σύμβουλος της Αριστοτέλης ΑΒΕΕ, ενός μικρού εργοστασίου πλεξίματος στο Πολύκαστρο. Η επιχείρηση ξεκίνησε το 2001 και σύντομα διαπιστώσαμε μια δυσκολία στην πρόσληψη ντόπιων για να έρθουν και να εργαστούν στο εργοστάσιο. Ως εκ τούτου, ξεκινήσαμε προσλήψεις από το εξωτερικό και εργαζόμαστε με υπηκόους τρίτων χωρών εδώ και 17 χρόνια.*

*Με την πάροδο του χρόνου, ο αριθμός των υπηκόων τρίτων χωρών διέφερε και αυτήν την στιγμή έχουμε έναν υπήκοο τρίτης χώρας στο προσωπικό μας. Για εμάς το μεγαλύτερο εμπόδιο είναι η έλλειψη γνώσης της ελληνικής γλώσσας. Για αυτόν τον λόγο, είναι δύσκολη η επικοινωνία μαζί τους, κάτι που με τη σειρά του οδηγεί σε παρεξηγήσεις και προβλήματα με τη δουλειά τους. Από την άλλη πλευρά, η συνεργασία με ανθρώπους διαφορετικής προέλευσης ανοίγει το μυαλό καθώς γνωρίζεις άλλους τρόπους σκέψης.*

*Όσον αφορά τη διαδικασία ένταξης, η διάρκεια εξαρτάται πραγματικά από το άτομο. Κάποιοι χρειάζονται ένα χρόνο για να ενσωματωθούν, άλλοι απλά δεν γίνεται να ενσωματωθούν.*

*Η συμβουλή μου προς εργοδότες που θέλουν να προσλάβουν υπηκόους τρίτων χωρών είναι: **όλοι οι άνθρωποι παντού έχουν καλές και κακές πτυχές και ως εργοδότης πρέπει να έχετε τη θέληση να ενσωματώσετε τους νεόφερτους.***





# LINA TSALTAMPASI



“Most of all I would say look at the person and his/her skills, not the passport.”

My name is Lina Tsaltampasi and I'm the CEO of the OECON Group, a consulting services company. The business has been operating since 2003 and it is specialized in providing business development consulting services that concern a wide range of business activities, from export management and international business relations to national funding programmes.

Two years after starting the company, we started working with third country nationals. Considering the kind of services we are providing, there was a commercial interest for us in working with them, and at the same time their skills and level of globalization were useful for the company and colleagues, as the understanding of other and different cultures increased. There are currently two third country nationals among our staff.

It was not easy to employ them, working visa procedures were a nightmare. Still we invested a lot of time to solve these questions, because we believed in the skills of these people. The individual integration process of the different people in our company varied. Some integrated immediately while it took months for others to integrate. I would say that on average it took them about three months to feel comfortable at OECON.

If you want to employ a third country national, it is important to identify if the person is committed to staying in your country, because training a new employee costs time and money, and you would like to avoid disappointment in this regard.

*Ονομάζομαι Λίνα Τσαλταμπάση και είμαι Διευθύνουσα Σύμβουλος του Ομίλου OECON, μιας εταιρείας παροχής συμβουλευτικών υπηρεσιών. Η επιχείρηση λειτουργεί από το 2003 και εξειδικεύεται στην παροχή συμβουλευτικών υπηρεσιών επιχειρηματικής ανάπτυξης που αφορούν ένα ευρύ φάσμα επιχειρηματικών δραστηριοτήτων, από διαχείριση εξαγωγών και διεθνείς επιχειρηματικές σχέσεις μέχρι εθνικά χρηματοδοτικά προγράμματα.*

*Δύο χρόνια μετά την έναρξη της εταιρείας, ξεκινήσαμε να συνεργαζόμαστε με υπηκόους τρίτων χωρών. Λαμβάνοντας υπόψη το είδος των υπηρεσιών που παρέχουμε, υπήρχε εμπορικό ενδιαφέρον για εμάς να συνεργαστούμε μαζί τους, και ταυτόχρονα οι δεξιότητες και το επίπεδο διεθνούς εξοικείωσης τους ήταν χρήσιμα για την εταιρεία και τους συναδέλφους τους, καθώς αυξανόταν η κατανόηση άλλων και διαφορετικών πολιτισμών. Αυτή τη στιγμή υπάρχουν δύο υπήκοοι τρίτων χωρών στο προσωπικό μας.*

*Δεν ήταν εύκολο να τους προσλάβουμε, οι διαδικασίες βίζας εργασίας ήταν ένας εφιάλτης. Ωστόσο, επενδύσαμε πολύ χρόνο για να λύσουμε αυτές τις ερωτήσεις, γιατί πιστεύαμε στις δεξιότητες αυτών των ανθρώπων. Η ατομική διαδικασία ενσωμάτωσης των διαφορετικών ανθρώπων στην εταιρεία μας διέφερε. Κάποιοι ενσωματώθηκαν αμέσως ενώ χρειάστηκαν μήνες για να ενσωματωθούν άλλοι. Θα έλεγα ότι κατά μέσο όρο χρειάστηκαν περίπου τρεις μήνες για να νιώσουν άνετα στην OECON.*

*Εάν θέλετε να προσλάβετε υπήκοο τρίτης χώρας, είναι σημαντικό να προσδιορίσετε εάν το άτομο δεσμεύεται να μείνει στη χώρα σας, επειδή η εκπαίδευση ενός νέου υπαλλήλου κοστίζει χρόνο και χρήμα και από αυτή την άποψη θα ήταν καλύτερο να αποφύγετε την απογοήτευση. Ωστόσο, **πάνω από όλα θα έλεγα να κοιτάξετε το άτομο και τις ικανότητές του, όχι το διαβατήριό.***





# NIKOLAOS TSIMPIRIDIS



“TCNs are focused on their job and hard workers. They bring different experiences and skills into the company and improve its cultural diversity.”

My name is Nikolaos Tsimpiridis, and I'm the CEO of Golden Gaia, a fruits and vegetables trading company.

I have been working with Third Country Nationals (TCNs) for twenty years and currently three of my workers are TCNs. For me there are two main reasons for working with TCNs: first it's a question of solidarity, and second Greeks prefer office to manual work, making it sometimes more difficult to find the right people among locals.

There were no difficulties for me in hiring foreign workers as they had been in Greece for a while and spoke the language. Besides, the kind of work they have to accomplish does not require specific technical skills, meaning that the job can be learnt easily. My experience so far has been that they adapt rapidly to the needs of the working environment, i.e. due to their financial needs.

Most of the companies in my sector already employ TCNs. I very much appreciate my TCN employees for their hard work, and the added value they bring to the company, colleagues and customers on every occasion. And this is why I will continue working with them.

*Je Ονομάζομαι Νικόλαος Τσιμπυρίδης και είμαι Διευθύνων Σύμβουλος της Golden Gaia, μιας εταιρείας εμπορίας φρούτων και λαχανικών.*

*Εργάζομαι με Υπηκόους Τρίτων Χωρών (ΥΤΧ) για είκοσι χρόνια και επί του παρόντος τρεις από τους εργαζομένους μου είναι υπήκοοι τρίτων χωρών. Για μένα υπάρχουν δύο βασικοί λόγοι για να συνεργάζομαι με τους υπηκόους τρίτων χωρών: πρώτον είναι ζήτημα αλληλεγγύης και δεύτερον οι Έλληνες προτιμούν την εργασία γραφείου από τη χειρωνακτική εργασία, καθιστώντας μερικές φορές πιο δύσκολο να βρουν τα κατάλληλα άτομα μεταξύ των ντόπιων.*

*Δεν αντιμετωπίσα δυσκολίες στην πρόσληψη ξένων εργαζομένων, καθώς βρίσκονταν για λίγο στην Ελλάδα και μιλούσαν τη γλώσσα. Εξάλλου, το είδος της εργασίας που πρέπει να ολοκληρώσουν δεν απαιτεί συγκεκριμένες τεχνικές δεξιότητες, πράγμα που σημαίνει ότι η εργασία μπορεί να μαθευτεί εύκολα. Η μέχρι τώρα εμπειρία μου είναι ότι προσαρμόζονται γρήγορα στις ανάγκες του εργασιακού περιβάλλοντος, π.χ. λόγω των οικονομικών τους αναγκών. **Είναι επικεντρωμένοι στη δουλειά τους και στους σκληρούς εργάτες. Φέρνουν διαφορετικές εμπειρίες και δεξιότητες στην εταιρεία και βελτιώνουν την πολιτιστική της ποικιλομορφία.***

*Οι περισσότερες από τις εταιρείες του κλάδου μου χρησιμοποιούν ήδη ΥΤΧ. Εκτιμώ πολύ τους υπαλλήλους μου ΥΤΧ για τη σκληρή δουλειά τους και την προστιθέμενη αξία που προσφέρουν στην εταιρεία, τους συναδέλφους και τους πελάτες σε κάθε περίπτωση. Και αυτός είναι ο λόγος που θα συνεχίσω να συνεργάζομαι μαζί τους.*



ERIAS

[www.erias.org](http://www.erias.org)





# RAMIN BOMOLO

**“To other TCNs who would like to find a job I would recommend to be proactive and ask people.”**

My name is Ramin Bomolo, I'm 21 years old and come from Zambia. In Zambia the situation was difficult for me, as I had no job and could not make a living. I therefore left for Europe, with the objective of finding better opportunities there. I arrived in Greece in April 2019, after a long trip, and am currently living in Thessaloniki.

I didn't know the language, nor how to deal with administrative questions when I arrived, and was lucky to be assisted by an NGO. I managed to find friends, and with their assistance and that of the NGO found a job as an unskilled worker in a gardening company after seven months of searching.

I like my job, as I meet with people and have an income. I am known to be a hard worker, and I think that this has helped me to get my job. I think that having a job is very important for integrating into society, and it took me about one year to start feeling integrated. Nowadays I feel increasingly comfortable in Greece. People are nice, there's plenty of sunshine and food.

*Je Onomάζομαι Ramin Bomolo, είμαι 21 ετών και κατάγομαι από τη Ζάμπια. Στη Ζάμπια η κατάσταση ήταν δύσκολη για μένα, καθώς δεν είχα δουλειά και δεν μπορούσα να ζήσω. Ως εκ τούτου, έφυγα για την Ευρώπη, με στόχο να βρω καλύτερες ευκαιρίες εκεί. Έφτασα στην Ελλάδα τον Απρίλιο του 2019, μετά από ένα μακρύ ταξίδι, και ζω στη Θεσσαλονίκη.*

*Δεν ήξερα τη γλώσσα, ούτε πώς να αντιμετωπίσω γραφειοκρατικά ζητήματα όταν έφτασα και ήμουν τυχερός που με βοήθούσε μια ΜΚΟ. Κατάφερα να βρω φίλους και με τη βοήθειά τους και τη ΜΚΟ βρήκα δουλειά ως ανειδίκευτος εργάτης σε μια εταιρεία κηπουρικής μετά από επτά μήνες αναζήτησης.*

*Μου αρέσει η δουλειά μου, γιατί γνωρίζω κόσμο και εισπράττω ένα εισόδημα. Είμαι γνωστός για την εργατικότητα μου και θεωρώ ότι αυτό με βοήθησε να βρω τη δουλειά μου. Νομίζω ότι το να έχεις δουλειά είναι πολύ σημαντικό για την ένταξη στην κοινωνία και μου πήρε περίπου ένα χρόνο για να αρχίσω να νιώθω ενταγμένος. Σήμερα νιώθω όλο και πιο άνετα στην Ελλάδα. Οι άνθρωποι είναι καλοί, υπάρχει άφθονος ήλιος και φαγητό.*

***Σε άλλους ΥΤΧ που θα ήθελαν να βρουν δουλειά, θα συνιστούσα να είναι δραστήριο και να ρωτάνε τον κόσμο.***





# CALICE TCHOUA

**“To me education is the lever for integration and being respectable, and my advice is to look for training, always, any training to improve your language knowledge, professional skills and as a person.”**

My name is Calice, I'm 43 years old and come from Cameroon. Back in Cameroon, I obtained a diploma in computer science, and worked for an Embassy, a lawyer cabinet, the Ministry of Tourism and as a restaurant manager.

I got married to a Cameroonian living in Italy and followed him to Italy in 2006. I was not allowed to work even though I very much wanted to, and after 3 years of nightmare fled to Milan with my two babies.

I was welcomed by the Nuns of Mother Teresa, and with strength and determination managed to transform my personal and professional life.

I knew that I couldn't go far without a valid title and started training. I learned Italian and thanks to a newspaper article took a health assistant training. I found a job as a care assistant and continued studying. After a course in web design I started to work in a Money Transfer office frequented by immigrants. I like to help people improve, so I showed them integration initiatives, how to learn Italian and take training.

This led me to an internship in a training and job services agency. Thanks to my strong entrepreneurial attitude I brought them many new business opportunities and was immediately hired.

Currently I study philosophy at the University. My children teach me a lot about the cultural aspects of Italian society. I feel at home, even though I know that the integration process never ends and that I will always be a "foreigner".

*Mi chiamo Calice, ho 43 anni e vengo dal Camerun. In Camerun mi sono diplomata in informatica, ho lavorato per un'ambasciata, uno studio di avvocati, per il ministero del turismo e come manager di un ristorante.*

*Mi sono sposata con un camerunese residente in Italia e l'ho seguito in Italia nel 2006. Non mi è stato permesso di lavorare anche se lo desideravo moltissimo e dopo 3 anni da incubo sono fuggita a Milano con i miei due bambini.*

*Sono stata accolta dalle suore di Madre Teresa, e con forza e determinazione sono riuscita a trasformare la mia vita personale e professionale.*

*Sapevo che non avrei potuto andare lontano senza un titolo valido e ho iniziato a studiare. Ho imparato l'italiano e, grazie ad una pubblicità su un giornale, ho seguito una formazione per assistente sanitaria. Ho trovato lavoro come assistente di cura e ho continuato a studiare. Dopo un corso in web design ho iniziato a lavorare in un ufficio di Money Transfer frequentato da immigrati. Mi piace aiutare le persone a migliorare, quindi ho proposto loro iniziative di integrazione, come imparare l'italiano e corsi di formazione.*

*Questo mi ha portato ad uno stage in un'agenzia di formazione e servizi per il lavoro. Grazie alla mia forte attitudine imprenditoriale ho portato all'agenzia nuove opportunità di business e sono stata subito assunta.*

*Attualmente studio filosofia all'Università. I miei figli mi trasmettono molto sulla cultura e la società italiana. Mi sento a casa, anche se so che il processo di integrazione non finisce mai e che sarò sempre una "straniera".*

***Per me l'istruzione è la leva per l'integrazione e per l'essere rispettabili, e il mio consiglio è di formarsi, sempre, qualsiasi formazione, per migliorare le proprie conoscenze linguistiche, professionali e personali!***





# DAVIDE ZACCHETTI



“TCN workers, despite not having basic technical training, are generally highly motivated and ready to learn the job with patience, willpower and responsibility. They need economic stability and security.”

My name is Davide Zacchetti and I run a metalworking company in Brianza, the northern province of Milan.

The company was founded 35 years ago and offers customers high level industrial services and expertise in the mechanical machining sector. Half of the 53 workers come from non-European countries.

We have been hiring TCN workers for about twenty years, and work with TCNs coming from different countries. At the time we started hiring them, it was difficult to find a local skilled labour force and at the same time migratory flows were increasing. Even during the mid 2000 crisis when many metalworking companies in the area closed, few workers wanted to enter other companies. Italian workers in fact are not very flexible and young graduates from technical schools often are not ready for the responsibility of a demanding job.

Our production has a high technological content and finding already trained profiles on the market is very difficult for us, this is why we invest in very in-depth internal training for newly hired TCN workers, based on twinning and coaching with the most experienced workers.

The integration process from a skills perspective takes 3 to 6 months. The main obstacle to a full integration is the language barrier which persists after the job placement.

I am very satisfied with my motivated team that contributes to the success of the company also in difficult moments for the sector.

*Mi chiamo Davide Zacchetti e sono il proprietario di un'azienda metalmeccanica in Brianza, provincia nord di Milano.*

*L'azienda nasce 35 anni fa e offre ai clienti servizi industriali di alto livello e competenza nel settore delle lavorazioni meccaniche. La metà dei 53 lavoratori proviene da paesi extraeuropei.*

*Assumiamo lavoratori provenienti da vari paesi terzi da circa vent'anni. All'epoca in cui abbiamo iniziato ad assumerli, era difficile trovare una forza lavoro qualificata locale e allo stesso tempo i flussi migratori erano in aumento. Anche durante la crisi di metà anni 2000, quando molte aziende metalmeccaniche della zona hanno chiuso, pochi lavoratori italiani hanno voluto passare in altre aziende. I lavoratori italiani infatti non sono molto flessibili e spesso i giovani diplomati delle scuole tecniche non sono pronti per la responsabilità di un lavoro impegnativo.*

*La nostra produzione ha un alto contenuto tecnologico e trovare sul mercato profili già formati è per noi molto difficile, per questo investiamo in una formazione interna molto approfondita per i lavoratori stranieri neo assunti, basata principalmente sull'affiancamento con i lavoratori più esperti.*

*Il processo di integrazione dal punto di vista delle competenze tecniche richiede dai 3 ai 6 mesi. Il principale ostacolo alla piena integrazione è la barriera linguistica che persiste dopo l'inserimento lavorativo.*

***I lavoratori stranieri, pur non avendo una formazione tecnica di base, sono generalmente altamente motivati e pronti ad apprendere il lavoro con pazienza, forza di volontà e responsabilità. Hanno bisogno di stabilità economica e sicurezza.***

*Sono molto soddisfatto della motivazione del mio team che contribuisce al successo dell'azienda anche in momenti difficili per il settore.*





# GERRY VOLPI



“For dealing with customers, an excellent knowledge of the Italian language is a must, because this greatly affects the image of the business, so mastering the language could offer better job opportunities to TCNs.”

My name is Gerry Volpi, and after having worked in marketing for many companies and in public relations I turned my passion for good and traditional food into my main occupation.

I started in 2008 with the opening of a restaurant and lounge bar as a partnership, and then seven years ago, I opened the “Fiordiponti Bakery & Café” together with 2 partners in the centre of Milan, selling the typical Ligurian focaccia, with the name and tradition of the ancient and famous Fiordiponti family bakery.

The bakery and café stands out for its very high quality in the production of focaccia and for the offer of innovative dishes for lunch and aperitifs.

Today we have four Italian and three TCN workers and I have worked with TCNs before.

In fact, in the catering sector in Milan the percentage of foreign workers is very high and about 80% of them work in the kitchen with and without formal qualification.

From a professional point of view, I have found very good profiles such as Egyptian bakers and cooks from Bangladesh or Sri Lanka, who manage their job with confidence but they often lack soft skills such as creativity and spirit of initiative that an entrepreneur appreciates.

Foreign workers are generally highly motivated because they need to support families in Italy or abroad, which is the reason for emigrating, and they do not have the possibility and tools to change jobs often.

*Mi chiamo Gerry Volpi e dopo aver lavorato nel marketing per molte aziende e nelle pubbliche relazioni ho fatto della mia passione per il cibo buono e tradizionale la mia occupazione principale.*

*Ho iniziato nel 2008 con l'apertura di un ristorante e lounge bar in partnership, e poi sette anni fa, ho aperto il “Fiordiponti Bakery & Café” insieme a 2 soci nel centro di Milano, vendendo la tipica focaccia ligure, con il nome e tradizione dell'antico e famoso panificio della famiglia Fiordiponti.*

*Il panificio e caffetteria si distingue per l'altissima qualità nella produzione di focacce e per l'offerta di piatti innovativi a pranzo e aperitivi.*

*Oggi abbiamo quattro lavoratori italiani e tre cittadini provenienti da paesi terzi e ho già lavorato con cittadini di paesi terzi.*

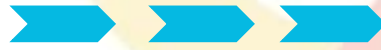
*Nel settore della ristorazione a Milano, infatti, la percentuale di lavoratori stranieri è molto alta e circa l'80% di loro lavora in cucina con e senza qualifica formale.*

*Da un punto di vista professionale ho trovato ottimi profili come panettieri egiziani e cuochi del Bangladesh o dello Sri Lanka, che gestiscono il loro lavoro con sicurezza ma spesso mancano di soft skills come creatività e spirito di iniziativa che un imprenditore apprezza sempre.*

***Per trattare con i clienti è d'obbligo un'ottima conoscenza della lingua italiana, perché questo influisce notevolmente sull'immagine dell'azienda, quindi perfezionare la lingua potrebbe offrire migliori opportunità di lavoro ai cittadini di paesi terzi.***

*I lavoratori stranieri sono generalmente molto motivati perché hanno bisogno di sostenere le famiglie in Italia o all'estero, motivo per cui emigrano, e non hanno la possibilità e gli strumenti per cambiare spesso lavoro.*





# IRMA RODRIGUEZ

“Making mistakes can cost a lot, so it is essential to be prepared and well informed before start up and we work every day with this mission of supporting entrepreneurs and making them network with each other.”

My name is Irma Rodriguez and I'm Mexican. I arrived in Italy 7 years ago, driven by a great passion for Italian culture. I had to leave my home country for Security issues. In Mexico I studied finance at the university followed by a master's degree in marketing, and worked as an employee for international companies and a bank.

I had my first entrepreneurs experience in Mexico as a restaurant owner. When I arrived in Italy, thanks to the contacts I had maintained with the companies I had worked for, I opened a representation and import export company of plastic materials from China, but this first experience ended soon.

In Milan I met Vanessa, a very dynamic fashion designer, who had emigrated permanently from Mexico in 2013. Together, we detected the need for intermediation for Mexican companies that want to do business with Italy and vice-versa. In six months we opened Ital-Mex, a company and association that offers a wide range of consulting services for internationalization.

Our integration process went fast because both of us have a high profile in terms of skills, a strong entrepreneurial attitude and strong relationship skills.

Often doing business abroad is much more immediate, you can improvise, while in Italy there are many bureaucratic constraints and a very difficult access to credit.

*Mi chiamo Irma Rodriguez e sono messicana. Sono arrivata in Italia 7 anni fa, spinta da una grande passione per la cultura italiana. Ho dovuto lasciare il mio paese d'origine per problemi di sicurezza. In Messico ho studiato finanza all'università, ho seguito un master in marketing, e ho lavorato come dipendente per aziende internazionali ed una banca.*

*Ho avuto la mia prima esperienza da imprenditrice in Messico come proprietaria di un ristorante. Quando sono arrivata in Italia, grazie ai contatti che avevo mantenuto con le aziende per cui avevo lavorato, ho aperto una società di rappresentanza e import export di materie plastiche dalla Cina, ma questa prima esperienza è finita presto.*

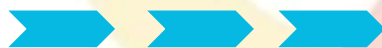
*A Milano ho conosciuto Vanessa, una stilista molto dinamica, emigrata definitivamente dal Messico nel 2013. Insieme, abbiamo rilevato la necessità di intermediazione per le aziende messicane che vogliono fare affari con l'Italia e viceversa. In sei mesi abbiamo aperto Ital-Mex, società e associazione che offre un'ampia gamma di servizi di consulenza per l'internazionalizzazione.*

*Il nostro processo di integrazione è stato veloce perché entrambe abbiamo un alto profilo in termini di competenze, una spiccata attitudine imprenditoriale e forti capacità relazionali.*

*Spesso fare affari all'estero è molto più immediato, ci si può improvvisare, mentre in Italia ci sono tanti vincoli burocratici e un accesso al credito difficilissimo.*

***Fare errori può costare molto, quindi è fondamentale essere preparati e ben informati prima di iniziare e noi lavoriamo ogni giorno con la missione di supportare gli imprenditori e creare una rete tra loro!***





# JUNIOR FERREIRA

“First you need to learn the language, and if you want to set up a company, study the market very well, check the taxation system and your financial means.”

My name is Junior Ferreira and I left Brazil in 2008 as a young professional football player to play in Italy, in Sardinia. At the time I did not have any specific work experience, and I looked for a job in hotels and resorts. I was hired as a porter and thanks to my skills and resourcefulness moved to the role of receptionist and office management where I got an insight into the management of a business.

Tourists and customers of the Resort where I worked used to ask for the possibility of making excursions in the area and me and some of my colleagues realized that there was a total lack of offer from the market.

Here was the business idea: a company that organizes cultural thematic visits in the area.

Three difficult years passed from the idea to the start up because of the many bureaucratic hurdles that had to be overcome, but finally, also thanks to the support of a regional programme, the company BITAN was launched in 2015.

We have experienced a growing success and today we are known and appreciated by our customers from all over the world, and thanks to a continuous promotion through international fairs, have excellent contacts with the main tour operators, hotels and resorts.

My time working for the hotel, knowing English and IT helped me a lot to set up my company. As an entrepreneur I appreciate the independence, feeling personal and professional satisfaction.

My integration path was very fast but I reckon that you need time to fully integrate.

*Mi chiamo Junior Ferreira e ho lasciato il Brasile nel 2008 da giovane calciatore professionista per giocare in Italia, in Sardegna. All'epoca non avevo alcuna esperienza lavorativa specifica e ho cercato lavoro negli hotel e resort della zona turistica dove abitavo. Sono stato assunto come facchino e grazie alle mie capacità e intraprendenza sono passato rapidamente al ruolo di receptionist e direzione ufficio dove ho avuto modo di conoscere la gestione di un'impresa.*

*I turisti e i clienti del Resort dove lavoravo chiedevano la possibilità di fare escursioni in zona e io e alcuni miei colleghi abbiamo capito che c'era una totale mancanza di offerta dal mercato.*

*Ecco l'idea imprenditoriale: un'azienda che organizza visite culturali tematiche sul territorio.*

*Dall'idea allo start up sono passati tre anni difficili a causa dei tanti ostacoli burocratici da superare, ma finalmente, anche grazie al supporto di un programma regionale, nel 2015 è nata la società BITAN.*

*Abbiamo riscontrato un crescente successo e oggi siamo conosciuti ed apprezzati dai nostri clienti di tutto il mondo, e grazie ad un'attenta promozione attraverso fiere internazionali, abbiamo ottimi contatti con i principali tour operator nazionali e internazionali.*

*La mia esperienza in hotel, la conoscenza dell'inglese e dell'informatica mi hanno aiutato molto a creare la mia azienda. La cosa che più apprezzo dell'essere imprenditore è il poter prendere decisioni in autonomia e le soddisfazioni personali e professionali.*

*Il mio percorso di integrazione è stato molto veloce ma ritengo che sia necessario tempo per integrarsi completamente.*

***Per prima cosa devi imparare la lingua e, se vuoi avviare un business, studiare molto bene il mercato, analizzare il sistema fiscale locale ed essere consapevole dei tuoi mezzi finanziari.***





# KATHERINE SANTOS

**“To those who would like to set up their business I would recommend to prepare a strong business plan and look for support with administrative questions.”**

My name is Katherine Santos and I'm from Peru. I arrived in Italy in 2005 at the age of 18, joining my mother with a graphic design diploma in my pocket.

I could not find a job in graphic design and went for different jobs. I also started studying again to get a new diploma, but finding a job in my study field remained challenging. Finally, together with my brother and my sister, we decided to open a Peruvian pastry shop in Milan. My grandfather Fidel Santos had a pastry shop in Lima and I always wanted to be like him, taking my own decisions and not depending on anyone.

After 10 years of preparation our dream became true and we opened “Fidel's Bakery” in April 2019. It was not easy to raise the starting capital and me and my family made many sacrifices for it. We also had to deal with administrative hurdles.

Before opening the shop I attended a course for food and drink delivery and thanks to the support of an EU-funded project was able to draw up my business plan and receive the help of a management coach.

We have customers both from the Peruvian and Italian communities throughout the city and have a very good ranking on social networks. People like our pastries.

I think that the strong points that helped me set up and run the business are my determination, my passion for the products and the coaching by my father.

I like living in Italy and feel integrated, even though the integration process is a continuous one.

*Mi chiamo Katherine Santos e vengo dal Perù. Sono arrivata in Italia nel 2005 all'età di 18 anni, raggiungendo mia madre con un diploma di grafica in tasca.*

*Non sono riuscita a trovare un lavoro nella progettazione grafica e ho scelto lavori diversi. Ho anche ripreso a studiare per ottenere un nuovo diploma, ma trovare un lavoro nel mio campo sembrava impossibile. Alla fine, insieme a mio fratello e mia sorella, abbiamo deciso di aprire una pasticceria peruviana a Milano. Mio nonno Fidel Santos aveva una pasticceria a Lima e io ho sempre voluto essere come lui, prendere le mie decisioni e non dipendere da nessuno.*

*Dopo 10 anni di preparazione il nostro sogno è diventato realtà e abbiamo aperto "Fidel's Bakery" nell'aprile 2019. Non è stato facile accumulare il capitale per iniziare e io e la mia famiglia abbiamo fatto molti sacrifici per questo. Abbiamo anche dovuto affrontare molti ostacoli amministrativi.*

*Prima di aprire il negozio ho frequentato un corso per la consegna di cibi e bevande e grazie al supporto di un progetto finanziato dall'UE ho potuto redigere il mio business plan e ricevere l'aiuto di un management coach.*

*Abbiamo clienti sia della comunità peruviana che italiana in tutta la città e abbiamo un ottimo posizionamento sui social network. Alla gente piacciono i nostri dolci.*

*Penso che i punti di forza che mi hanno aiutato a creare e gestire l'attività siano la mia determinazione, la mia passione per i prodotti e l'assistenza di mio padre.*

*Mi piace vivere in Italia e mi sento integrata, anche se il processo di integrazione è continuo.*

***A coloro che desiderano avviare la propria attività, consiglieri di preparare un solido business plan e cercare supporto per le questioni amministrative!***





# LUCA NAZARRI



“In the company mutual respect is a value and this helps to build a relationship of trust and to work with quality and success.”

My name is Luca Nazarri and I'm the owner of the company MITOR srl which produces highly accurate lathed and ground mechanical components for industrial automation, the oil-hydraulic and car industries. The company has an innovative machine stock for lathing, grinding or milling of any hardened or unfinished metal.

For the last twenty years it has been very difficult in the mechanical sector to find even unskilled Italian workers because they don't want to do this precision and tiring work. There has however been no problem getting workers from third countries. I currently have seven employees coming from Egypt and Morocco, some have been with us for a long time, others have been hired more recently.

They are not skilled workers and the work is taught in the company: one of the oldest employees has become a production department head and coordinates a team of workers.

My experience is very positive, and with some of my workers I have a fully trusting and even personal relationship, since their job means a lot for these people and they demonstrate great availability and flexibility especially in peak working times. The company runs 24 hours a day and 7 days a week, so everybody must be ready for work shifts.

From a cultural and linguistic point of view, integration is less obvious, as the workers tend to gather in closed cultural communities. For instance, I had to buy two different refrigerators to manage the conservation needs of personal food that, for religious duties, must observe some precise rules.

*Mi chiamo Luca e sono il proprietario della MITOR srl, un'azienda che produce componenti meccanici torniti per l'automazione industriale, l'oleo dinamica e l'automotive ed effettua lavorazioni metalliche di alta precisione. L'azienda ha macchine innovative per effettuare ogni possibile lavorazione di tornitura, rettifica, fresatura su qualsiasi metallo.*

*Nel settore meccanico, da vent'anni a questa parte, è molto difficile trovare operai italiani, anche non specializzati, perché nessuno vuole fare questo lavoro di precisione e piuttosto faticoso, mentre la richiesta di lavoro da parte di operai provenienti da paesi terzi è presente. Ho sette dipendenti provenienti dall'Egitto e dal Marocco, alcuni sono con me da molto tempo altri sono stati inseriti più recentemente.*

*Non sono operai specializzati ma il lavoro viene insegnato in azienda: uno dei dipendenti più anziani è oggi diventato caporeparto e coordina una squadra.*

*La mia esperienza è molto positiva, con alcuni di questi operai ho un rapporto di fiducia totale anche personale, poiché il lavoro per queste persone vale moltissimo e dimostrano grande disponibilità e flessibilità soprattutto in momenti di picchi lavorativi. L'azienda lavora a ciclo continuo e tutti devono essere disponibili a turni.*

*Dal punto di vista culturale e linguistico l'integrazione è meno scontata.*

*Ad un certo punto, per esempio, ho dovuto comprare due frigoriferi diversi per esigenze legate alla conservazione del cibo personale che, per motivi religiosi, deve osservare alcune regole precise.*

***Ma nell'azienda il rispetto reciproco è un valore e questo contribuisce a costruire un rapporto di fiducia e a lavorare con qualità e successo!***







# MORGAN CHIMPONDA

“Go for any job in the beginning as it’s the most effective way to understand the mechanisms of the work system, social and cultural behaviours.”

My name is Morgan Chimponda, I’m 38 years old and come from Zambia. I left my country of origin in 2012 to join a family member in Italy and to look for new opportunities.

Upon arrival in Italy, I immediately started looking for a job. I started as a volunteer and this led to many opportunities for me, resulting in a job at a Vocational Training Centre in Milan six months after I had arrived.

My Zambian educational sciences university degree was not recognised in Italy so after a while I took a master in international relations to get a new degree and broaden my skills.

I like working with people and am currently working for a social cooperative dealing with unaccompanied minor migrants. My work as a community educator in the social housing field has allowed me to meet and understand many Italian families, their problems and their needs.

Thanks to these experiences, I have built a network of contacts and relationships that allow me to move safely in the social sphere. I like to live in Italy now because I have a family here. In the beginning, it was very hard and I wanted to go back to Zambia, but thanks to my job I was able to find good relationships and managed to integrate. Learning Italian also helped very much in this respect.

My advice to the youngster I’m dealing with is: study the language very well and always commit with determination in each step of the process.

*Mi chiamo Morgan Chimponda, ho 38 anni e vengo dallo Zambia. Ho lasciato il mio paese di origine nel 2012 per raggiungere un familiare in Italia e cercare nuove opportunità.*

*All'arrivo in Italia ho subito iniziato a cercare lavoro. Ho iniziato come volontario e questa esperienza mi ha portato molte opportunità, tra cui, sei mesi dopo il mio arrivo, un lavoro presso un Centro di Formazione Professionale a Milano,*

*La mia laurea in scienze dell'educazione in Zambia non è stata riconosciuta in Italia, quindi dopo un po' ho deciso di seguire un master in relazioni internazionali per ottenere un nuovo titolo e ampliare le mie competenze.*

*Ho lavorato anche come educatore di comunità nel campo del social housing ambito che mi ha permesso di incontrare e comprendere molte famiglie italiane, i loro problemi e le loro esigenze.*

*Mi piace lavorare con le persone e attualmente lavoro per una cooperativa sociale che si occupa di migranti minori non accompagnati*

*Grazie a queste esperienze ho costruito una rete di contatti e relazioni che mi permettono di muovermi con disinvoltura nella sfera sociale. Mi piace vivere in Italia adesso perché ho una famiglia qui. All'inizio è stata molto dura e volevo tornare in Zambia, ma grazie al mio lavoro sono riuscito a integrarmi. Anche l'apprendimento dell'italiano ha aiutato molto in questo senso.*

*Consiglio sempre ai ragazzi che incontro di studiare molto bene la lingua e impegnarsi sempre con determinazione in ogni fase del processo di integrazione.*

***Consiglio sempre ai ragazzi che incontro di studiare molto bene la lingua e impegnarsi sempre con determinazione in ogni fase del processo di integrazione.***





# POLYCARPE MAJORO

“As a TCN you need to be aware of and accept that you have to work much harder and better to be accepted by the community. You should prepare everything and be precise with your qualifications and keep all your documents in order.”

My name is Polycarpe Majoro, I'm a 36-year-old Doctor and was born in Burundi. I left Burundi in 2001 for Kenya, and then in 2006 came to Italy to study and have better life and job opportunities.

Not speaking Italian was the main stumbling block when I arrived. So I learnt Italian while studying Medicine and obtained a residence permit. During my studies, even though I could not speak Italian well, I had very good relations with other students. Entering the world of work turned out to be very difficult: after sending over four hundred CVs to various types of health care facilities, I received only one response which was negative.

I discovered that even with an Italian Medicine diploma, there are many cultural resistances towards a foreign doctor, not only from patients but also from employers. I therefore changed my job search strategy and contacted former university mates and colleagues to spread the word for me, and the word of mouth paid off.

I am very grateful to my colleagues and friends from my generation who are more open-minded than the older generations. I like my job, I studied a lot for it and don't think that I would have succeeded without my determination and self-knowledge.

The integration process is long and the goal is not granted. It needs a lot of profound communication to do away with prejudice.

*Mi chiamo Polycarpe Majoro, sono un medico di 36 anni e sono nato in Burundi. Ho lasciato il Burundi nel 2001 per il Kenya, poi nel 2006 sono venuto in Italia per studiare e avere migliori opportunità di vita e di lavoro.*

*Non parlare italiano è stato il principale ostacolo quando sono arrivato. Così ho imparato l'italiano mentre studiavo Medicina e ho ottenuto un permesso di soggiorno. Durante i miei studi, anche se non parlavo bene l'italiano, ho avuto ottimi rapporti con gli altri studenti. L'ingresso nel mondo del lavoro si è rivelato molto difficile: dopo aver inviato oltre quattrocento CV a strutture sanitarie di varia natura, ho ricevuto una sola risposta non significativa.*

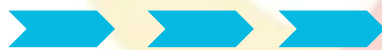
*Ho scoperto che anche con un diploma italiano di Medicina ci sono molte resistenze culturali verso un medico straniero, non solo da parte dei pazienti ma anche dei datori di lavoro. Ho quindi cambiato la mia strategia di ricerca del lavoro e ho contattato ex compagni di università e colleghi per spargere la voce per me, e il passaparola ha dato i suoi frutti.*

*Sono molto grato ai miei colleghi della mia generazione e amici che hanno una mentalità più aperta rispetto alle generazioni precedenti. Mi piace il mio lavoro, ho studiato molto per questo e non penso che ci sarei riuscito senza la mia determinazione e conoscenza di me stesso.*

*Il processo di integrazione è lungo e raggiungere l'obiettivo non è scontato. C'è bisogno di molta comunicazione per combattere i pregiudizi che sono ancora molto presenti.*

***EIn qualità di “straniero” devi essere consapevole ed accettare il fatto che devi lavorare molto più duramente e meglio per essere accettato dalla comunità. Bisogna inoltre essere molto precisi con le pratiche burocratiche di soggiorno, perché viaggiano su un canale indipendente rispetto alla tua situazione lavorativa e personale.***





## SIAKA KONE

**“To other TCNs who would like to find a job I would recommend to first learn the language and take a local diploma.”**

My name is Siaka, I'm 30 years old and come from the Ivory Coast. I fled my country for political reasons. During my university studies in the Ivory Coast I was active in the Student Federation which was opposed to the ruling party at that time. It took me four hard months to arrive in Libya and from there set sail for Europe, with a great fear of the sea, which I had never seen before. I arrived in Sicily in 2015 and was immediately transferred to a small town in Lombardy.

It took three years for my political refugee status to be recognized, and I used the time for learning Italian through a course for foreigners, went to school in the afternoon and got the secondary school diploma. I am very grateful to my teachers at school and the nice people I met there. They introduced me to Italian culture and were very kind and attentive.

I started working first in a shelter for migrants where I felt very useful for others. Today I'm working in a large industrial services company. The job is good, but I don't feel as useful as in my previous jobs. I think that being determined, loyal and realistic helped me get my job and that having a job helps you to understand the society you live in and to integrate.

Only five years ago I did not know that Italy and a language called Italian existed: today it's my home. I love the village where I live and feel fully integrated. Even if I cannot return to the Ivory Coast to see my family, I think I'm very lucky.


*Mi chiamo Siaka, ho 30 anni e vengo dalla Costa d'Avorio. Sono fuggito dal mio paese per motivi politici. Durante i miei studi universitari nella Costa d'Avorio sono stato attivo nella Federazione studentesca che all'epoca si opponeva al partito al governo. Mi ci sono voluti quattro mesi duri per arrivare in Libia e da lì salpare per l'Europa, con una grande paura del mare, che non avevo mai visto prima. Sono arrivato in Sicilia nel 2015 e sono stato subito trasferito in un piccolo paese della Lombardia. Ci sono voluti tre anni perché il mio status di rifugiato politico venisse riconosciuto, e ho utilizzato il tempo per imparare l'italiano attraverso un corso per stranieri, sono andato a scuola nel pomeriggio e ho preso il diploma di scuola secondaria. Sono molto grato ai miei insegnanti a scuola e alle belle persone che ho incontrato lì. Mi hanno fatto conoscere la cultura italiana e sono stati molto gentili e attenti.*

*Ho iniziato a lavorare prima in un centro per migranti dove mi sentivo molto utile per gli altri. Oggi lavoro in una grande azienda di servizi industriali. Il lavoro è buono, ma non mi sento così utile come nei miei lavori precedenti. Penso che l'essere determinato, leale e concreto mi abbia aiutato a ottenere il mio lavoro e che avere un lavoro ti aiuti sempre a capire la società in cui vivi e ad integrarti.*

*Solo cinque anni fa non sapevo che esistessero l'Italia e una lingua chiamata italiano: oggi è casa mia. Amo il piccolo paese in cui vivo e mi sento pienamente integrato. Anche se non posso tornare in Costa d'Avorio per vedere la mia famiglia, penso di essere molto fortunato.*

***Ad altri migranti arrivati in Italia che vogliono trovare un lavoro, consigli di imparare prima la lingua e prendere un diploma locale.***





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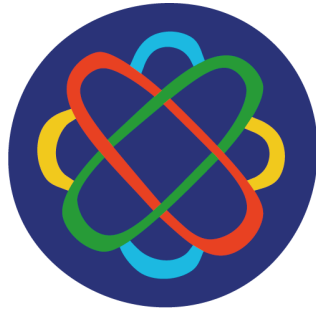
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