

ONE HOME,
ONE PLANET
2022
Dialogues



INGKA GROUP
An IKEA retailer

Output report

Creating lasting positive impact for refugees

Hej!*

Welcome to ONE HOME, ONE PLANET Dialogues 2022 and thank you to all who joined us. We held this virtual meeting to share our deep worry about what's happening in society and to create a global call to action.

Involuntary migration is a global crisis and top long-term concern for economies and societies. We believe action speaks louder than words, so this OHOP Dialogue was kept intentionally brief and focused on action-based solutions to the ongoing situation that has been years in the making. We are keen to roll up our sleeves and work with our partners around the world to create much-needed change.

Let's lean in and get going!

Jesper & Tolga

Jesper Brodin, CEO Ingka Group | IKEA
Tolga Öncü, Retail Operations Manager, Ingka Group | IKEA

* "Hello" in Swedish

Why

To identify and explore opportunities, such as how businesses can better nurture the talent and skills of refugees, the barriers for business leaders in accelerating refugee integration initiatives and how businesses can change the perception of refugees in our communities.

Who

More than 30 business leaders - together with our trusted partners at UNHCR, the UN Refugee Agency and the Tent Partnership for Refugees.

How

ONE HOME, ONE PLANET 2022 Dialogues is an action-oriented event, this year held virtually from the UN headquarters in Geneva.



100 million

A time for action

When inequality, geopolitical circumstances and climate change are no longer a distant threat, but a visible reality impacting the lives of millions of people, we must take action now. We're convinced that action speaks the loudest and now more than ever, companies need to use their unique capabilities to support refugee integration. This is not just a humanitarian effort, it's good for business.

To date, over one-third of Ukrainians have been forced to flee their homes. Adding to the tens of millions fleeing from elsewhere — forming a group of more than 100 million forcibly displaced people. This is the most we have ever seen, making large scale, involuntary migration a global crisis and top long-term concern.

We all want a better everyday life

At IKEA, we believe that all of us should have the right to a better life — no matter who we are or where we come from. And from experience we know refugees are highly motivated to work and they have skills, perspectives, resiliency and experiences that benefit society and business. However, reality shows that many experience various barriers, making it difficult to access the labour market in their new community.

We need fresh ideas to develop new solutions to the growing refugee crisis. There has been some success in the private sector, but more cooperation and engagement is needed to enable change.

This is the driving force behind the OHOP Dialogues 2022.

“We need fresh ideas to develop new solutions to the growing refugee crisis.”

— Gillian Triggs, UNHCR Assistant High Commissioner for Protection

Changing the Narrative

In order to create change we must first change the narrative surrounding refugees. In this session we heard from Edgar Colmenares and Julia Oduol, who both fled their countries, along with Alice Moyon, Skills for Employment Program Leader at IKEA Belgium.

Sharing stories helps us see life through others' eyes and can have the power to move people to take meaningful action. This is the first step towards changing the negative misconceptions around refugees — that they will “take jobs” instead of providing invaluable help, or that they “don't want to work.”

Julia and Edgar shared their unique journeys, as well as their experience with education and professional training being an important enabler of integration and growth.

Julia fled her home country of Kenya and has been living as a refugee in South Africa for the last 14 years. She took part in a large-scale initiative to help refugee learners get bachelor's degrees and create pathways to employment. Pursuing an education provided her with a road map to transition into her new life; she's currently working towards her Master's Degree in Development.

Edgar talked about fleeing Venezuela where he taught language. When he arrived in Belgium, he applied for refugee status and slowly started to piece his new life together. This was increasingly difficult, as his diplomas

weren't recognised in Belgium. He spent three years looking for a job, until he found the Skills for Employment program at IKEA. Edgar was then hired and now works for IKEA Belgium. On average, 2/3 of participants in the IKEA job training initiative are immediately hired by IKEA or elsewhere.

“It's not easy to find work when you have the stigma or label of being a refugee,” said Edgar.

Alice Moyon, was part of a pilot project that launched the Skills for Employment initiative developed by Ingka Group. She stressed the importance of re-thinking CVs and changing approach to the interview process. Encouraging recruitment teams within every company to look beyond the CV, as this is where bias starts. Instead, look at the person's skills and competencies, and see the real person.

When Yalda asked Edgar and Julia about their dreams, Julia said she hopes to go back to the refugee community to provide assistance. Edgar said, “I'm already living part of my dream by sharing my experience and leading by example.”

“No one leaves home unless home is the mouth of a shark”

— Julia Oduol, Coordinator in Refugee-led Research Hub at Oxford University

Today 5% of refugees have access to higher education. This is far below the global average among non-refugees at 40%.

— UNHCR, the UN Agency for Refugees

Speakers



Yalda Hakim
Host, journalist, documentary filmmaker & philanthropist



Alice Moyon
People & Culture leader, IKEA Belgium



Edgar Colmenares
Sales co-worker, IKEA Belgium



Julia Oduol
Coordinator in Refugee-led Research Hub at Oxford University

[Watch the full session here](#)

Action Speaks

It's not enough to talk. It's more important to create opportunities by utilising what your organisation does best and playing to those strengths. In this panel together with Jesper Brodin, Tara Nathan and Hamdi Ulukaya, we explored different ways in which companies can accelerate refugee integration.

Tara Nathan, EVP for Humanitarian & Development sector at Mastercard, shared an example of how her organisation leveraged their core competencies to help refugees gain a foothold in their new countries.

Over 40% of people globally don't have a form of identity like a licence or credit card; many of these people are refugees. Mastercard created a Community Pass, providing people with a digital identity, through a phone, plastic card (the size of a credit card) or QR code.

Being able to connect to the digital world when you don't have a phone or you live in a rural, disconnected area is critical. The Community Pass gives refugees a digital signature, and with that comes power and dignity, along with tangible proof of who they are and what they're entitled to — like the ability to apply for refugee status, or to visit a healthcare facility — as they slowly begin to build a new life.

Hamdi Ulukaya, Chairman and CEO of Chobani and founder of Tent Partnership for Refugees — which now has 260 partner organisations — had a powerful and simple directive to encourage businesses to work with refugees.

"The ask is simple. Hire them. Train them. Reach out to them wherever they are. All they want is a chance. All they want is dignity," said Hamdi.

Hamdi referenced social, economic and employment studies that show within three-to-five years refugees will have a positive economic impact on a company, community and country. He pointed out that businesses and CEOs work differently than NGOs — which is why connectivity is important — as well as sharing success stories with other companies.

Jesper shared that a lot of people ask how their company can make a difference, and he tells them the first step is commitment and daring to grab the opportunity. "The Skills for Employment Toolkit is a recipe anyone can replicate," he said.

"Businesses need to step in and use their core competencies. Stop thinking about people as "beneficiaries" or "refugees," and start thinking about them as participants in the economy."

— **Tara Nathan, EVP for Humanitarian & Development sector, Mastercard**

"This is how magic happens when you find a home. It's important to have a feeling of home and that you can be yourself. Then you can contribute to family and community."

— **Hamdi Ulukaya, Chairman and CEO of Chobani & Founder of Tent**

Speakers



Yalda Hakim
Host, journalist, documentary filmmaker & philanthropist



Tara Nathan
EVP for Humanitarian & Development sector, Mastercard



Jesper Brodin
Chief Executive Officer, Ingka Group



Hamdi Ulukaya
Chairman and CEO of Chobani & Founder of Tent

[Watch the full session here](#)

Key takeaways

During OHOP Dialogues, participants worked together on solutions to accelerate refugee integration. Here are some of the fundamental insights and learnings business leaders agreed on.

Business partnerships

Companies want to join forces with other organisations. They don't want to just be donors; they want to take action with long-term positive impact on society.

Private sector realise that they need to work together with NGOs and local partners.

Utilise your strength

Build on the capabilities and core competencies you already have.

Trainings & employment, utilising products/services and advocacy.

Opportunity for integration

Refugees bring diversity, motivation and resilience – and should be seen as an untapped pool of talent.

Access to work makes a huge impact. Barriers include language, transportation and recognition of diplomas. These are easy to solve through small upfront investments.

It is a community effort, not just businesses. It also requires cooperation with governments and other decision makers.

Formalise the recruitment of refugees using case studies of success rates.

Take action!

Set bold and ambitious goals that are measurable.

Change the narrative — internally and externally

Train recruitment teams and leadership.

Review CVs and conduct interviews in a new way. Think of people as “international hires,” not “refugee hires.”

Refugees are a benefit and valuable contributors. Changing the public, media and government mindset is important.

The time for action is now!

We have 14 months before the 2023 UNHCR Global Refugee Forum (GRF) in Geneva and now's the time to work together and shift from problems to creating tangible solutions.

To meet the growing needs for refugees we need a collective approach, states, individuals and of course the private sector. There are so many actions the private sector has taken, and can take, to make real difference.

I call on you to step up your support from creating employment opportunities, to influencing policy-makers to support economic inclusion of refugees, from building awareness and changing the refugee narrative to amplifying refugee voices, from promoting acceptance to tailoring products and services to refugee needs or investing in refugee areas.

Filippo Grandi, UN High Commissioner for Refugees

We hope ONE HOME, ONE PLANET Dialogues will encourage you to go further and to set bold and ambitious targets that are measurable during next GRF.

Remember, **action speaks the loudest!**

Continue the dialogue



UNHCR
Jakob Öster
oster@unhcr.org



Tent
Helene Van Melle
helene@tent.org



Ingka Group
Jan Herec
jan.herec@ingka.ikea.com

Skills for Employment Toolkit

A how-to guide for
opening pathways to
decent work for refugees

Let's stand with refugees





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