



Gaziantep Chamber of Commerce – Syria Desk, a support desk to empower Syrian refugees to become entrepreneurs

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Since the arrival of Syrian refugees to Gaziantep in 2011, the number of Syrian-owned companies registered to the Gaziantep Chamber of Commerce (GCC) grew from 12 before 2011 to 122 in 2013, up to reaching 1,900 in 2018, and 3,100 in 2022. As a consequence of the increasing number of Syrian-owned companies, the GCC established the Syrian Desk in 2016.

The Syrian Desk aims to provide better services for GCC's Syrian members and try to solve main problems faced by Syrian companies in Gaziantep. The Desk holds consultations with Syrian business owners; forwards their requests to the relevant authorities; provides information on how to do business in Turkey - such as registration procedures, ways to establish new companies, and information on fairs, tenders, visa, taxation, banking, citizenship - through both workshops and seminars and an Arabic webpage in the GCC website with information for Syrian-owned companies; keeps a one-on-one communication with interested Syrian companies; organizes training courses for Syrian businessmen and their employees, including language courses in Turkish and English, business skills, quality management, foreign trade and marketing, interpersonal communication skills; and organizes business visits to facilitate meetings and exchanges between Turkish and Syrian companies, job fairs with Syrian and Turkish companies, and Business-to-Business matchmaking events.

In collaboration with the European Investment Bank (EIB), the Desk also provided consultation services for Syrian-owned companies on foreign trade, market and customer research, financial and basic accounting, marketing, and institutionalization. In addition to its services, between 2016 and 2019 the Syrian Desk has organized more than 20 meetings between Syrian businessmen and the Gaziantep Trade Organization (GTO) Board of Directors.

The project is currently being explored by other Chambers of Commerce in Turkey,

PS4R Charter Alignment

This case corresponds to the 'entrepreneurship' theme of the PS4R Charter of Good Practice, reflecting in particular on principle 1 on **integration**, 3 on **capacity building** and 5 on **networking**.

Global partners:



Confederation of Danish Industry



European Investment Bank
The EIB bank



INTERNATIONAL CHAMBER OF COMMERCE
The world business organization



UNHCR
The UN Refugee Agency



WORLD BANK GROUP



who might replicate it to attract Syrian businessmen and businesswomen who moved to Turkey because of the conflict.

Know more: www.gto.org.tr/en/general-page/quick-menu/gto-syrian-board-45.html

Global partners:

