

The document is created as a shared understanding with the purpose to improve the coordination of cases of human trafficking for forced labour and labour exploitation on bilateral level with respect to human rights and dignity.

**BILATERAL MECHANISM FOR
REFERRAL AND COORDINATION
OF CASES OF HUMAN
TRAFFICKING FOR FORCED
LABOUR AND LABOUR
EXPLOITATION BETWEEN
GERMANY AND BULGARIA**

BRM

The BRM is developed by the Secretariat of the Bulgarian National Commission for Combating Trafficking in Human Beings, Division VIb4 of the Federal Ministry of Labour and Social Affairs and an external expert. The team include: Ms. Martina Wichmann-Bruche, Ms. Nilgün Öksüz, Ms. Ulrike Thiel, Ms. Ernesta Rousseva, Ms. Dobryana Petkova. The document is realised within the framework of the Bilateral Working Programme for Cooperation between the Federal Ministry of Labour and Social Affairs of the Federal Republic of Germany and the Ministry of Labour and Social Policy of the Republic of Bulgaria 2021-2022.

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Introduction

Trafficking in human beings for the purpose of forced labour is the second leading form of exploitation of Bulgarians looking for opportunities for labour migration and seasonal work in Western European countries including Germany. Trafficking in human beings (THB) for the purpose of labour exploitation occurs in different sectors including agriculture, construction, industry, and the care sector with different types of services and care for children or elderly or people with disabilities.

Labour migrants and seasonal workers represent a vulnerable group of people at a higher risk of human trafficking for the purpose of labour exploitation. Bulgaria is mainly a country of origin for victims of human trafficking and to a lesser degree a country of transit and destination.

Victims of human trafficking for the purpose of labour exploitation are mainly recruited from the less developed regions of the country of origin with high levels of unemployment. The lack of social or professional experience and information about the living and working conditions in the country of destination drive potential victims to underestimate the risk of being involved in a situation of exploitation.

Traffickers increasingly rely on information and communication technologies as methods of involvement. Misleading job offers are often published on social networks and mobile applications. Traffickers use a variety of mechanisms of control such as debt bondage, violence and threats, retention of identity documents etc.

However, the majority of people involved in labour exploitation or ones whose labour rights have been violated rarely identify themselves as victims due to a complexity of reasons, including different subjective factors and the fact that prior to their exploitation, the victims often have had very limited economical and financial resources before. They would rely on anything better in terms of payment and standard of living, no matter if that could be below the minimum standard of living for the relevant country where they are exploited, for the current context – Germany.

This BRM aims to facilitate the coordination between the relevant authorities, international and non-governmental organisations in Germany and Bulgaria as to enhance the effectiveness of the process of identification and the accessibility to appropriate social assistance in both the country of destination and the country of origin. The document gives a framework for interaction between the relevant actors to ensure that the human rights of victims of trafficking for the purpose of forced labour and labour exploitation are fully respected. As an added value, the BRM could serve as basis for the development of further national anti-trafficking policies and measures, in particular related to victim's referral and assistance.

The BRM is focusing on adult (potential) victims of human trafficking for the purpose of labour exploitation. In many cases the adult victims are accompanied by their families and/or children. Cases of child victims of human trafficking are referred in accordance with other mechanisms and are not covered by this document.

GERMANY

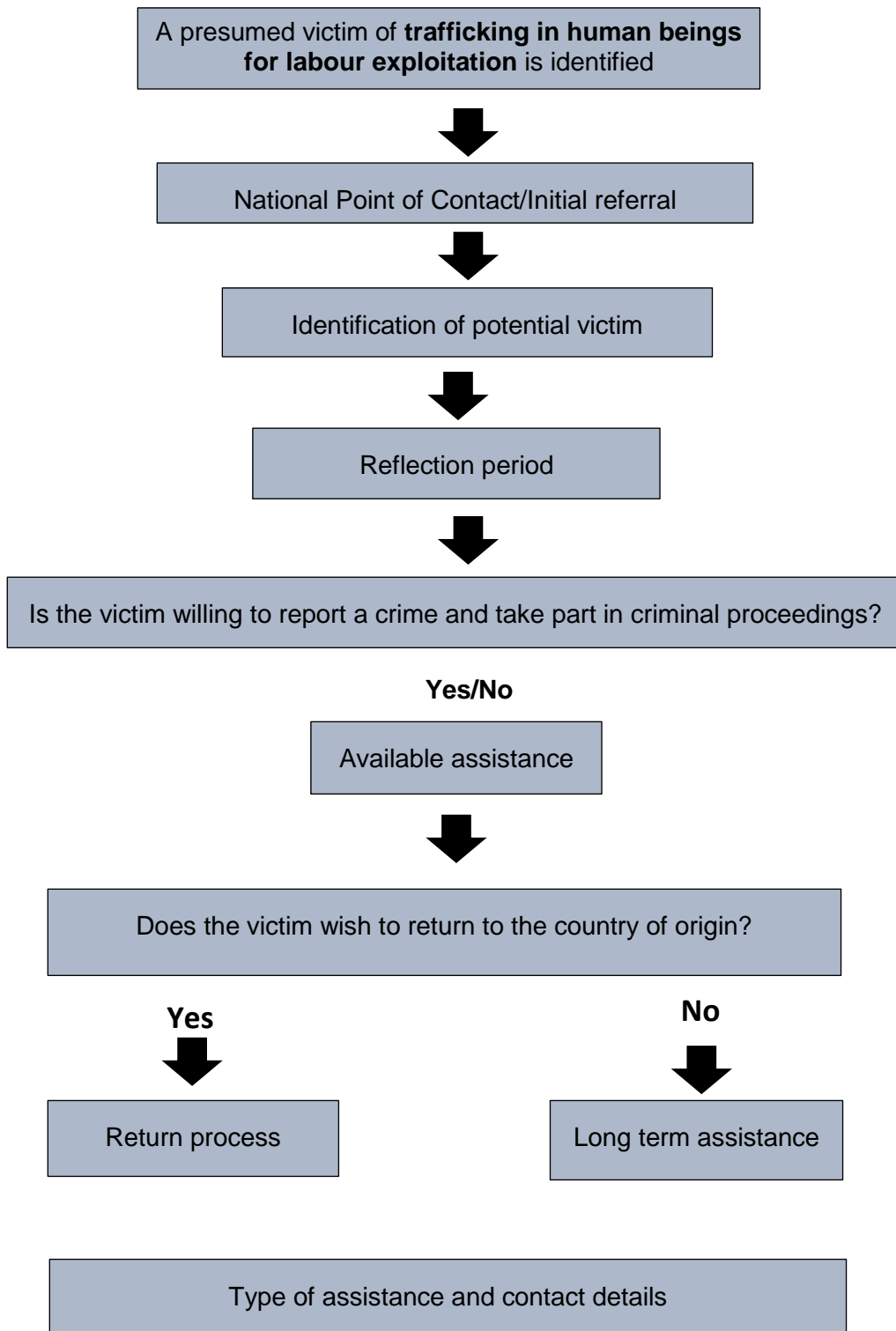
Contact Point

[Service Centre against Labour Exploitation,
Forced Labour and Human Trafficking](#)

E-mail: info@servicestelle-gegen-zwangsarbeit.de

Phone: (+49)30 5130192-75

Web: www.servicestelle-gegen-zwangsarbeit.de



A presumed victim of **THB for labour exploitation** is identified

Organisations most likely to be the first ones to identify a presumed victim of trafficking for the purpose (THB) of labour exploitation

- State Criminal Police
- Federal Police
- Unit for the Financial Control of Undeclared Work (FKS)
- NGOs (advice services)
- Migration Authorities (e.g. Federal Office for Migration and Refugees)
- Social Workers
- Occupational Health and Safety Services
- Employment or Social Benefit Agencies
- International Organisations such as e.g. IOM

National Point of Contact/Initial Referral

The responsibility for identification, referral and victim assistance in Germany lies on a **regional level (Länder level)**. In most Länder, there are various **cooperation agreements** between authorities and victims support organisations, stipulating the type of assistance offered to victims as well as the responsibility of the various stakeholders.

Therefore, Germany does not have a **federal agency** or organisation functioning as the National Point of Contact for the referral of victims of THB.

However, the **Service Centre against Labour Exploitation, Forced Labour and Human Trafficking** is able to act as a **national contact point for cases of forced labour and human trafficking for labour exploitation**. The Service Centre can establish contact between Bulgarian organisations and authorities and the respective German bodies and inform both sides about concrete steps on a case-to-case basis. All information exchange will be done in compliance with data protection regulations.

Identification of potential victims

In principle, every person, organisation or authority can identify a person as a potential victim of THB for labour exploitation. In the majority of cases however, the identification is done by advice centres - ideally a specialized advice centre in one of the Länder - or by the Unit for the Financial Control of Undeclared Work (FKS) during an inspection. The suspicion of trafficking or forced labour situations can be substantiated using a list of indicators, like the ILO list attached to this document. However, this is not a formal identification process, i.e. there is no official universal status as identified victim.

Reflection period

The authorities responsible for granting the so-called **Reflection Period** carry out an identification of potential victims, as the reflection period can only be granted to potential victims of specific offences, i.a. THB. The so-called Reflection Period lasts at least three months. The Reflection Period is **granted to the potential victim** in order to let them recover and stabilise while also providing the potential victim with sufficient time to decide whether they wish to cooperate with authorities in criminal proceedings. The legal basis for this period is Article 59, paragraph 7 of the Residence Act in connection with the “Fachliche Weisung” of the Federal Employment Agency.

For EU citizens, the Reflection Period is in particular relevant as it is the basis for the access to accommodation and social benefits for potential victims. The responsible authority (Job Center) may refer in its decision also to an assessment of police and/or state prosecutors, with whom it may consult with. Ideally, specialized advice centres already assist the person affected and play a central role in navigating the potential victim through this procedure to avoid and solve practical difficulties.

Is the victim willing to report a crime and take part in criminal proceedings?

YES / NO

Available assistance

If a potential victim of THB for the purpose of labour exploitation decides to cooperate with state authorities and if the testimony is regarded as necessary for criminal proceedings, the victim has several rights: During the criminal proceedings, the victim can stay and work in Germany and is eligible to social benefits and support by a specialized advisory service. This also includes undocumented victims who can receive a temporary residence permit if they agree to cooperate in criminal proceedings. The residence permit, the social benefits and specialized support depend on the expected length of the criminal proceedings but is often granted for a period of one year and extended if necessary.

A victim can receive this assistance during the court proceedings if:

1. The temporary presence of the witness in the federal territory for criminal proceedings because of this offence is deemed necessary by the public prosecution or the criminal court because their absence would make it difficult to shed light on the events.
2. The witness has severed all ties with the individuals accused of having committed the offence.

3. They have stated their willingness to testify as a witness during the criminal proceedings relating to the offence.

If authorities take the aspect of humanitarian grounds into consideration, the residence permit can be renewed even after the finalisation of the criminal proceedings.

Common types of services provided by specialised advice centres:

Preliminary remark: The Service Centre provides a database on advice services relevant for victims of labour exploitation, forced labour and human trafficking for labour exploitation: <https://www.servicestelle-gegen-zwangsarbeit.de/beratungsstellen/>. The Service Center also assists in the search for a suitable advice center.

Victims of THB for the purpose of labour exploitation and forced labour in Germany are entitled to anonymous advice from a counselling centre free of charge, **regardless of their willingness to cooperate with state authorities**. In order to access rights such as healthcare, social benefits and shelter however, it is crucial that the victim is provided with a Reflection Period: The threshold for accessing existing assistance programs is low but the advice centres can only refer to safe accommodation (except for those who have their own shelters), organise medical care, organise financial subsistence (longer than for a few days), if the victim has been granted a Reflection Period. Once the Reflection Period has been granted, the following support/assistance with access is ideally provided by a specialised advice centre:

- Accommodation
- Social benefits according to SGBII/SGBXII, in application of the “Fachliche Weisung” of the Federal Employment Agency.
- Supporting the victim in their contact with state authorities
- Legal aid to enforce rights of the victim under residence and social law
- Medical and psychological care
- Vocational work
- Interpretation and translation services
- Supporting victims who leave Germany to get help in their country of origin

As mentioned above, a potential victim is entitled to anonymous and free advice regardless of their willingness to cooperate with state authorities. Additionally, and as well regardless of their willingness to cooperate, victims of human trafficking are entitled to benefit under the Act on compensation to victims of violent crime (OEG), if they meet the prerequisites. The respective authorities in the Federal States (Länder) in which the victim lives or has his permanent residence determine whether someone is eligible. Authorities such as supply offices (Versorgungsämter) or regional authorities can provide contact to a trauma outpatient clinic. A trauma outpatient clinic can also be directly contacted by the affected persons themselves. Services for recognized beneficiaries under the OEG can include psychotherapy. In such a case, the cost of psychotherapy would be covered by the OEG if the health insurance company approves the therapist. Exceptions can be approved in cases of hardship.

Is the victim willing to report a crime and take part in criminal proceedings?

YES / NO

If the potential victim has decided not to cooperate and not to take part in criminal proceedings, they are not entitled to further financial assistance. **Assistance from counseling centres is of course, provided free of charge regardless of the cooperation.**

Return process

Victims of THB for the purpose of labour exploitation who wish to receive assistance with their return to their country of origin can return through the **REAG/GARP programme** (Reintegration and Emigration Programme for Asylum-Seekers in Germany/Government Assisted Repatriation Programme) which offers voluntary return assistance. The program is funded by the German state and the Federal States and is implemented by the International Organization for Migration (IOM). Victims of Human Trafficking may apply regardless of whether their country of origin is an EU member state or not.

There is no formalised procedure for risk assessment for participation in the REAG/GARP programme. However, in each case of return consultations are held between the responsible NGO and the victim regarding their situation. The relevant advice centres that can be found through the website can give guidance and assistance: [Bulgaria - Country Information \(returningfromgermany.de\)](http://Bulgaria - Country Information (returningfromgermany.de)).

It is the responsibility of IOM to contact the relevant NGOs, or authorities, in the country of origin after a dialogue with the victim. The IOM office is responsible for forwarding the information regarding the victim to the relevant NGO in the country of origin after a risk assessment and according to the needs of the victims.

Moreover, some advice centres also have (limited) means to provide support of voluntary return, organise and finance the trip, as well as establish contacts with relevant NGOs.

The REAG/GARP programme does not offer **reintegration** assistance for EU citizens. The respective advice centres may themselves provide assistance for reintegration.

Long-term assistance to a potential victim

The possibility of integration and longer-term assistance depends on the status of the victim: A victim who does **not make a statement in criminal proceedings** in most cases will **not** have access to social benefits immediately or at the latest after the expiration of the reflection and stabilization period (in practice a maximum of three months, but sometimes up to six months). If a **victim does appear as a witness in court**, his or her eligibility for social benefits and integrational measures ends when the criminal proceedings are terminated or suspended. If authorities take the aspect of humanitarian grounds into consideration, the residence permit can be renewed even after the finalisation of the criminal proceedings. **Advice centres may offer more possibilities** for integration/social inclusion accessible for victims residing in Germany.

Contact details of relevant stakeholders

Type of assistance	Institution/organization	Contact details
Victim support - Acting as National Contact Point for BUL-GER cooperation	Service Centre against Labour Exploitation, Forced Labour and Human Trafficking	Website: www.servicestelle-gegen-zwangsarbeit.de E-mail: info@servicestelle-gegen-zwangsarbeit.de Phone: +49 30 5130192-75
Victim support	Data base on Advisory Services/Advice Centres for victims' rights	Website: https://www.servicestelle-gegen-zwangsarbeit.de/beratungsstellen/
Victim support Target group: EU citizens	Fair Mobility (DGB (German Association of Trade Unions) Main service: Counselling on labour rights, referral to specialized services (no specifically targeted assistance for people affected by THB/Labour Exploitation)	Website: https://www.faire-mobilitaet.de Assistance on labour rights in Bulgarian: E-mail: konsultacia@faire-mobilitaet.de Phone: 0800 1014341
Victim support	The member organisations of the German NGO Network against trafficking in Human Beings (KOK) (Member organisations in the majority offer assistance to victims of sexual exploitation, but in some cases also labour exploitation)	Address: Lützowstr. 102-104, Hof 1, Aufgang A, 10785 Berlin Website: www.kok-gegen-menschenhandel.de/ List of Specialised Counselling Centres: https://www.kok-gegen-menschenhandel.de/en/kok/specialised-counselling-centres E-mail: info@kok-buero.de Phone: +49 30 263 911 76
Investigation	BKA The German Federal Criminal Police	BKA officer at the German Embassy in Sofia: E-mail: IZ13@bka.bund.de ;
Investigation	German customs administrations unit for the financial control of undeclared work (Finanzkontrolle Schwarzarbeit, FKS)	Generalzolldirektion VII, Arbeitsbereich DVII.B.22 Bereich Arbeitsausbeutung / Menschenhandel E-mail: DVII.gzd@zoll.bund.de DVII.B22.gzd@zoll.bund.de
Voluntary Return	International Organization for Migration - IOM Germany REAG/GARP Programme (Reintegration and Emigration Programme for Asylum-Seekers in Germany/Government Assisted Repatriation Programme)	Address: Charlottenstraße 68, 10117 Berlin, Germany E-mail: iomdeberatung@iom.int Phone: +49 30 2787780

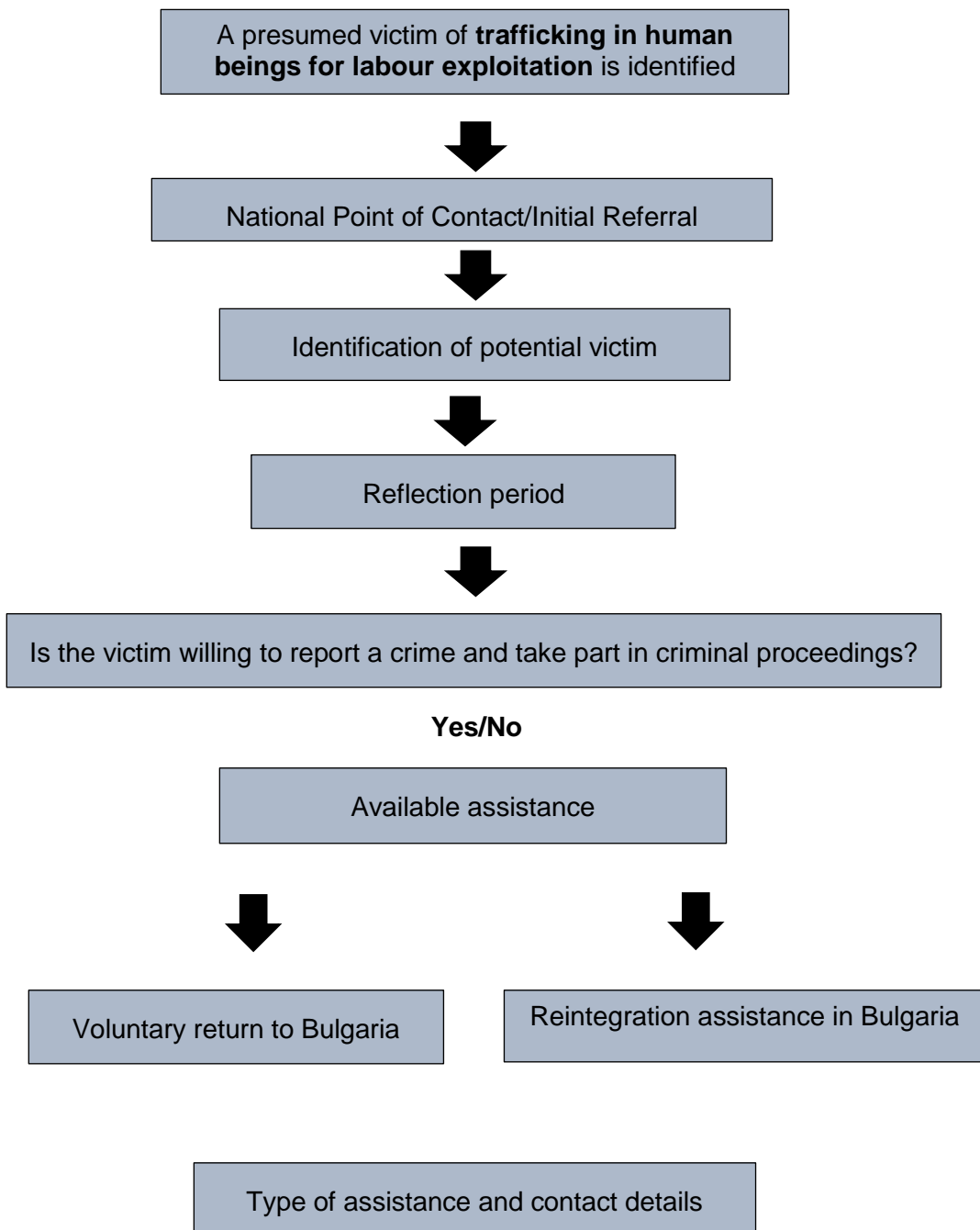
BULGARIA

National Commission for Combating Trafficking in Human Beings (NCCTHB) at the Council of Ministers of Bulgaria

Website: www.antitraffic.government.bg

E-mail: office@antitraffic.government.bg

Phone: (+359) 2 807 80 50



A presumed victim of **THB for labour exploitation** is identified

Organisations most likely to be the first ones to identify a presumed victim:

Officers and employees of different institutions and organisations who have the first contact with the victim can perform first level identification and according the Bulgarian Anti-trafficking legislation they will have to follow the [National mechanism](#) for referral and support of victims of human trafficking (National referral mechanism/ NRM). Such specialists and respectful institutions and civil society organisations can include:

- Law enforcement and pre-trial proceedings bodies (including police, border police, investigators, prosecutors etc.)
- Officials from the Bulgarian Embassy, the Consular Service and the MLSP's Labour and Social Policy Offices at several diplomatic missions of Bulgaria (including in Germany)
- The administration of the National Commission for Combating Trafficking in Human Beings (NCCTHB) and Local Commissions for combating THB
- Inspectors from Executive Agency General Labour Inspectorate
- Officials from National Employment Agency
- Governmental and non-profit social services providers
- NGOs
- International organisations including IOM Bulgaria
- Syndicates

Relevant authorities, organisations, syndicates, employers etc. in the country of destination could be the first to contact the presumed VoTs for the purpose of labour exploitation.

National Point of Contact/Initial Referral

The National Commission for Combating Trafficking in Human Beings (NCCTHB) via its Administration is the Bulgarian National Point of Contact.

Based on the Combating Trafficking in Human Beings Act the national anti-trafficking coordination body was established in 2004, under the Council of Ministers of the Republic of Bulgaria – **the National Commission for Combatting Trafficking in Human Beings (NCCTHB) operated by its Secretariat/Administration. By Law the NCCTHB** is chaired by a Deputy Prime Minister. Commission's members consist of Deputy Ministers/Chairpersons from all the relevant institutions on national level: Ministry of Interior, Ministry of Foreign Affairs, Ministry of Justice, Ministry of Labour and Social Policy, Ministry of Education and Science, Ministry of Health, State Agency for Child Protection, Supreme Court of Cassation, Supreme Prosecutor's Office of Cassation and National Investigative Service.

A **Permanent Working Group (PRG)** to the NCCTHB is in place, comprising the main experts working and building their capacities on THB from the side of the institution-members and relevant international and non-governmental organisations.

Local Commissions for Combatting Trafficking in Human Beings (LCCTHB) or anti-trafficking coordinators functioning on regional level are also in place, working within ten municipalities in the country: in Blagoevgrad, Burgas, Varna, Veliko Tarnovo, Montana, Pazardzhik, Pleven, Plovdiv, Ruse and Sliven. They are working in coordination and under the methodological guidance of the Secretariat of the NCCTHB.

A key strategic document is the **National Anti-Trafficking Strategy** implemented through the annually adopted **National Anti-Trafficking and Victims' Protection Programmes**. The Programme includes activities proposed from all the institutions represented in the NCCTHB, as well as from NGOs and international organisations, focusing on prevention, data collection, capacity building, protection of victims, legal amendments, international cooperation and institutional capacity.

NCCTHB also acts as an Equivalent Mechanism of a National Rapporteur for Bulgaria within the network of National Rapporteurs or equivalent mechanisms (NREMs) under the EU Anti-Trafficking Coordinator and is also a member of the Network of National Anti-trafficking Coordinators of South-Eastern Europe (SEE) administered by ICMPD.

National mechanism for referral and support of victims of human trafficking (NRM)

According to the law, NCCTHB via its Secretariat is the coordinator of the NRM. The Mechanism is adopted by the Council of Ministers and regulates the steps and procedures that have to be followed with the purpose of immediate and adequate assistance and support of victims of human trafficking. In addition, the NRM outlines an algorithm of timely and comprehensive interagency communication and coordination. To enhance the implementation of the NRM, a multi-agency and multi-disciplinary team coordinated by the NCCTHB has been set up to respond to complex cases of human trafficking.

A specialised anti-trafficking prosecutors' team has been established as well.

Formal identification of a victim

State officials and NGO representatives can detect a presumed victim of THB for the purpose of labour exploitation in Bulgaria, or do a *first-level identification*; including police officers, consular staff, services providers, NGOs, health care staff or international organisations. The informal identification of trafficked persons is the first step in the implementation of the NRM. Its aim is to guarantee victim's access to their specific rights, including right to benefit from specialised support and protection.

The identification process includes the provision of information about victims' rights, as well as details regarding the period of recovery and reflection, their right to assistance and support, specialised protection, compensation, legal aid and any other rights and possibilities.

Only pre-trial proceedings authorities such as the investigative police and prosecution authorities, including investigators from the National Investigative Service (the latter is under the umbrella of the Prosecutor's Office) can perform the **formal identification**.

The person notifying the competent authority can be either the victim herself/himself or another stakeholder.

Identification is performed on the basis of:

- Initial informal conversation with the trafficked person.
- Observations of the person's behavior and appearance.
- Information provided by the referring person.
- Observation and analysis of the circumstances in which the person was found.
- Self-identification of the trafficked person.
- Others.

At the moment of identification of the trafficked person, a **risk assessment** is performed with regard to the immediate dangers for the health and life of the victim – including elements as emergency medical needs, danger of re-trafficking, and present and past experiences with violence. Risk assessment is an on-going process that starts with the identification of the trafficked person and continues throughout the stages of investigation, criminal prosecution, and reintegration.

The **State Agency for Child Protection** is the relevant authority, which is responsible for the implementation of the Coordination Mechanism for Referral, Care and Protection of Repatriated Bulgarian Unaccompanied Minors and Children Victims of Trafficking.

In many cases of THB for the purpose of labour exploitation, more than one person is involved – usually a whole group, which can sometimes make the risk assessment and overall coordination harder.

Reflection period

According to art. 26 of the Combating Trafficking in Human Beings Act, victims of human trafficking have the right to **special protection ensuring a longer accommodation period** in a specialised service during the pre-trial and the court phase of the case. When they agree to cooperate with investigative authorities and at the moment when they are informed about the right of special protection the **reflection period of one month** starts. This period is essential in the beginning of the recovery process and allows victims to take informed decisions for the future steps.

Is the victim willing to report a crime and take part in criminal proceedings?

According to the Combating THB Act and the NRM, assistance to victims of human trafficking is unconditional and does not depend on their willingness to cooperate with authorities to the investigation process.



Available assistance

Specialised services for victims of human trafficking

Victims of human trafficking are entitled to assistance in Bulgaria, regardless of their willingness to cooperate with state agencies.

At present under the NCCTHB, there are **seven services, specialised specifically for adult victims of trafficking in human beings** (victims can be accommodated with their children).

There are 5 services financed by the delegated budget of the NCCTHB:

- Varna and Burgas: 2 shelters for temporary accommodation, 1 shelter for subsequent reintegration and 2 consultative services – centers for protection and support
- Sofia City: 2 services on the territory of Sofia city: helter for temporary accommodation and center for protection and support. For the services in Sofia is ensured external funding within a project, implemented by the NCCTHB under the Internal Security Fund.

All the services have accommodation capacity of 26 beds. Additionally on the territory of Sofia city since January 2020 a Crisis Center with priority accommodation of children victims of trafficking is functioning as a state delegated service accommodated in property provided by the NCCTHB under a contract with Sofia Municipality.

Victims of THB also have access to social services, including crisis centers for victims of violence and human trafficking throughout the country (20 for children and 8 for adults), a state-delegated activity, upon their request and in compliance with the provisions of the Law on Social Assistance and the Regulations for the implementation of the Law on Social Assistance.

The different measures of assistance to victims of THB are formulated in the Anti-Trafficking Law, the NRM and the National Strategy for Combatting THB (2017-2021). Accordingly, victims are entitled to a shelter placement for 10 days automatically after identification. If the victim is cooperating in criminal proceedings, the stay at the shelter can be extended.

Provided assistance:

- Accommodation
- Medical aid
- Legal aid
- Vocational training
- Psychological support
- Financial aid
- Education
- Long-term support for reintegration

Is the victim willing to report a crime and take part in criminal proceedings?

YES/NO

Assistance to victims of human trafficking in Bulgaria **is unconditional**. The victims of human trafficking who are not willing to cooperate during the criminals proceedings have the right to reflection period and access to specialised services.

They only do not receive the right to special protection ensuring a longer accommodation period in a specialised service during the pre-trial and the court phase of the case.

Voluntary return

It is a common proceeding that Bulgarian victims of THB are returned to Bulgaria through a Voluntary Return Program carried out by the International Organisation for Migration (IOM) or NGOs (especially the ones who are supporting a hotline). In these instances, it is IOM/the NGO who is responsible of finding a reliable and competent NGO or public authority tasked to assist the victim according to a tailored plan of assistance.

If IOM support is not available it is important to have a plan for safe return beforehand and other negotiated ways to cover travel expenses and other costs.

In some cases and as per the Council of Europe Convention on Action against THB it might be better to find ways to integrate the victim in the country of destination depending on the preliminary risk assessment for a safe return in the country of origin.

Please note:

- Avoid having the victim tell her/his story repeatedly to several different stakeholders in the country of destination and in the country of origin. The Bulgarian authorities note that it is difficult to convince the victim to cooperate, and once again share her/his testimony, if she/he has already told their story to several stakeholders. Make sure that Police and Prosecutors exchange the necessary information as much as possible instead of having the victim tell her/his story too many times.
- It is common that a victim does not fully comprehend her/his rights. Providing the victim with a lawyer in Bulgaria can therefore be a necessary step. A lawyer, representing the victim in front of state agencies, NGOs and other organisations, will increase the chances of ensuring the rights of the victims.
- When returning a victim through a voluntary return program or otherwise, take into consideration that most Bulgarian victims who have resided outside Bulgaria for a period of time do not automatically qualify for health insurance in their country of origin. If the victim has not made any payments to the State Health Fund, it means that they are entitled only to emergency healthcare. Make sure to offer the victim necessary medical examinations prior to return and include a budget for medical support after return for the necessary period.

- Make sure to inform the competent stakeholders about the return of the victim if the victim consents. No personal data about the victim should in any instance be shared without the consent of the victim.

Reintegration assistance to a victim

NCCTHB may offer a victim the possibility to stay in a **shelter for a longer term**, including the period of the criminal proceeding which often lasts for more than one year.

Crisis centers for victims of violence and human trafficking throughout the country, managed by NGOs or by the relevant Municipality offer victims of THB medium to long-term support, which includes legal counselling, psychosocial help, rehabilitation measures, accommodation and even help with finding a job or an educational offer.

The plan of assistance is tailored in dialogue with the victim according to her/his needs. The referral of a victim can start already when the victim is in the country of destination. From this point on, practical details surrounding the support can be prepared in a dialogue with the victim. The ultimate goal of the NGOs managing the specialised and the crisis services is to reintegrate the victim into the Bulgarian society.

Contact details of relevant stakeholders

Type of assistance	Institution/organization	Contact details
<p>National point of contact and coordinating body.</p> <p>Coordinator of the National referral mechanism.</p> <p>Shelters for temporary accommodation and centres for support of victims of THB.</p>	<p>Secretariat of the National Commission for Combating Trafficking in Human Beings (NCCTHB) /collective body to the Council of Ministers/</p>	<p>Website: www.antitraffic.government.bg</p> <p>E-mail: office@antitraffic.government.bg</p> <p>Phone: (+359) 2 807 80 50</p>
<p>Different type of assistance to Bulgarian citizens in Germany.</p>	<p>Bulgarian Embassy in Berlin</p>	<p>Address: Mauerstrasse 11, 10117 Berlin</p> <p>E-Mail: Embassy.Berlin@mfa.bg</p> <p>Phone: +49 30 201 09 22</p> <p>Fax: +49 30 208 68 38</p> <p>Consular Service at the Embassy</p> <p>E-Mail: konsul@botschaft-bulgarien.de</p> <p>Phone: +49 30 20 64 89 35; +49 30 20 64 89 36</p> <p>Fax: +49 30 2 08 61 24</p>
<p>A network of the MLSP's Labour and Social Policy Offices (LSPOs) at the diplomatic missions of the Republic of Bulgaria in the European countries with the largest Bulgarian communities started to emerge in 2006 which was prompted by the need for timely and competent information and assistance to Bulgarian nationals after the country's accession to the EU.</p>	<p>Labour and Social Policy Office to the Bulgarian Embassy in Berlin</p>	<p>Mr. Asen Balabanov, Head of the Office</p> <p>E-Mail: sozialpolitik@botschaft-bulgarien.de</p> <p>Phone: +49 (0)30 206 44 580</p>
<p>Monitor and control of the compliance with labour legislation; provide information and technical advice to employers and employees.</p>	<p>EA General Labour Inspectorate to the Ministry of Labour and Social Policy</p>	<p>Website: https://www.gli.government.bg/</p> <p>E-mail: info@gli.government.bg</p> <p>Hotline: 0700 17 670</p>

Type of assistance	Institution/organization	Contact details
		<p>Line for Bulgarians working abroad: +359 2 8101 747</p> <p>Line for work accidents: 0800 14 008</p>
Responsible for the implementation of the government policy on employment promotion.	EA National Employment Agency to the Ministry of Labour and Social Policy	<p>Website: https://www.az.government.bg/</p> <p>E-mail: az@az.government.bg</p> <p>Phone: 02/980 87 19</p>
Responsible for the implementation of the Coordination Mechanism for Referral, Care and Protection of Repatriated Bulgarian Unaccompanied Minors and Children Victims of Trafficking	State Agency for Child Protection	<p>Website: https://sacp.government.bg/en</p> <p>E-mail: sacp@sacp.government.bg</p> <p>Phone: +359 2 933 90 10</p>
Voluntary Return, reintegration and monitoring for victims of trafficking.	IOM Bulgaria	<p>Website: https://bulgaria.iom.int/</p> <p>E-mail: iomsofia@iom.int</p> <p>Phone: (+359) 2 939 47 74</p> <p>Mobile teams /GSM, WhatsApp and Viber: +359 884 602 185; +359 884 605 184; +359 892 212 194</p>
<p>The organisation is currently managing the services in Varna and Sofia. Offering programs and consultation services – social, psychological, legal, education, and other services, especially for women victims of abuse.</p> <p>They are managing as well a crisis centre in Varna for temporary accommodation and support for victims of domestic abuse and trafficking.</p>	SOS – Families at Risk	<p>Website: https://sos-varna.org/</p> <p>E-mail: sos@mail.bg; sos@ssi.bg</p> <p>Phone: +359 (0)52/ 609 677</p>
<p>The organisation is currently managing the services in Burgas. Offering programs and consultation services – social, psychological, legal, education, and other</p>	Demetra Association	<p>Website: www.demetra-bg.org</p> <p>E-mail: office@demetra.bg</p> <p>Phone: (+359) 56 81 56 18</p>

Type of assistance	Institution/organization	Contact details
services, especially for women victims of abuse.		
Assistance for victims of THB, including shelter, food, medical, social and psychological support. The organisation supports a hotline for THB. They perform a job vetting service for suspicious job offers.	A21 Campaign	Website: www.a21.org E-mail: info@a21.bg Phone: (+359) 884 454 656 National hotline: 0800 20 100
Crisis centre for support and accommodation of victims of violence and human trafficking.	Animus Association	Website: www.animusassociation.org E-mail: animus@animsassociation.org Phone: (+359) 2 983 52 05 24/7 Hotline: (+359) 2 981 76 86
Support of Bulgarian workers.	Confederation of Independent Syndicates in Bulgaria	Website: https://knsb-bg.org/ Labour market, migration and mobility dept.: Ms. Atanaska Todorova E-mail: atodorova@citub.net Phone: 02/40-10-688

Useful Resources:

- ILO List of Indicators (ENG): https://www.ilo.org/wcmsp5/groups/public/---ed_norm/---declaration/documents/publication/wcms_105035.pdf
- Work Time Calendar (BUL):
https://bema.berlin/site/assets/files/1080/aul_arbeitszeitkalender_bg_web.pdf
- Information leaflet for potential victims on Berlin advisory centres (GER, ENG, BUL and others):
BUL: [bema flyer ratsuchende bulgarisch 2021.pdf](#)
GER: [bema flyer ratsuchende deutsch 2021_06.pdf](#)
ENG: [bema flyer ratsuchende englisch 2021_07.pdf](#)
- Practical guide for EU workers in Germany workers in Germany: A guide to good working conditions and equal treatment, published by the Office for the Equal Treatment of EU Workers and BEMA (GER, POL, RUM) - available in German, Polish and Rumanian, Bulgarian Version will be published shortly:
https://bema.berlin/site/assets/files/1336/praxisleitfaden_fuer_eu-arbeitnehmerinnen_in_deutschland_barrierefreies_pdf_210712.pdf
- Моите права като командирован работник в Германия (Guide by BEMA and the Bulgarian labour inspectorate for posted workers from Bulgaria in Germany
https://www.bema.berlin/site/assets/files/1341/na_gurbet_bulgarische_handreichung.pdf
- Seasonal Work during the Pandemic (ENG):
<https://www.eu-gleichbehandlungsstelle.de/resource/blob/1859482/1937934/9f70f1c42bdd74bb70efb73b088017ad/saisonarbeit-flyer-en-data.pdf?download=1>
- ILO: Ending forced labour by 2030: A review of policies and programmes
https://www.ilo.org/wcmsp5/groups/public/---ed_norm/---ipec/documents/publication/wcms_653986.pdf
- FRA: Protecting migrant workers from exploitation in the EU: workers' perspectives
https://fra.europa.eu/sites/default/files/fra_uploads/fra-2019-severe-labour-exploitation-workers-perspectives_en.pdf
- OSCE: Combating trafficking in human beings and labour exploitation in supply chains
https://www.osce.org/files/f/documents/9/f/502383_1.pdf
- GRETA: Human trafficking for the purpose of labour exploitation
<https://rm.coe.int/labour-exploitation-thematic-chapter-7th-general-report-en/16809ce2e7>
- Manual for experts on multidisciplinary cooperation against trafficking in human beings for labour exploitation:
https://www.eerstekamer.nl/bijlage/20160211/bijlage_manual_for_experts_on/document3/f=/vk1heepqfrmn.pdf

List of Abbreviations

Abbreviation	Meaning
BKA	German Federal Criminal Police (Bundeskriminalamt)
DGB	German Association of Trade Unions (Deutscher Gewerkschaftsbund)
EA General Labour Inspectorate to the Ministry of Labour and Social Policy	Executive Agency General Labour Inspectorate to the Ministry of Labour and Social Policy
EA National Employment Agency to the Ministry of Labour and Social Policy	Executive Agency National Employment Agency to the Ministry of Labour and Social Policy
ESF	European Social Fund
EU	European Union
FKS	Unit for the Financial Control of Undeclared Work (Finanzkontrolle Schwarzarbeit)
FRA	European Union Agency for Fundamental Rights
GFAAJ	Non-profit association of the German Trade Union Confederation for the promotion of employees and youth (Gemeinnützige Gesellschaft des Deutschen Gewerkschaftsbundes zur Förderung von Arbeitnehmerinnen, Arbeitnehmern und der Jugend)
GRETA	Group of Experts on Action against Trafficking in Human Beings
ICMPD	International Centre for Migration Policy Development
ILO	International Labour Organization
IOM	International Organization for Migration
IQ Network	„Integration by Qualification“ Network
KOK	German NGO Network against trafficking in Human Beings (Bundesweiter Koordinierungskreis gegen Menschenhandel)
LCCTHB	Local Commissions for Combatting Trafficking in Human Beings
LSPO	Labour and Social Policy Office
MLSP	Ministry of Labour and Social Policy

MoL	Ministry of Labour - The Federal Ministry of Labour and Social Affairs (Bundesministerium für Arbeit und Soziales, BMAS)
NCCTHB	National Commission for Combating Trafficking in Human Beings
NGO	Non-governmental organisation
NREM	National Rapporteurs or equivalent mechanism
NRM	National referral mechanism
OEG	Act on compensation to victims of violent crime (Opferentschädigungsgesetz)
OSCE	Organization for Security and Co-operation in Europe
PRG	Permanent Working Group
REAG/GARP programme	Reintegration and Emigration Programme for Asylum-Seekers in Germany/Government Assisted Repatriation Programme
SEE	Network of National Anti-trafficking Coordinators of South-Eastern Europe
SGBII	Book II of the Social Code (Zweites Buch Sozialgesetzbuch)
SGBXII	Book XII of the Social Code (Zwölftes Buch Sozialgesetzbuch)
TCN	Third Country Nationals
THB	Trafficking of human beings
THB/LE	Trafficking in human beings for the purpose of labour exploitation
THB/SE	Trafficking in human beings for the purpose of sexual exploitation
TU	Trade Union
VoT	Victim of Trafficking

Specialized Support Structures for (Labour) Migrants on Labour Rights/THB

Arbeit und Leben

Arbeit und Leben e.V.

- TU affiliated
- Currently 15 counselling offices throughout Germany in 9 federal states
- Decentralized structure
- Funded by the respective federal state
- Target group: EU citizens, but partly also TCNs, undocumented workers
- Main services: Counselling on labour and social rights, but partly also mandate for the support of people affected by THB/LE
- www.arbeitundleben.de



Fair Mobility

- TU affiliated
- Currently 11 counselling offices throughout Germany, centralized structure, run by GFAAJ/DGB (German Association of TU)
- Funded by Federal MoL
- Target group: EU citizens
- Main service: Counselling on labour rights, no specific service for people affected by THB/LE, only referral to specialized services
- www.faire-mobilität.de



Fair Integration / IQ Network








- Currently 16 counselling offices (one per federal state)
- Decentralized structure, part of the IQ Network („Integration by Qualification“), run by different organizations, like ARBEIT UND LEBEN, DGB, and others
- Funded by MoL/ESF
- Target group: refugees, TCNs
- Core service: Counselling on labour rights, no specific service for people affected by THB/LE, only referral to specialized services
- www.faire-integration.de



KOK – NGO Network against THB

- Umbrella organization
- Currently 42 member organizations/ advisory services
- Decentralized structure, run by different organizations
- Funding by respective federal states
- Target groups: diverse, mainly women affected by sexual exploitation, but rarely mandate for male persons
- Core service: Support for persons affected by THB/SE, rarely mandate for THB/LE
- www.kok-gegen-menschenhandel.de

Services offered by the Support Structures

	 Faire Mobilität	 Faire Integration im IQ-Netzwerk	 German NGO Network against Trafficking in Human Beings
Partly THB/LE			THB/SE, some THB/LE
Counselling on Labour Rights			
EU Citizens, some also TCNs	TCNs		All nationalities
All Sexes			Mainly women