TOLERANT

Support Victims of Human Trafficking

Guide for integrated service provision to support access to employment for Third Country National Women Victims of Trafficking for sexual exploitation

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Guide's Terminology and Glossary

Career advice:	A service which uses the EU Skills Profile Tool for Third Country Nationals to map the skills, qualifications and work experiences of women, giving them personalized advice on further steps towards labour market integration.
Case management:	A structured method for providing assistance to a survivor/victim. It involves one organization/actor, usually a psychosocial support or social services actor, taking responsibility for making sure that survivors/victims are informed of all the options available to them. Moreover, the process ensures that all issues and problems faced by a survivor/victim and her/his family are identified and followed up in a coordinated way, providing the survivor with emotional support throughout the process[1].
Consent:	Approval or assent after thorough consideration. The consenting person fully understands the consequences of consent and agrees freely, without any force or coercion.
Country of Destination/ Country of Stay/ Host Country:	Refers to the Country where the traffickers exploit their victims and the place where the process of release and protection of victims take place.
Country of Origin:	Refers to the Country where the victims come from.
Cultural mediation:	The process of providing culturally appropriate information on victims' rights and the local context (e.g. specific model of employment, legislation, right to work, etc.).

1 Inter-Agency Gender-Based Violence Case Management Guidelines - http://www.gbvims.com/wp/wp-content/uploads/Interagency-GBV-Case-Management-Guidelines_Final_2017.pdf

Disclosure:	Refers to the discovery of a Gender-Based Violence incident.
Empowerment:	The process of assisting a victim/survivor to regain his/her self-esteem, self-confidence, re-establishing a sense of agency, control and power.
Gender based violence (GBV):	Any harmful act perpetrated against a person's will, based on socially ascribed differences related to gender.
Integration:	The process by which TCN become accepted into society, both as individuals and as groups[2]. Integration refers to a two-way process of adaptation by TCN and host societies[3]. Integration is a multi-dimensional concept, including socio-economic aspects of integration referring to education, employment and social and cultural aspects referring to cultural adjustment and shared norms among TCN and local population[4].
Job mediation:	A service offered to VoT to facilitate their access to employment and to enhance their employability.
Language courses:	Obligatory courses for learning the language in the country of stay during the process of integration in the labour market.

2 Integration: The Role of Communities, Institutions, and the State - https://www.migrationpolicy.org/article/integration-role-communities-institutions-and-state

3 IOM and migrant integration - https://www.iom.int/files/live/sites/iom/files/What-We-Do/docs/IOM-DMM-Factsheet-LHD-Migrant-Integration.pdf

4 Refugees and Social Integration in Europe - https://www.un.org/development/desa/family/wp-content/uploads/sites/23/2018/05/Robila_EGM_2018.pdf

Soft Skills:	Important services to enhance victim's valuable skills (e.g. self-awareness, decision making, problem solving, effective communication, interpersonal relationship).
Perpetrator:	A person, group or institution that directly inflicts or otherwise supports violence or other abuse inflicted on another person against their will. Perpetrators are in a position of real or perceived power decision-making and/or authority and can thus exert control over their victims[5].
Physical Assault:	Physical violence not sexual in nature.
Psychological/Emotional Abuse:	Infliction of mental or emotional pain or injury. Examples include threats of physical or sexual violence, intimidation, humiliation, forced isolation, stalking, harassment, unwanted attention, remarks, gestures or written words of a sexual and/or menacing nature, destruction of cherished things etc.
Re-victimization:	Refers to all behaviours, attitudes and processes that might cause victims to endure harm/ exploitation/violence again.
Sexual Exploitation:	Any abuse of a position of vulnerability, differential power or trust for sexual purposes; this includes profiting monetarily, socially or politically from the sexual exploitation of another.
Support on legal status:	A service offered to victims in order to access residency, work permits, and have knowledge on their rights.

5 Guidelines for Gender-Based Violence Interventions in Humanitarian Settings - https://www.unhcr.org/453492294.pdf

Survivor/Victim:	Person who has experienced Gender-Based Violence. The terms "victim" and "survivor" can be used interchangeably. "Victim" is a term often used in the legal and medical sectors. "Survivor" is the term generally preferred in the psychological and social support sectors because it implies resilience.[6]
Third Country National (TCN):	An individual who apply for residency permit or any other visas to stay in countries that they are not their country of origin.
Trafficking in persons/Trafficking in human beings:	The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs[7]. Trafficking in persons for sexual exploitation is a severe form of gender-based violence.
Transit Country:	Refers to countries that victims pass by during their journey from their countries of origin to the countries of destination/stay. In Transit countries, exploitation can occur depending on the time that the victims will stay on those localities.

6 Guidelines for Gender-Based Violence Interventions in Humanitarian Settings - https://www.unhcr.org/453492294.pdf

7 Protocol to Prevent, Suppress and Punish Trafficking in Persons, supra note 10, art. 3 - https://www.unodc.org/unodc/en/organized-crime/intro/UNTOC.html

1. Abbreviations

CoE	Council of Europe
CSO(s)	Civil Society Organisation(s)
EU	European Union
GBV	Gender-Based Violence
ILO	International Labour Organisation
MS	Member State
NGO	Non-Governmental Organization
STD	Sexually Transmitted Diseases
TCN	Third Country National
THB	Trafficking in Human Beings
TOLERANT	TransnatiOnaL network for Employment integRAtion of womeN vicTims of trafficking
UNHCR	United Nations High Commissioner for Refugees
UNODC	United Nations Office on Drugs and Crimes
VoT	Victim(s) of Trafficking

2. Introduction

Supporting women VoT to be able to obtain secure/sustainable employment, which will reduce the chances of becoming again victims of trafficking for sexual exploitation, is of paramount importance for the TOLERANT project.

The general objective of the **project TOLERANT**[8] is to enhance the integration of Third Country National women Victims of Trafficking for the purpose of sexual exploitation in the labour market in Austria, Bulgaria, Greece, Italy and Romania, through employment support as well as support in accessing the labour market. Supporting women VoT to be able to obtain secure/sustainable employment, which will reduce the chances of becoming again victims of trafficking for sexual exploitation, is of paramount importance for the project.

In this respect and taking into consideration the existing services provided by specialized NGOs as well as the capitalization of experiences and good practices among partners, we have developed the present ***Guide for integrated service provision to women[9] VoT to support access to employment***.

The present guide aims to support **Civil Society Organisations (CSOs), services providers and Public Authorities** to develop **successful and integrated services for Third Country National women Victims of** Trafficking for sexual exploitation (women VoT)[10] to enhance their **social integration and labour market integration**. The Guide is launched in 2020, the year that marks the 20th anniversary of the adoption of the U.N. Protocol to Prevent, Suppress, and Punish Trafficking in Persons, Especially Women and Children, also known as the Palermo Protocol; a year that COVID-19 appeared and significantly shaped the trafficking industry, our work to provide protection to Victims of Trafficking and more importantly the lives of Victims and their prospects for re-integration.

8 For more information on the project, please follow the link: https://tolerantproject.eu/.

9 With women we mean all people identifying themselves as women.

10 In order to facilitate the reader, women VoT will be used in all the chapters of the document to replace TCN women VoT for sexual exploitation. Should we want to refer to something else, we will use other terms.

Services and professionals related to assistance services for VoT's integration vary from psychologists and social workers to lawyers and employment experts, recruitment agencies, local authorities dealing with the legal status. Despite the complexity of the phenomenon, the multiplicity of actors involved and the differences in the local contexts, the Guide offers a set of tools and principles that can be used to adapt the implementation of the **victim-centred services** to the local reality of the implementing partners/actors. The ultimate aim is to support the sharing of the guide, its methods, practices and approaches beyond the geographical scope of the TOLERANT project.

Finally, the present guide is the first outcome of the informal transnational **network**[11] **"TOLERANT"**, which aims at giving a platform to various organisations and stakeholders dealing with VoT to share ideas and experiences, build connections with each other, and ultimately strengthen their work towards combatting trafficking in human beings.

As far as the **structure** of the Guide is concerned, following the introduction, the general context as well as **data** in the EU level and in partners' countries are presented. A specific analysis through a gender-lens as well as **a comparative overview** of the context of trafficking for sexual exploitation in Greece, Italy, Romania, Bulgaria and Austria completes the first part of the Guide. After the context's presentation, an analysis of the **main difficulties and challenges** encountered by professionals, organisations and authorities when providing support services to women Victims of Trafficking follows. **Approaches and methodologies** as well as solutions recommended for service provision are also highlighted. Last but not least, the final part of the guide is a **proposed implementation actions** section which consolidates partners' expertise regarding the provision of integrated services for women VoT fortheir integration in the labour market.

11 For more information on the network, please visit http://www.tolerantnetwork.com/.

3. The Context

Although the EU's statistical data do not capture the full extent of the phenomenon of trafficking in human beings, according to the EU's Second Report (2018) on the progress made in the fight against THB, about 20,532 victims of THB were registered between 2015 and 2016.

a. General background and statistics

Global research and statistics illustrate that women and girls represent the majority of the identified victims of trafficking for sexual exploitation. However, identification of male victims of trafficking for sexual exploitation has been improved over time[12]. The patriarchal structure of society, which is reproduced through early gender socialisation, gender roles and norms that subordinate women and dominant perceptions of femininity and masculinity that maintain power and privilege of men over women, prevent women from accessing their rights as citizens. It is even harder for VoT to be able to access those rights since they are further marginalised. The victims need to oppose not only a usually powerful mechanism of exploitation (e.g. criminal organisations and networks) but also face many practical and social barriers to their integration (e.g. lack of access to Public Services and societal prejudices)[13].

The experience of service providers specialized in VoT protection and assistance illustrates that the demand for low-skilled jobs in combination with the fact that these jobs are often precarious, creates an enabling environment for exploitation. Moreover, most of these jobs are performed by migrant women, illustrating what is coined as **feminisation** and **racialisation** of specific labour sectors (e.g. care industry, hotel industry etc. including jobs such as house cleaners, care providers, waitresses etc.). The aforementioned global reality, with differences in local/national contexts, influentially shapes the trafficking industry since it creates significant opportunities for the organised criminal networks to attract potential victims for their profit-making business.

Prevalence of human trafficking is difficult to measure despite the significant efforts of international institutions such as ILO and UNODC[14]. Although the EU's statistical data do not capture the full extent of the phenomenon of trafficking in hu-

12 The Counter Trafficking Data Collaborative, Global Data Hub on Human Trafficking - https://www.ctdatacollaborative.org/story/human-trafficking-and-gender-differences-similarities-and-trends

13 "Why is gender an important factor in the process of trafficking for sexual exploitation?"- http://www.cpe.ro/wp-content/uploads/2016/03/Training-manual_English.pdf

14 Trafficking in persons Report June 2019 - https://www.state.gov/wp-content/uploads/2019/06/2019-Trafficking-in-Persons-Report.pdf

man beings (THB), according to the EU's Second Report (2018)[15] on the progress made in the fight against THB, about 20,532 victims of THB were registered between 2015 and 2016. Trafficking for the purpose of sexual exploitation is by far the most highly reported form of trafficking (56% of registered victims). 68% of the victims were women and girls. Data collected across the EU show that a great percentage of the victims come from within the EU (44%), mainly from Romania, Hungary, the Netherlands, Poland and Bulgaria, while most reported victims from non-EU countries are from Nigeria, Albania, Vietnam, China and Eritrea.

In **Greece**, sexual exploitation is the main form of trafficking. Overall, the number of officially recognised and registered victims is small. This fact significantly underestimates the actual magnitude of the problem and reflect the major deficiencies in proactive victim detection and identification. The number of identified VoT was 106 in 2013, 78 in 2014, 57 in 2015 and 46 in 2016[16]. For 2017 and 2018 according to the Hellenic Police, the number of identified VoT was 38 and 27 respectively, with sexual exploitation accounting to 92% and 96% respectively. The vast majority of the identified VoT are females[17]. According to the recent National Referral Mechanism's report for 2019, 154 victims were identified, among which there were 120 women and girls[18].

Austria is a "destination"[19] and transit country for men, women, and children victims of trafficking. Police, NGOs, and other government institutions identified and assisted

15 Second report on the progress made in the fight against trafficking in human beings (2018) as required under Article 20 of Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims - https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-security/20181204_com-2018-777-report_en.pdf

16 Monitoring and Assessing the Integration of Vulnerable Migrants in Greece, ASSESS Integration of Vulnerable Migrants, Dia Anagnostou, Eda Gemi, February 2015, ELIAMEP

17 Statistics for human trafficking - http://www.astynomia.gr/index.php?option=ozo_content&perform=view&id=76629&Itemid=73&lang=

18 National Report of the National Referral Mechanism in Greece 2019 - https://sway.office.com/FQFfWWBpChjuImzm

19 The terms "country of destination" and "host country" do not necessarily reflect the real situation in the ground. We prefer the term "country of stay/residence". "Country of destination" and/or "host country" can sound too "final", too "permanent" which does not correspond to the everyday realities of TCN; not to mention that some countries are not hospitable to migrants at all.

339 women victims of trafficking in 2018[20]. Frequent countries of origin are Romania, Bulgaria, Hungary, Nigeria, China and the Philippines. The 2020 GREATA report states that "On average, 65% of the trafficking cases involving female victims were for the purpose of sexual exploitation, 15% for the purpose of domestic servitude, 6% for the purpose of labour exploitation, 4% for the purpose of forced marriage, and the remainder for other forms of exploitation. Most of the trafficking cases involving men were for the purpose of labour exploitation (approximately 70%), followed by sexual exploitation, forced begging and other forms of exploitation[21].

Bulgaria continues to be a country of origin. However, it has increasingly become a country of transit and "destination" during the last few years, although there is no official data to bear out this trend. Trafficking for the purpose of sexual exploitation of women and girls remains the most widespread form of THB (70%). For 2019 the main countries of "destination" of people trafficked from Bulgaria were Germany, Austria, Netherlands, Belgium, Italy, France, Spain, Greece, Sweden and Great Britain[22]. The prosecution service identified 387 victims (327 of them are women; and 255, or 78% of these women are trafficked for sexual exploitation) in 2019[23].

In **Italy**, according to the Government's reports, 1,354 potential victims were assisted in 2017, a significant increase from 851 victims assisted in 2016. The majority of those cases refer to female victims of trafficking for sexual exploitation, especially from Nigeria[24]. However, as GRETA's reports highlight, there is a lack of a uniform identification system, thus data on the number of presumed victims and victims of THB identified every year are absent[25]. Additionally, it should be noted that detection and identification of trafficked women still represent a concerning issue in Italy. In the face of the increasing number of potential victims arrived

20 Evaluation Report Austria – 3rd Evaluation Round GRETA - https://rm.coe.int/greta-2020-03-fgr-aut-en/16809eb4fd

21 Same as ref. 20

22 National Report 2019 - https://antitraffic.government.bg/bg/about#reports

23 Same as ref. 22

24 2018 Trafficking in Persons Report – Italy - https://www.refworld.org/docid/5b3e0b11a.html

25 Report concerning the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings by Italy, Second Evaluation Round - https://rm.coe.int/greta-2018-28-fgr-ita/168091f627

on the Italian shores in the previous years (especially in 2016), the percentage of assisted victims of THB is far below the real scale of the phenomenon.[26]

Romania is a country that is gradually turning from an origin and transit country to a "destination" country of trafficking (mainly for forced labour). The total number of identified victims of THB in the period 2011-2015 was 4.622[27]. Public officials and NGOs identified 662 victims in 2017, the lowest number identified in over a decade and a decline from 757 identified victims in 2016 and 880 in 2015[28]. The majority of identified victims were female. As far as foreign VoT in Romania are concerned, the procedures for identifying them do not appear to be well developed, and consequently the data available do not represent the actual situation[29]. Pakistan and Philippines are among the victims' countries of origin[30].

b. Main directives of the European Parliament and European Council

Directive 2004/38/EC (Anti-Trafficking Directive)[31] stresses the need to adopt a gender-specific approach to trafficking in human beings and highlights that prevention, assistance and support measures must be gender-specific. The directive was accompanied by the **European Union Strategy towards the Eradication of Trafficking in Human Beings 2012-2016**[32], as a complementing policy framework. It played an important role in implementing the gender dimension of the directive, including its provisions on

26 Same as ref. 25

27 Report concerning the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings by Romania, Second Evaluation Round - https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=09000016806a99b1

28 Trafficking in Persons Report – Romania - https://www.refworld.org/docid/5b3e0a9c4.html

29 Same as ref. 24

30 Same as ref. 25

31 Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA - https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX-%3A32011L0036

32 The EU Strategy towards the Eradication of Trafficking in Human Beings 2012–2016 https://ec.europa.eu/anti-trafficking/sites/antitrafficking/files/eu_strategy_towards_the_eradication_of_trafficking_in_human_beings_2012-2016_1.pdf

victims' protection and assistance. The Victims' Rights Directive[33], being a horizontally applicable instrument, also lays down provisions which apply to victims of trafficking in human beings. It takes into account victims of trafficking as particularly vulnerable victims of violence against women and, therefore, they are covered by its provisions.

Directive 2004/38/EC[34], on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States, and **Council Directive 2005/85/EC**[35], on minimum standards of procedures for granting and withdrawing refugee status, are also relevant to gender-related provisions of victims' assistance of the Anti-Trafficking Directive. **Directive 2009/52/EC**[36] provides minimum standards on criminal sanctions and measures against employers of illegally staying third-country nationals in line with a victim-centred approach. This is crucial from the perspective of women who may be potential victims of trafficking for labour exploitation, while simultaneously being victims of sexual exploitation and/or forced marriage.

33 DIRECTIVE 2012/29/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA - https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A32012L0029

34 DIRECTIVE 2004/38/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 29 April 2004 on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States amending Regulation (EEC) No 1612/68 and repealing Directives 64/221/EEC, 68/360/EEC, 72/194/EEC, 73/148/EEC, 75/34/EEC, 75/35/EEC, 90/364/EEC, 90/365/EEC and 93/96/EEC - https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32004L0038

35 Council Directive 2005/85/EC of 1 December 2005 on minimum standards on procedures in Member States for granting and withdrawing refugee status - https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32005L0085

36 Directive 2009/52/EC of the European Parliament and of the Council of 18 June 2009 providing for minimum standards on sanctions and measures against employers of illegally staying third-country nationals - https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32009L0052

Directive 2011/95/EU[37] on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection specifies that, in relation to revocation of subsidiary protection status, the best interests of the child must be taken into account, as well as the needs of other vulnerable persons, such as victims of trafficking and victims of serious sexual, psychological and physical violence. Notably, this directive includes female genital mutilation, forced sterilisation and forced abortion (recital 30), as matters that ground a 'well-founded fear for persecution' (i.e. an essential element for the granting of international protection). However, it makes no explicit reference to either forced marriage or victims of trafficking. When listing 'acts of persecution,' it does define acts of physical or mental violence to include acts of sexual violence, as well as 'acts of a gender- and child-specific nature' (Article 9(2)(f)).

A number of **European Parliament resolutions** have addressed trafficking in human beings from a *gender perspective*:

- The **Parliament report on sexual exploitation and prostitution and its impact on gender equality** (2013/2103(INI))[38] reaffirms the links between trafficking and prostitution and stresses sexual exploitation as a form of violence against women.

- **The European Parliament resolution of 12 May 2016**[39] on implementation of the Anti-Trafficking Directive (2015/2118(INI)), focuses on the Directive's implementation from a gender perspective. It strongly emphasises gendered vulnerabilities and stresses that the gender dimension of trafficking in human beings entails an obligation for Member States to address it as a form of violence against women and girls.

37 Directive 2011/95/EU of the European Parliament and of the Council of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted - https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32011L0095

38 REPORT on sexual exploitation and prostitution and its impact on gender equality (2013/2103(INI)) - https://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+REPORT+A7-2014-0071+0+DOC+XML+V0//EN

39 Same as ref. 38

Moreover, the **European Union Gender Action Plan**[40] refers to the gender dimension of migration, and to the situation of migrants, particularly refugee women, noting that they face more serious challenges across all spheres. These documents are important for assessing the vulnerability of migrant and refugee women, including those who have migrated as a result of the push factors of poverty, destitution, social exclusion and isolation as well as the violence, discrimination and risks to life that refugee women may have been subjected to before and/or during their migration to Europe.

Finally, the **European Union Strategic engagement for Gender Equality 2016-2019**[41] in its Objective 3.4 asks for the continuous monitoring of the implementation of the Anti-Trafficking Directive by Member States, ensuring that gender-dimension is addressed.

c. International framework

The United Nations Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW)[42] is an international bill for women's human rights that provides a gender-sensitive interpretation of human rights law and protects women from sex- and gender-based discrimination with regard to all the human rights contained in the Universal Declaration of Human Rights and other human rights instruments.

Of particular importance in relation to the gender-specific provisions is **the Istanbul Convention**[43], which is regarded as the most comprehensive European instrument concerning violence against women. It treats the problem of violence against women holistically and introduces a legally binding framework to eliminate it.

40 EU Gender Action Plan 2016-2020 at year one: European Implementation Assessment - https://www.europarl.europa.eu/thinktank/en/document.html?reference=EPRS_STU%282017%29603256

41 Strategic Engagement for Gender Equality 2016-2019 - https://ec.europa.eu/anti-trafficking/eu-policy/strategic-engagement-gender-equality-2016-2019_en

42 Convention on the Elimination of All Forms of Discrimination against Women New York, 18 December 1979 - https://www.ohchr.org/en/professionalinterest/pages/cedaw.aspx

43 Council of Europe Convention on preventing and combating violence against women and domestic violence - https://www.coe.int/en/web/conventions/full-list/-/conventions/rms/090000168008482e

The United Nations Protocol to prevent, suppress and punish trafficking in persons, especially women and children[44], otherwise known as the Palermo Protocol together with the United Nations Convention against Transnational Organised Crime and its interpretative notes can be considered as the most widely used international reference in the anti-trafficking framework currently in force. In the European Union, the Palermo Protocol applies to the territories in which the Treaty establishing the European Community (2002) is applied and under the conditions laid down in that Treaty, in particular Article 299 thereof and the protocols annexed to it.

The Palermo Protocol reaffirms the recognition that trafficking cannot be dissociated from the exploitation of prostitution, stating that the consent of the victim to the intended exploitation is irrelevant, recognising that the victim of trafficking should not bear the burden of proof, and providing protection measures for victims. As an international legally binding instrument, the Protocol was designed to jumpstart national laws, promote cross-border judiciary and police cooperation and to harmonise regional legislation against trafficking in women of which the Anti-Trafficking Directive is a part.

The United Nations Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of Others (1949)[45] establishes explicit links between sexual exploitation, prostitution and trafficking, and recognises the incompatibility of trafficking, sexual exploitation and prostitution with the fundamental principles of human dignity and equal treatment.

The Beijing Declaration and Platform for Action[46] elaborates in detail the sex -and gender- based nature of discrimination against women and girls.

Finally, the sustainable development goals, which came into force in January 2016 in the frame of 2030 **Agenda for Sustainable Development**[47] asks the objective

44 Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime - https://www.ohchr.org/en/professionalinterest/pages/protocoltraffickinginpersons.aspx

45 Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of Others - https://www.ohchr.org/EN/ProfessionalInterest/Pages/TrafficInPersons.aspx

46 Beijing Declaration and Platform for Action - https://www.un.org/en/events/pastevents/pdfs/Beijing_Declaration_and_Platform_for_Action.pdf

47 Transforming our world: the 2030 Agenda for Sustainable Development - https://sustainabledevelopment.un.org/post2015/transformingourworld

to eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking, and sexual and other types of exploitation.

d. The impact of trafficking for sexual exploitation through a gender-lens

The "Study on the Gender Dimension of Trafficking in Human Beings", launched by the European Commission in 2016[48], underlines the importance of gender, mainly during the specific assistance provided to victims after they have been identified as such. According to the report, the harms from trafficking for sexual exploitation are gender specific and they differ from the harms from trafficking for purposes of labour and other forms of exploitation, since they are connected with the serious abuse on women's bodies. As a result, specialised service provision needs to be gender specific as well as appropriate to the needs of victims, taking into account the intersections with other socially constructed categories (e.g. race, disabilities, age, sexual orientation) and other vulnerabilities (e.g. pregnancy or single mother) which impact on the wellbeing of a person. Professionals need to have a gender-related expertise in order to provide specialised assistance necessary for the VoT to reclaim their rights, as well as their well-being.

e. A comparative overview[49]

As already observed in the section of statistics, Greece, Italy and Austria are mainly countries of destination and transit countries for VoT, whereas Bulgaria and Romania are mainly countries where VoT come from. Greece, Bulgaria and Romania, according to 2018 Trafficking in Persons Report (US State Department) do not fully meet the minimum standards for the elimination of trafficking (Tier 2), whereas Italy and Austria fully meet them (Tier 1[50]). Identifying victims of trafficking re-

48 "The Study on the Gender Dimension of Trafficking in Human Beings"- https://ec.europa.eu/anti-trafficking/eu-policy/study-gender-dimension-trafficking-human-beings_en

49 The data for the comparative overview have been drawn from the desk research undertook by partners as well as from reports of the EU (European Commission, Together Against Trafficking in Human Beings) and the United States Department of State (2019 Trafficking in Persons Report, 2020 Trafficking in Persons Report).

50 Tier is a form of categorisation among countries regarding their compliance to minimum standards for the elimination of trafficking.

mains a common challenge for all countries involved, since most of the times the cases are not reported. This is also a very important concern for Italy and Greece since many VoT remain unprotected in the hotspots in the first reception centres, where it is often the case that they remain in the same places with their traffickers.

National legislations in all countries are harmonized with European legislation and international treaties (e.g. a. Palermo Protocol, b. Council of Europe Convention on Action against Trafficking in Human Beings). Laws on trafficking are either related to legislations concerning gender-based violence and thus the cases are treated as survivors of gender-based violence regarding services provision (e.g. psychosocial support, legal support) or related to the broader migration and asylum protection legislations since most of the victims are third country nationals.

In all countries, a coordination mechanism is established either with the form of a National Referral Mechanism (e.g. Italy, Greece, Bulgaria and Romania) or with the form of a National Task Force on Combating Trafficking in Human Beings (e.g. coordinated by the Federal Ministry of Europe, Integration and Foreign Affairs in Austria). Despite the existence of these coordination mechanisms, a need for more effective coordination among stakeholders is found in all countries. Communication channels, exchange of resources (e.g. know-how, tools), the drafting of protocols and Memoranda of Understanding among stakeholders and the effective operation of coordination platforms need to be strengthened and bureaucratic procedures need to be improved. It is important to highlight that Greece[51] has not yet drafted a National Action Plan to combat human trafficking whereas Romania, Austria, Bulgaria[52] and Italy have already prepared such Action Plans and have already started implementing them in an annual basis.

Although in paper, National Referral Mechanisms and Coordination Task Forces do operate and have minimum standards for the services a VoT should receive and the rights she/he can claim according to best practices and national/European legislation, these provisions are far from being materialized in practice. There are severe gaps observed in all national contexts (e.g. safe accommodation, cultural mediation especially in rare languages, legal support and access to labour market), which make protection and integration of VoT a challenge and will be further discussed in the next section.

51 Greece is currently preparing the first National Action Plan for combating human trafficking covering the period between 2019 and 2023.

52 For the Bulgarian case, such plans are termed "National Programmes".

Obtaining a residence permit is of paramount importance for VoT[53]. The European Union minimum standard is defined in the Directive 2004/38/EC, although the national implementation varies a lot. Depending on the country, there are many different legal pathways for VoT from asylum status and subsidiary protection to residence permit for humanitarian reasons or other special protection statuses. For example, the residence permits for special social protection are valid for 6-months in Italy and up to 1 year in Greece and can be renewed according to each country's laws. These residence permits are also connected with work permits. Therefore, theoretically, VoT have access to the labour market should they have a residence permit. In practice, this is a more complicated situation where VoT face enormous administrative and also cultural and linguistic barriers, which hinder their access to employment (e.g. in Bulgaria work permit can be accessed after 3-months of applying for protection). A significant difference lies in the special protection status assigned to VoT between Italy and Austria. In Austria the law assigns the status only to VoT who are willing to file a complaint against the perpetrators, whereas in Italy in theory (not in practice) VoT are given the status irrespectively of their cooperation in criminal proceedings against traffickers or exploiters.

All countries have free hot lines operating for the VoT, either run by Public Actors or by NGOs. Especially in Greece and Bulgaria there is also a hotline run by A21[54] a specialized international organization combatting human trafficking. In all countries, specific funding for combatting trafficking is limited, especially Public funding. However, there are still many CSOs active in the field, providing necessary services to VoT, supplementing the Public Services. Some of the examples of these services are emergency accommodation, psychosocial support, language and orientation courses, employability programmes and legal support in the courts. Furthermore, in all countries, there is a significant effort towards training and capacity building of all actors involved (e.g. prosecutors, law enforcement officers, medical staff, public officers). However, much work still needs to be done in this direction. Among the various recommendations for countries, it is important to underline the promotion of victims' right to compensation which is especially related to Greece, Italy, Bulgaria and Romania. Finally, as far as raising awareness among local population, in Greece, Italy, Romania and Austria it is more common as an activity by the relevant stakeholders whereas in Bulgaria remains a less developed action.

53 For more information on legal issues for each country, please visit the project's website to find out the national reports prepared by each partner.

54 For more information, follow the link: https://www.a21.org/.

Last but not least, an interesting point from the comparative overview is that Italy, Austria and Greece are members of the Schengen Zone whereas Romania and Bulgaria are not members yet. As it is stated in the Bulgarian National Strategy in the sphere of migration, refugee and integration 2015-2020, which includes combatting human trafficking among its objectives, becoming member of Schengen Area will increase international and European cooperation and exchange of information regarding cases of trafficking.

4. Challenges and difficulties regarding integration in the labour market

Apart from physical and emotional/psychological consequences that women VoT face, they might experience legal, financial and social impact.

By analysing the national contexts of Greece, Italy, Romania, Bulgaria and Austria, it is worth mentioning that challenges appear both during the phase of detection of women VoT and during the implementation of the integration measures from the national mechanisms.

a. Trauma and consequences

During exploitation, victims are repeatedly subjected to degrading treatments, acts of violence, and utter deprivations of basic needs (e.g. sleep, food, and rest). This has a long-term impact on their state of physical and emotional health and alters their perceptions over the self, body and needs. In brief, the exploitation activates two types of experiences: 1) that of being objectified; 2) that of an inequitable rapport of power in which the victim has no real opportunity of reversing positions to improve her condition.

There are two considerations regarding the impact of exploitation on victims' physical wellbeing: a) suffering from medical conditions as a direct result of the bad treatment during the trafficking period; b) medical conditions which can be partially explained by the exploitation but have a strong psychosomatic component.

Therefore, the provision of medical services should be considered as a priority in the assistance programme; proactive intervention should always include an informed decision of the women and accompanying her throughout the entire process of regaining physical health.

The specialists in psycho-traumatology describe trauma as a paradoxical situation that is unexpected, has harmful potential and for which the victim's defence mechanisms are ineffective[55]. Following the experience of a traumatic event, victims often experience physical and emotional sufferance that is very simi-

55 "Psychologie clinique et psychopathologie", Presses Universitaires de France, Paris, 2006, Serban Ionescu, Alain Blanchet, Coord. Michéle Montreuil, Coord. Jack Doron

lar to loss and bereavement. As professionals working in this field, it is important to learn the victims' perspective, understand them and work with them to support them in finding solutions appropriate for them, leaving space for agency expression instead of imposing one's own solutions. Recovery from trauma is particularly difficult for women VoT should someone reflect on the language barriers existing, which impede the process of trauma rehabilitation (see next challenge below).

Apart from physical and emotional/psychological consequences that women VoT face, they might experience:

- **Legal impact;** civil consequences of the exploitation, divorce, losing custody of children, losing assets, penal consequences, re-exposure to trauma due to long lasting trial and insufficient protection measures in court.
- **Financial impact;** losing the possibility to work and provide income.
- **Social impact;** social and community stigma leading to isolation, marginalization, feelings of guilt, shame, losing previous social roles and status, victims constrained to abandon school or work, difficulties to return to school or to previous work, sometimes difficulties to go back to live in the same town, fear of discrimination, losing social support from family, friends and acquaintances.

b. Lack of language's knowledge

The acquisition of language skills is often highlighted as a key component for women TCN VoT's integration. Insufficient knowledge of the language of the country is thus a major obstacle to integration. Without language skills it is even tougher for women VoT to obtain information about their rights and about available services. Language barriers can further exacerbate victim's isolation and discrimination, which in turn have a considerable negative impact on her ability to integrate in the labour market. Social isolation is one of the vulnerabilities traffickers use for their recruitment of VoT and as such social isolation is a risk factor for re-trafficking.

c. Lack of recognition of qualifications

Another obstacle identified at European level is the lack of recognition of qualifications of women VoT. Therefore, women VoT have to accept jobs that do not match their skills and qualifications previously acquired. The lack of robust mechanism for qualifications recognition could lead to unemployment or underemployment and thus marginalisation. Working in the informal sector or taking low-skilled jobs only is also partially related to the lack of recognised school certificates (e.g. primary, secondary level).

d. Job and/ or other source of income

In general, it has been proven really difficult for women VoT to find skilled jobs. Consequently, education, vocational training and access to the labour market should be prioritised, so that women are supported to improve their skills and find better jobs. Lack of work experience or reference letters to certify work experience present a huge obstacle for many women VoT looking for a job.

Employers are hesitant to take someone on board who does not have or cannot prove a (relevant) job experience or education background. In most cases, people with slightly more experience are readily available and preferred for the job. This leaves women VoT with few job sectors at their disposal, the majority of them being low wage and precarious such as cleaning, housekeeping, kitchen or hotel services.

e. Cultural and gender barriers

Women VoT come from different cultural backgrounds[56]. Women are vulnerable to trafficking because they are frequently excluded from mainstream economic and social systems, such as employment, higher education. In most places around the globe a lack of legal as well as political equality can be observed. They are often the hidden victims of war and conflict, and this vulnerability extends to their status as displaced persons or refugees. Their “relatively unequal” (subordinate) status in the family and society more generally also exacerbates the phenomenon. Women are vulnerable to rape, domestic violence, harmful traditional practices,

56 By culture, we mean social norms and values, religious beliefs and family structures to mention few.

trafficking and lack of or limited access to resources. Many of these gender-related conditions of vulnerability are linked to social and cultural conditions[57]. The real challenge is the lack of service providers' knowledge regarding cultural differences (e.g. differences in the meanings of the concepts of health, welfare and time) and thus the essential adaptation of the services to the needs of the women VoT.

f. Children dependent on women VoT

Female victims are often responsible for family and child care obligations which may hamper the process of labour integration. Access to public or private child care can often be difficult. So, this becomes a barrier for them to apply for full-time jobs and they might end up accepting part-time jobs only.

g. Discrimination and stigma

VoT can suffer from intersectional discriminations that can have their effect simultaneously, i.e. as women, as migrants and as VoT, especially due to alarmingly increasing racism in Europe[58]. Discrimination can be present in all stages of the national mechanisms of identification and referral of victims, as well as in the provision of specialized protection and assistance services. Discrimination of women in employment is already recognized as a problem at the European level. The case of women VoT and the stigma associated with sexual exploitation adds another discrimination layer. Special attention needs to be paid on providing support for combating these forms of discrimination and stigma that can lead to the isolation and marginalization of women VoT.

h. Safety and security

By its nature, trafficking carries a considerable risk to the victims' safety that can be extended for many years and can affect the victims' physical and emotional stability, can cause frequent relocations and can generate difficulties to build social relations and to maintain a stable job. Thus, it is of paramount importance to build professionals' knowledge and expertise on how to work with women VoT.

57 "An Introduction to Human Trafficking: Vulnerability, Impact and Action", UNODC, 2008- https://www.unodc.org/documents/human-trafficking/An_Introduction_to_Human_Trafficking_-_Background_Paper.pdf

58 ECRI annual report: Racism, racial discrimination, xenophobia, anti-semitism and intolerance are on the rise in Europe - https://www.coe.int/en/web/portal/-/ecri-annual-report-racism-racial-discrimination-xenophobia-anti-semitism-and-intolerance-are-on-the-rise-in-europe

5. Proposed integrated services and solutions

Educational and job orientation counselling is an essential activity that encourages women to identify and develop an understanding for their capabilities.

a. Long-term assistance and monitoring

Integration is defined as the recovery process following a trafficking experience. This inclusion is complex and must take place in social, cultural and economic spaces[59].

Integration process includes living in a stable and secure environment, access to a reasonable standard of living, mental and physical well-being, opportunities for personal, social and economic development, and access to social and emotional support. A key aspect of a successful integration is the empowerment and support to women VoT to develop self-confidence and independence, self-sufficiency and self-protection skills so as to take the lead and actively engage in the process of recovery.

When integration materialises, the following potential outcomes for women VoT could take place:

- Access to a safe, satisfactory and affordable place to live;
- Physical well-being;
- Mental well-being including self-esteem, confidence and self-acceptance;
- Having legal status: temporary or permanent residency and access to the labour market;
- Safety and security: Being physically safe and well, including safety from exposure to threats or violence by the trafficker, or by others within the family or community/country;
- A satisfactory financial situation: the ability to earn money or support family members as well as access to opportunities which might include employment or income generation activities.

59 Adapted after "Ethical principles in the re/integration of trafficked persons" Rebecca Surtees, Nexus Institute September 2013

b. Accommodation

As already mentioned, securing safe and stable accommodation for women VoT is of paramount importance to reduce the risk of re-trafficking and re-victimisation. While offering accommodation services to women VoT either through an emergency shelter used only for a short period of time to flee from traffickers or through a more long-term hospitality type, the location must remain confidential. Moreover, the accommodation services should be supplemented with other important services such as psychosocial support and cultural mediation among others.

c. Medical Support

Medical support for women VoT is very essential especially in the early stages of their identification. Treating the medical needs of women VoT concerning both physical and mental health needs to be prioritised.

d. Support on legal issues

Women VoT need legal support for a variety of issues they face from acquiring residence permit and work permit to completing the legal procedure against their traffickers (e.g. legal remedies and compensation). Understanding their rights through the legal procedures as well as taking the lead and deciding what is best for them according to the accurate information provided to them should be the ultimate aim of the legal support.

e. Cultural mediation

Interpretation should only be provided by interpreters or cultural mediators possibly belonging to the same culture and speaking the same language as the trafficked person. Both interpreters and cultural mediators must be meticulously selected, suitably qualified to work with vulnerable people and appropriately trained on issues related to trafficking and the needs of victims through a gender perspective. Cultural mediation forms part of the needed effort to assist women in the empowerment process by supporting them in developing an understanding of the socio-cultural environment they find themselves in. The multicultural and multilingual teams need to cover a wide range of first-hand cultural and linguistic knowledge and experiences, which enable them to mediate between various socio-cultural realities. Ensuring that women VoT are assisted by people who under-

stand the socio-cultural environment they have been socialized in, as well as the one they currently find themselves in, is imperative to the victims' social inclusion.

The help of a cultural mediator is necessary especially in the beginning. All communications shall be conducted in the VoT's language, and, only where this is not possible, in another language that they understand. Ideally, cultural mediators and interpreters working with the women, should be carefully selected, trained and sensitized to the theme of trafficking and the needs of the victims. It is necessary to create a list of names of these mediators and educators. VoT should be informed from the outset about the role of interpreters but should not be forced to accept their assistance should they prefer to communicate on their own. Women VoT should also be informed they have the right to choose a female interpreter/cultural mediator.

f. Language courses

A central part of the integration of women VoT is the learning of the language of the country of residence. For this reason, each service provider who assist women VoT needs a network of accredited schools, institutes and NGOs that deal with migrants' teaching. The staff of these organisations need to be trained and informed about the experiences of women being trafficked in order to be aware of the special needs of VoT.

g. Vocational counselling and training

Educational and job orientation counselling is an essential activity that encourages women to identify and develop an understanding for their capabilities. Such counselling also provides them with knowledge and tools regarding job application processes in labour market. This gives them the opportunity to access the labour market in a more sustainable way and ensures they are aware of their legal rights and social entitlements and know how to claim them. Counselling sessions can be conducted on a one to one basis and include activities such as competence checks, learning how to write CVs, job applications and how to fill out documents related to job search as well as practicing job interviews[60]. Women also learn how and where to look for jobs while acquiring important vocabulary to read and understand job offers and their conditions. Job counselling is also used to raise awareness and facilitate access to services provided by other institutions working in the

60 More details on these activities follow in the proposed implementation actions section.

field of employment and labour. These services are particularly valuable as they provide expert knowledge and can function complementarily to job counselling.

h. Childcare Supervision

Providing childcare services during all sessions offered to women or supporting them in accessing such services in regular childcare institutions, is necessary to ensure women's equal participation.

6. Working Principles

Do no harm: Approach the beneficiaries with an open, non-judgmental attitude, empathic and support them in identifying their needs.

Regardless of differences in methods, methodology and approaches, service providers in the area of women VoT's protection and assistance should be guided by common working principles. The institutions, organizations and any other actors should keep in mind the following working principles:

a. Unconditional assistance and protection for the women VoT

Women VoT are entitled to receive specialized assistance and protection services as soon as they have been formally or informally identified as having the status of VoT. The services are provided based on the victim's prior (written) consent[61] and regardless of her decision to cooperate or not with the investigation and prosecution bodies.

b. Do no harm

Approach the beneficiaries with an open, non-judgmental attitude, empathic and support them in identifying their needs.

c. Safety and security

Trafficking is a serious crime involving organized crime networks, which pose risks both for the victims and the providers of assistance and protection services. The decision on the implementation of any service should be taken after the completion of a comprehensive risk assessment. The safety and security of the women VoT and the personnel of the assistance and protection organizations and institutions needs to be considered as a priority and be treated as such.

d. Protection against re-victimization

The VoT need to be protected against the risk of re-victimization or aggravation of any physical or emotional suffering, which although occurred during the trafficking process, may increase during the victim identification, during the assistance period, during the legal proceedings, in court and in the monitoring phase.

61 For a template of consent form, please check GBVIMS http://www.gbvims.com/gbvims-tools/

e. Data confidentiality and protection

All services need to be implemented according to strict confidentiality rules. These rules define the process of collecting, archiving and sharing sensitive information related to trafficking cases and they should be applied by all service providers. The organizations and the institutions that provide assistance and protection services should inform the women VoT about the collection, storage and sharing of confidential and sensitive information and the purposes they serve, explaining also how they will be used. The women VoT have the right to access their confidential and sensitive information. The personal data of the women VoT can be shared only after obtaining their consent and only to organizations or institutions, which work for their case.

f. Protection against discrimination

Women VoT should receive equal treatment regardless of nationality, sexual orientation, ethnic or racial origin, age, religious beliefs and practices, political beliefs, social and cultural background. They should also be protected from the effects of the prejudices related to their exploitation.

g. Protection of the women VoT interests

During assistance and protection, women VoT's rights and interests prevail.

h. Participation of the women VoT in decision-making regarding their protection/ assistance

All women VoT have the right to decide for themselves the services that are in their best interest. The specific protection and assistance services involve the accompanying and supporting of the victims in taking the decision on assistance, agreeing the individualized integration plan, always respecting their autonomy and expression of agency. To do so, service providers' flexibility and comfort have always to be present, ensuring that each woman has access to qualitative support and follow up care; meaning to recognize women as active agents and as holders of skills and solutions. The key to avoid treating them as passive subjects and victims is to prioritise the aim of involving them as decision-makers of their own lives.

i. Objective information about the rights

The information provided to the women VoT about their rights, duties and their options for protection and assistance, including labour integration, should be objective and appropriate to the reality of practice. The professionals informing women VoT strictly need to avoid creating false expectations or making promises outside the responsibilities of the organization or institution they are part of.

j. Emotional support and respect for the individual experience of trauma

Trafficking experiences leave marks on the emotional and physical well-being of the women VoT, having a direct influence on their behaviour and on their ability to make decisions and make plans for the future. The women VoT should receive emotional support and accompaniment in all their interactions with others. The emotional support includes an attitude of understanding, acceptance, and respect for women and their values; including the recognition of their experiences; the attempt to build a sense of security; the recognition of their own resources and taking control and use them; respect for free will and encouragement of their autonomy.

The attitude of the professionals towards women VoT should be determined by the knowledge of the effects of violence on their quality of life and personality.

In brief, all principles presented above are connected with the idea of empowerment, which is essential for the victims' physical, emotional and financial self-protection.

In the present section, the empowerment approach, the case management methodology and the approach to avoid re-trafficking situations are presented.

7. Methods, methodologies and approaches

An individualized assistance and protection intervention also uses the woman's resources and motivation for change; aspirations for the future; initiatives and coping mechanisms.

a. Empowerment approach

Facilitating women VoT's recovery and empowerment is the main objective of the direct assistance to them. Taking gender into account when providing services for women VoT, implicates at least the following points.

- The importance of individual case-by-case approach which sheds light on the differences between the victims' perceptions on exploitation, their unique resources, their needs and the individual/ unique pathway towards empowerment versus an one-size fits all support services model.
- Gender issues are raised in all the intervention stages, indicating the need to be able to create adequate and needs responsive programmes for victims. The gender sensitive perspective also offers significant insights on the perceptions of the exploitation experience, needs, interests, sense of/loss of social roles and trauma.
- Recognizes that prevailing gender stereotypes and gender roles subordinating women, further marginalize them and hinder ownership and control.

In the frame of a victim-centred approach, the protection and assistance programmes for women VoT shall be organized in a de-institutionalized approach, which foresees the active involvement of the women VoT in choosing and implementing the most appropriate services. Expressing their agency and taking the lead are also important factors in re-gaining their confidence and sense of identity, should the experience of exploitation and its objectification be considered.

An individualized assistance and protection intervention also uses the woman's resources and motivation for change; aspirations for the future; initiatives and coping mechanisms.

b. Case Management Methodology

The case management methodology of women VoT protection and assistance permitted to provide de-institutionalized services in a flexible manner; it is a victim-oriented method using motivation and inner resources to empower the woman VoT to fully participate in the integration decisions.[62]

The duties of case manager are to:

- Conduct risk and needs assessment.
- Act as a mediator between the women VoT and the public institutions.
- Provide intensive integration services.
- Prioritize the necessary support services.
- Monitor the integration process.
- Advocate for the victims' rights and entitlements.

c. Safety from re-trafficking/ re-victimisation

VoT are highly vulnerable to re-trafficking immediately after having exited a trafficking situation and en route to assistance. VoT are frequently re-trafficked within two years or less of having exited a trafficking situation. Where re-trafficking occurs, it is not uncommon for it to be to a different destination or for a different purpose of exploitation on each occasion[63]. When working with VoT, professionals must ensure they have taken all safety measures to protect VoT from re-entering a trafficking situation.

Although services offered (e.g. medical support, legal support, employability) are important and offer a safety net to women VoT, it is also essential for professionals to be trained and sensitised enough to recognise the signs (i.e. both physical and mental) of a potential re-trafficking and re-victimisation situation as part of a broader risk assessment strategy personalised to each VoT. Therefore, professionals need to carry out a risk assessment and update it constantly according to the woman VoT's updates. To do so, they need to identify potential risks on women VoT's lives, to assess the potential threat and strategise on possible solutions to minimise the risks involved.

62 You can find the Gender Based Violence Information Management System (GBVIMS) tools here: http://www.gbvims.com/gbvims-tools/.

63 The Causes and Consequences of Re-trafficking: Evidence from the IOM Human Trafficking Database, IOM, https://publications.iom.int/system/files/pdf/causes_of_retrafficking.pdf

8. Implementing Activities Guide

To be effective, integration must be part of the more general process of empowerment of women.

a. Introduction

In this section, the social inclusion through an employment integration plan for women[64] VoT will be highlighted; meaning the assessment of their desires and personal expectations when it comes to thinking of a future job in the country of stay. This approach is based on the importance, fully recognized by the Anti-trafficking Directive, of assessing the individual needs of each victim on a case-to-case basis. The measures for the support, assistance, and integration of victims need to be adapted to different types of VoT, and should take into account the unique experience, cultural context and individual characteristics. This approach is also based on the common belief among partners in the project that women VoT should be given greater opportunity to integrate in sectors of local labour markets which go beyond the assistance/care, housekeeping areas, exploring where possible other sectors for which an integrated support plan could provide the required training.

b. How to use the guide

The present section of this Guide aspires to provide a more specific outline of some of the activities, which can be implemented regardless of the place of work and the national legislation. The following activities represent proposed steps in the integration of women VoT into the labour market. All steps are autonomous and can be implemented independently. However, we strongly recommend that all steps are necessary for the effective integration of women VoT in the labour market. For example, although you can implement the activities related to job support or competences assessment, these won't be effective without implementing the initial Activities where building trust takes place. Finally, in the guide there are activities which are carried out on an individual basis (Activities II-III-V-VI-VII-VIII-IX-X-XI-XII-XIII) whereas Activity I and Activity III (step 3, step 4) are group/collective-based ones. It is important to highlight that each step should be adapted according to the local context and the woman's needs and aspirations reflecting a personalised approach as already described

64 The proposed implemented actions are directed to adults Victims of Trafficking and minors above 17 years old. This guide does not target children Victims of Trafficking.

in the previous chapters. Since the following activities focus on labour integration through a rights-based and gender-sensitive approach, they also entail processes of empowerment, building self-confidence and other psycho-social related aspects. However, these actions cannot be carried out alone, without women being guaranteed the necessary protection and legal, sanitary, psychological support. To put it in other words, these actions should be considered as supplement to the services that meet women's basic needs for security and protection such as accommodation, medical care, legal counselling and psycho-social support. To be effective, re-integration must be part of the more general process of empowerment of women. In case a professional working with a woman VoT on her integration in the labour market recognises signs of re-trafficking/re-victimisation, he/she should immediately proceed with all necessary procedures (i.e. risk assessment, needs assessment, ensuring safety, referrals to services etc.).

c. Activities

i. Counselling and/or informal group sessions to get to know women VoT and to build a supportive environment

▶ *Introduction to the activity*

The building of trust is a prerequisite for any supportive relationship, including those aimed to facilitate the integration of women VoT into the labour market. Without the necessary trust, it is not possible to get to know the specific story of each woman, her needs and desires, her strengths and weaknesses. Without trust, there is a high risk of creating an integration project/plan that is unsuitable for the woman, affecting its success. This is especially important for women who come from different cultural, social and religious background.

The relationship of trust can be established through different strategies, the choice of which depends on a careful analysis of the circumstances and needs of the woman. A relationship of trust is a process built day by day between a woman and the professional trained on trafficking, sexual exploitation and gender based violence care provision.

▶ *What to do*

Depending on the cultural background and/or the available resources of the service provider, the individual approach as a first step is not always giving the expected results. Since some women are coming from societies with a cultural background that highly values the collective, they might feel better in a group session where they might need the group approval or use the group as supportive and safe space. Others may be reluctant to reveal information about themselves, their past, and their experiences to the group. The use of informal groups, therefore, can also be an effective tool. Through informal groups, the women VoT can overcome fears and shyness and experiment themselves in new situations.

In the specific case of women VoT, it is necessary first of all to ensure the safety of the participants. On the one hand, it is necessary to know the story of each participant and to avoid exposure to potentially dangerous situations (e.g. women from the same region may have common relationships or have come into contact with the same traffickers). On the other hand, it is important for you[65] to remember that women VoT carry with them their personal story and the traumatic experience they had. You must be aware that the traumatic experience leaves a mark on the establishment of new relationships. To empathise with it, you should have a clear understanding of the woman's suffering during the journey and subsequent sexual exploitation.

"Specialized services and professionals are of the highest importance, not only to be able to identify specific needs relating to the traumatic experience of being trafficked, but also to address them in an adequate and sensitive way".[66]

65 Service provider / professionals working with VoT

66 EIGE –"Gender-specific measures in anti-trafficking actions"- https://ec.europa.eu/anti-trafficking/sites/antitrafficking/files/read_the_report_gender-specific_measures_in_anti-trafficking_actions.pdf

Considering the traumatic experience of the woman VoT, you should (either during individual or group counselling):

- Give space for the women to express themselves, ask questions and comment on the issue in general;
- Use an appropriate and respectful language (e.g. not being judgemental or harmful in any way, culturally sensitive, based on individual characteristics and needs/ aspirations);
- Tolerate traumatic consequences that may result in insecurity, shame, lack of trust and difficulty in establishing relationships
- Be genuinely interested and respectful about the situation of the women;
- Support the women to take decisions about their individual projects;
- Be well prepared on the national and international legislation;
- Be detailed in the explanations of the individual project steps;
- Take into account the cultural background.

The relationship of trust is as necessary as complex to establish. A gender approach facilitates the victims' openness in their dreams and desires. VoT are often unable to imagine the future, still anchored in the here and now, in a "mode of survival".

ii. Individual first session(s)/ orientation session to assess the needs of the women

- *Introduction of the activity*

This is an important introductory activity for you to obtain a basic information on a woman's needs in order to start orienting her towards her possible paths of the integration project/plan. The process of social and labour ite-

gration of the victims is complex. Recital 18 of the Anti-Trafficking Directive[67] recommends that *"provision of support and assistance to victims should follow an individual needs assessment that takes into account their experience, cultural context and individual characteristics. Women trafficked for the purpose of sexual exploitation suffer particular (and severe) types of harm and trauma, thus, the importance of individual assessment in these cases cannot be over-stated. Assessment of the individual needs of those women can be challenging and an understanding of their cultural background is essential as this crime may be linked to a traditional practice"* [68].

▶ *What to do*

Provide the first session on one to one counselling format. It should take place in a safe and comfortable environment.

- Be respectful.
- Listen, take notes and connect the dots.
- Set your rules together: What are the expectations from each side and which of them can be met. There should be given enough space and time for the woman VoT to explain her needs.
- Emphasize on her strengths and resources and not on her weakness and obstacles. Help her to identify small achievable goals.
- Enable her by means of information to evaluate the present situation realistically.
- Ask questions to facilitate woman's self-reflection, so she actively develops a more thorough understanding of her capabilities, strengths, and weaknesses. Her attitude and point of view towards different work-related aspects are important (e.g. the attitude towards working in teams, or working with men).
- Exchange information: Consider the first session as informative for both sides. The woman VoT should understand the possibilities to continue her education or those to find a job and what the next steps could be. You should obtain basic orientation in her capacities, resources, desires and concerns.

67 'Protecting victims, an analysis of the Anti-Trafficking Directive from the perspective of a victim of gender-based violence', commissioned by the European Institute for Gender Equality
68 "EIGE- Gender-specific measures in anti-trafficking actions" https://ec.europa.eu/anti-trafficking/sites/antitrafficking/files/read_the_report_gender-specific_measures_in_anti-trafficking_actions.pdf

Tips:

- Collect her education and labour experience.
- Share basic information on local labour market.
- Assess trafficked woman's competence: During the first session, you have to keep in mind that only a preliminary assessment of needs of the woman VoT will be possible. For a more thorough assessment, the woman needs to gain confidence and learn to trust you. In most cases, this will take more than one session (depending on the case even around three to five sessions).
- In most of the cases, the first session is an orientation towards the process of building a realistic training and employment plan through the next sessions to follow.
- Create realistic expectations in how you can help.
- Share positive examples. This helps building trust with the woman VoT.

iii.Needs assessment: Focus on the desires, expectations and dreams of the women

- *Introduction of the activity*

The assessment of women's desires and employment expectations should be an integral part of the individual needs assessment carried out initially and immediately after receiving the woman VoT at your service of support.

This is important because it will help her balance the actual employment needs in the society of the residence country with her abilities and skills, which she might possess in some cases without even being aware of it. In other words, this recommended approach would help you in supporting her in a better and more effective transition from a passive recipient of "ready-made" support (i.e. "I, the service provider, tell you what you can do in my country based on the fact that you do not know enough", "I know how to best help you") to an active role-player in her integration process (i.e. "We can both find the integration path which is most suited to your skills, and to your desires, combining both knowledge").

▶ *What to do*

STEP 1:

Individual session to understand and explore the dreams of the woman VoT

It can be beneficial to explore, together with her, what her dreams and desires were before she got trapped in a trafficking situation. This can be done in the form of an individual conversation with her, trying to ensure a colloquial and safe atmosphere allowing her to open up about her identity and desires outside of the victim role. Try to reflect on her personal life before the exploitation circle, perhaps also discussing about her life back in the country of origin.

The aim is to help the woman project herself as her ideal future self. Some of the questions that can be asked to her, or that can be kept in mind during the conversation with her, are the following:

- What were you doing back home before being trafficked?
- Did you have a job?
- If you did not have a job, were you dreaming about a particular job you wanted to pursue?
- Do you have any role models, e.g. any family member whom you particular value, or other external role models you think of, when imagining yourself?
- What do you think your skills are?
- What skills do you think you might need to integrate in order to achieve your dreams?
- What does personal achievement mean to you?
- What do you need in order to feel satisfied and fulfilled?

Tips

- Make sure to include questions relating to her desires and employment expectations in your integrated plan for support, as part of the individual needs assessment;
- Try to understand what she was doing before she has been trafficked, in particular whether she possesses some relevant life and/or employment skills which can be useful in the labour market of the country of residence;
- Try always to make her actively involved in discussion about her future employment prospects and opportunities;
- Provide her with reliable information about the current labour market in the society of the country of stay.

STEP 2:

Individual session to understand the perceived obstacles to personal achievement

This second session can be conducted with the woman VoT in order to understand whether she might have some rooted stereotypes about the host society which can impede her ability towards self-fulfilment. It is very important to focus on the fact that stereotypes work as tangible obstacles in some cases, and the conversation with her can be useful to understand what she thinks the stereotypes of others towards her are. So, for instance, how does she think other people in the society of the country of stay perceive her? Does she feel stigmatized in some way? Or does she have preconceptions herself about the host culture which might hinder her from pursuing her goals? The nature of her goals, and whether these are realistic, should be carefully explored.

Aside from stereotypes, which can be powerful obstacles to her employment, you are encouraged to ask whether she has any children to take care of or if she is pregnant[69]. This is essential in order to find ways to overcome the barriers that exist for pregnant women and single mothers looking for jobs (e.g. lack of services).

69 In what ways she can manage to take up a job and take care of her children at the same time? In what ways she can manage to be both a parent and an employee or even employer?

STEP 3:

Group session to identify dreams, work on identity construction, and on debunking stereotypes

Individual sessions could be followed by group sessions of 3 or more women. First type of group sessions involves more practical activities, on elaborating women's concepts of identity, the role of existing stereotypes that helping or preventing them from achieving their goals, and their employment dreams.

Example of a group activity "Who am I?"

- For this activity, women can be asked to draw their idea of who they are on a sheet of paper. In order to help them, you can ask them the following questions:
- Try to close your eyes and imagine how you look like;
- Close your eyes again and imagine how you look like to other people around you;
- How would you describe yourself to someone you met for the first time?
- Close your eyes and imagine yourself in 3 or 4 years from now. How would you like your situations to improve in the future?

STEP 4:

Group session to explore how to overcome existing obstacles

Right after Step 3, women in the groups can be invited to reflect on the obstacles they have identified in the previous activity in groups. For each of the identified obstacles, they could be asked to express ways in which they think those obstacles can be overcome.

iv. Setting up the objectives of the individual integration plan together with the woman

▶ *Introduction of the activity*

In order to build an effective individual integration project, it is necessary to share and establish the objectives of the woman's project with her and to ensure her active involvement in each phase.

▶ *What to do*

You should be aware that the integration project/ plan is an individual and personalized one. In order to plan an effective individual project, during the overall assessment it is important to take into account:

- the traumatic experience,
- the woman's social and cultural background,
- expectations, dreams and hopes on the basis of the migration project and
- the difficulties associated with entering the labour market.

What makes the integration project special is your approach to the person, which must be gender sensitive and focused on the person who becomes the bearer of rights. The integration project is designed with the woman during the counselling. In this phase, the objectives are shared, and the woman is accompanied in the process of transforming her dreams and desires into concrete and real objectives. This is achieved by proposing realistic and feasible actions and services that match to her needs, such as:

- Language, culture and orientation courses;
- Guidance and assessment of personal skills;
- Promoting information on the local context;
- Strengthening the ability of the victims to relate with others;
- Fostering empowerment;

- Encouraging the acquisition of specific professional skills;
- Promoting economic autonomy;
- Support in the bureaucratic processes and services;
- Recreational and social activities;
- Promoting what is required for employment;
- Training courses;
- Job placements.

v. Competences assessment: Job skills

- *Introduction of the activity*

During the present activity, it is essential to collect personal and professional background information for each woman in order to create a personalised profile. In particular, information on her professional status, work experience, skills and level of education and/or training as well as information on possible career goals and expectations and further training or skills building needs will be recorded.

The purpose of collecting this information is:

- To analyse and evaluate the former career path of each woman (if any);
- To analyse and evaluate existing skills;
- To define realistic career choices based on previous experience and needs;
- To highlight obstacles that need to be overcome for women's employment integration;
- To analyse the skills required, based on the identified career path.

As a result, a personalized professional profile will be created for each woman.

▶ *What to do*

STEP 1:

Enable the woman to value her experience

Knowledge of languages, work in the informal sector, hobbies and leisure time activities can be valuable skills for the woman's efforts to find a job. In addition, if this work experience is related to an informal or family context and have been unpaid, the activities performed can be considered as work experience. It is important to value care work that has been done by women as experience that can prepare for other jobs. This can often be an empowering notion for the women who then maybe realize what they have already achieved in their lives.

STEP 2:

CV Tailoring

A CV is an essential job-searching tool, since it can provide all the important information of a candidate employee (working experience, education level, skills) in a structured and concise form. Explain to each woman the importance of a good CV, the preparation steps, its technical characteristics and some smart tips for creating a CV (e.g. the need to emphasize personal strengths and to avoid weaknesses). Following this, work together with her in creating her CV, using a Europass template[70], based on the description of the available position(s).

STEP 3:

Validating of documents

Documents proving educational level, professional qualifications and vocational trainings give better chances for the women to obtain job. Unfortunately, they are not always available or are in the home language of the woman. Discuss with her whether she has any document proving her experience. Is she able to provide them? Help her to translate them according to requirements in the country of stay. Help her to communicate with the authorities that can validate her documents.

70 Create your Europass CV - https://europass.cedefop.europa.eu/documents/curriculum-vitae

vi. Competences assessment: Language skills

▶ *Introduction of the activity*

This section introduces how to overcome the lack of language skills of the language spoken in the country of stay, which is a major barrier to long-term labour market integration.

▶ *What to do*

When considering language and literacy in general, the following actions can be taken into account and applied in a variety of social, economic and cultural contexts:

- It is important to start by carrying an **evaluation interview** with the VoT. This is useful to assess the current level of language proficiency and literacy. One way of assessing a woman VoT might be through a combination of individual questions related to her perceived level of knowledge of the language.
- Remember that, although the local language plays a pivotal role, the knowledge of other languages – such as English, French, particularly rare dialects etc. – could be beneficial and increase employability (e.g. in the sector of interpretation/cultural mediation and the gastronomy).

Once her starting level has been assessed, a specific learning process can be proposed to her, adapted to her individual skills and needs. This can be facilitated through identification of existing services on language skills enhancement and referrals to these services.

vii. Competences assessment: media literacy

This activity highlights the way to boost the VoT's media literacy. E-resources are beneficial in two important ways. On the one hand, they can help her in the search for available employment opportunities, employers, a list of services for employment support in their areas, as well as information on the skills she might require the most. One the other hand, being proficient on media literacy can boost her competitiveness in the labour market, since an individual with more media literacy skills is also presumably more employable and on a wider range of employment sectors.

Discuss with the woman whether she can switch on a computer, plug a battery, work with most used applications etc. Ask her when she is using the computer and for what. This should provide an idea of the level of media literacy, and therefore of the educational needs of women.

The learning process can be enhanced through different **training tools aimed at increasing the media and digital literacy skills** of especially low-skilled women VoT. The specific content of the learning tools can be adapted not only to the particular cultural and social context of the society of the residence country but also to the profile of each woman VoT. However, it is suggested to **organize the platform in learning modules** of progressively complex content, dealing with the above-mentioned issues (each module can then include sub-sections in order to provide a more complete learning process). Individual learning plans can be agreed upon with women after the pre-evaluation assessment, to choose which modules each woman needs among the ones proposed, or whether she might need all of them.

Finally, the process of enhancing media literacy can be facilitated through identification of existing services on computer/digital skills and referrals to these services. Example of possible activities for this step development can be found in ANNEX I.

viii. Competences assessment: Soft skills

▶ *Introduction of the activity*

This activity includes tools and information for the provision of support and guidance to a woman VoT on developing her soft skills, in order to enhance her access to employment.

Soft skills are related to personal attitudes, intuition, communication skills etc. and are considered to be as important as hard skills when applying for a job[71].

71 "The Importance of Soft Skills", European Youth Portal, 2018, https://europa.eu/youth/es/article/53/54735_en

Some of the most important soft skills are considered to be the following:

- **Communication**, including listening, negotiation, persuasion, presentations and verbal communication;
- **Critical thinking**, including creativity, critical observation, problem solving and flexibility;
- **Leadership**, including conflict management and resolution, decision making, facilitation, management and supervising;
- **Positive attitude**, referring to confidence, cooperation, patience and friendliness;
- **Teamwork**, including accepting feedback, diversity awareness, networking and self-awareness;
- **Work ethic**, such as staying on task, self-supervising, persistence and reliability.

▶ *What to do*

Step 1:

Identifying the need

As soft skills are harder to define and evaluate, assessing them can be a difficult task. There are questionnaires in this guide[72] that can be useful tools to assess a woman's need, and to identify which of the aforementioned skills should be enhanced. Based on the results of questionnaires assessing the soft skills identified above, training sessions can be designed and adapted to her specific needs. Another way to assess soft skills is by observing how the woman communicates with others in a social context and when performing various group tasks.

Step 2:

Developing soft skills

The modules in Annex II include proposed experiential exercises as effective ways to develop the aforementioned skills, as well as some existing activities available online.

72 Proposed questionnaires can be found in the following links and can be adapted depending on the needs of the service provider and the woman: https://blog.peoplefirstps.com/connect2lead/soft-skills-assessment-questionnaire-to-identify-your-blind-spots, https://hundred5.com/blog/100-soft-skills-questions-to-help-you-hire-top-talent

There are many challenges and obstacles regarding further qualification and education for women VoT. Some of the challenges are related to the woman/person herself, while others are related to the environment and opportunities in the country of stay. For example:

- Structural problems of obtaining a safe residence permit and passport (e.g. time-consuming delays and bureaucratic obstacles);
- Little or no proficiency in the local language;
- No working experience recognised in the country of stay and lack of proper professional orientation, which might result on unrealistic expectations towards the opportunities provided in the country of residence;
- Fear of stigmatization, discrimination and marginalization that affect them seriously;
- Cultural and religious norms regarding gender roles and stereotypes, which impede women's autonomy and access to education;
- Lack of documents that certify their level of education from the country of origin;
- Child caring obligations and lack of a supporting environment to help them in their daily life;
- Lack of financial means for language and vocational trainings, or other forms of education and/or lack of suitable programs for continuing education or vocational training in the country of stay;
- Existing opportunities for trainings only in low-skilled areas of work, where the payment is low.

ix. Competences assessment: Additional qualification and education opportunities

▶ *Introduction of the activity*

This section explores the process of acquiring additional qualifications for the job market. It is considered as an **empowering** process because it is not only directed at developing knowledge and skills, but also at the enhancement of self-confidence and self-respect. Based on their strengths, the aim of this action is to motivate a woman to be active, take on initiatives and have a realistic understanding of her own skills and resources in relation to her professional realization.

▶ *What to do*

Step 1:

Assess the strengths and the needs of the women VoT in relation to additional qualification and education

- Explore the attitudes and desires of the woman VoT towards the opportunity for further qualification and education.
  - How does she perceive the opportunity for getting income? What are her desires and goals? What are her ideas to increase her chances to work and have an independent income? What are her fears and barriers?
- Further explore the strengths, skills and resources to find a job.
  - What kind of skills and qualifications does she need to find the job she desires? What skills and knowledge does she have in order to obtain it? Are there people in her community that can support her, are there good examples that she can follow? Does she need further qualification and training? What kind? Would she benefit from specialized vocational training programs? Does the woman VoT have realistic employment goals commensurate with her abilities, skills and level of education, on one side, and the available employment opportunities, on the other?

Step 2:

Provide individual support and counselling

Individual support in the process of acquiring additional qualification and education aims at preparing a sustainable training plan for the woman VoT. This could include development of basic knowledge about training and educational opportunities in the country and the educational institutions and rules and procedures; skills for good self-presentation; orientation in the situation on the labour market; development of a realistic strategy for finding a job in accordance with her qualities and capabilities; identifying and selecting together with her appropriate and realistic training opportunities. It also includes explaining the woman her own engagement and responsibility in being enrolled in training – she must be on time for the beginning of the lesson, she must attend classes, must not be absent for no reason, must perform the tasks assigned to her, to prepare for each subsequent class, etc.

Tips:

Support the VoT by providing her with information and guidance. Do not take actions for her or on behalf of her. She must look into her options for education, to choose the suitable courses for her and to enrol and attend it. Discuss every step and encourage her. Intervene only when you really have to.

Step 3:

Provide safe referral

Refer the victim to State Employment Desks, qualification programmes, programmes for continuing education, vocational training etc. Nevertheless, to ensure the referral's safety, much preliminary work needs to be done proactively in order to ensure that the external environment (e.g. institution/actor, staff, space etc.) is also appropriate to accept such referral:

- Assessment of labour market and job opportunities;
- Awareness raising and involvement of state employment agencies;
- Awareness raising and involvement of job recruiters;
- Sensitization and involvement of employers;

- Engagement with the private sector to donate for enhancing qualification and education of VoT and later employ them;
- Building partnerships and networks with organizations providing vocational training and job placement;
- Advocate for free educational and training services for women VoT.

The activities listed above are just some examples. They require long term efforts and should be among the priorities of the organizations providing integration of women VoT.

x. Advising on labour market's function

▶ *Introduction of the activity*

During counselling of women VoT on labour integration, it is important to share with them all essentials on labour market. Without accurate information on how the labour market is functioning, they can be exposed to abuses and exploitation. For example, they should be trained to ask and know the terms of employment before the day they start working, insist of signing a contract, negotiate decent payment relevant for the job and the standards of the country of stay. It is necessary to allocate appropriate time to this activity, which can be even more than 2 hours. If necessary, foresee the support of an expert specialized in labour law[73].

▶ *What to do*

Step 1:

Advising on what a contract might include

Provide the woman VoT with information on the contracts or equivalent written statements, explaining that working conditions must contain at least the following information, giving at the same time a reference to the relevant national laws:

73 Activities and sessions should be personalised to each woman's needs.

- Parties to the employment contract (employer and employee);
- Place of work: if there is no fixed place of work, the document should highlight that the employee will work in various locations and mention where the business is registered;
- Title, grade, category of work or a job description and brief specification of tasks;
- Start date and expected duration of the job if the contract is temporary;
- Number of days of paid annual holidays;
- Length of notice periods for you and the employer if one of you terminates the contract;
- Initial basic salary, frequency of payment, and any other components of remuneration;
- Length of the normal working day or working week (working hours);
- Rules of any collective agreements governing the employee's conditions of work, if appropriate.

Step 2:

Advising women on the different types of contracts

Provide the woman VoT with information on full time contracts and other types of work contracts with the emphasis of the principle of non-discrimination when using non-standard forms of employment. Non-standard or other types of work contracts can include: fixed-term work, part-time work and temporary agency work.

Step 3:

Advising women on payment documents and tax issues

Provide the woman VoT with information on other relevant documents: what is and how to read a pay slip, what is a letter of resignation and when it must be signed, how to deal with the tax obligations depending on the type of contract, what is and how to do the declaration of income. Provide information about the services that can support the woman (e.g. trade unions, support desks etc).

Step 4:

Additional support regarding coaching and professional mentoring

Refer highly vulnerable women VoT in local coaching or professional mentoring programs of government institutions or non-governmental organizations.

xi. Accompanying in the job search process

Introduction of the activity

Job counselling sessions should be provided even if looking for a job is not yet relevant for the woman VoT due to an unclear residence status, which does not allow access to the labour market, or a possible return to the country of origin. Job counselling sessions function as a preparatory work. Therefore, when the woman gets access to the labour market, she will be more prepared and will eventually be more likely to find work that will allow her to enter the labour market in a sustainable way instead of rushing the job hunt and accepting the first offer. Knowledge and skills acquired during job counselling will also be beneficiary in case she returns to her country of origin. She will be able to identify new career paths and she will be more alert when it comes to work environments that would put her in a vulnerable situation. This activity includes a set of indications for supporting women VoT in job searching activities, contacting employers and negotiating contracts.

The activity is carried out according to the individual assessment for each woman and the goals described in her individual integration plan. Again, it is crucial, when providing support for finding a job or for communicating with employers, to apply a gender-sensitive approach. You should help women VoT realise their potential and prepare themselves for everyday challenges they might be unaware of, always taking into account their gender-specific experiences and background.

▶ *What to do*

Step 1:

Mapping job searching related stakeholders

Based on the personalized professional profile, you should provide information on the job sectors that each woman VoT is more suited for. Each woman's VoT personal motivation and actions in order to find job should be assessed and further support actions should be identified (e.g. support in creating a CV, interview coaching, etc.). Proceed with a detailed mapping of job centres, institutions providing employment-supporting services, recruitment agencies and job-search websites.

Step 2:

Match skills & needs with vacancies

At this step, each service provider should also search job opportunities and vacancies based on each woman's personalized professional profile. These vacancies should meet the woman's skills, experience, education level, needs and preferences. Following this, discuss on both set of proposed opportunities together with her and reflect on:

- whether they are achievable,
- whether they meet her needs and
- whether there is any need for further support in applying for a job, attend a training seminar in soft skills building or follow up on the job experience.

At the end of this process, each woman should be more confident and more able to search and identify vacancies and opportunities based on her actual needs and skills. Supporting women in contacting employers is essential (e.g. providing them a quiet space, mobiles/land lines to call, searching beforehand as many details as possible for the job, asking for recommendations from various contacts regarding employers' ethics). Nevertheless, contacting directly employers on behalf of women can work counterproductive in the long term since it might be disempowering.

Step 3:

CV adaptation

Based on jobs advertisements found, the woman's CV should be adapted to reflect the specific skills and requirements of the job.

Step 4:

Interview simulation

The simulation is one of the best ways of training for a real job interview. All aspects of the interview should be given before the practice (information of employer, job description). Taking the role of evaluator/interviewer, you will help her gain experience in the job interview process and receive valuable feedback which will help her be prepared for a successful interview.

Step 5:

Support with negotiating contracts

Good preparation is essential for successfully negotiating a contract. Support each woman by explaining the terms of the contract, translating it (if necessary) and giving feedback on the terms, based on the needs of each woman. If more legal advice is needed, service providers should seek support in their organisations' legal department.

Step 6:

Follow-up

Each woman should be supported in every step of the job searching process. Monitor and assess her progress towards integration in the labour market, and provide guidance to her, in order to address any difficulties or problems.

xii. Information on social business start-ups or micro enterprises, including access to financing to support an entrepreneurship path

Introduction of the activity

This action includes a set of suggestions for providing information on starting and operating a social business start-up or a micro enterprise.

▶ *What to do*

Step 1:

Creating individual professional profiles
See Activity V above.

Step 2:

Identifying and presenting a business idea
Based on the information gathered during the 1st step, identify if a woman is interested in setting up a business. Following this, you can guide the woman in forming her idea in to a brief business model (e.g. market to be operating, covering needs, competition, product or/and services, see Table I in Annex III).

The purpose of this analysis is firstly to identify if the business model is viable in the current business environment and secondly the required skills, as well as the level and type of support needed for the implementation of the business idea (e.g. mentoring, coaching, developing business plan, accessing finance schemes, training seminars, etc.).

If a business model is not viable, try to guide each woman in selecting the appropriate economic sector or profession, based on her personalized professional profile. Viability of each business model could be evaluated through criteria, using a balanced scorecard as presented in Annex III (see Table II in Annex III).

Below some of the areas that will help you analyze the business model.

Product/Service

- What problem is the company solving?
- Is there a product market fit?
- Is there a clear customer segment that the business is targeting?

Team – Entrepreneur (woman VoT)

- What is the expertise of the team in being able to deliver the business plan?
- How knowledgeable is the team about the market and operational environment their sector is a part of?

Market

- Are there similar products/services in the market? If so, these products/services are better in trying to solve the problem or the new one solves them in a better way?
- How innovative and affordable is the product/service?
- Are there barriers to entry in the market?
- Who are the competitors and do they have significant resources and capabilities?
- Are there many substitutes available in the market at a similar or lower price point?

Business Strategy

- What drives revenue?
- Is the scalability achievable at low cost/resource intensity?
- Do you earn before you spend?

Step 3:

Information on supporting services

At this step, you can proceed with a detailed mapping of all organizations providing:

- mentoring, coaching and consulting services, such as start-up incubators,
- micro funding to new businesses and
- training services and educational seminars.

This list should be updated regularly and provide information primarily for organizations that provide free of charge services or their fee is fully eligible through financial schemes. Based on the maturity of the business idea, as well as the need

for further support you should refer the woman to organizations providing relevant services.

xiii. Referral to other services

Introduction of the activity

Effective referral of a woman VoT to other service providers depends on a number of aspects. The conditions required to access and use a service have to be checked prior to any referral. These do not only include conditions explicitly stated by a service provider but also aspects that may facilitate or inhibit beneficial use of a service. Safety is an important element of the referral process. Safe referral means that the rights of the victim will be respected and the services provided by other institutions and organisations do not create any risk for the victim such as marginalisation, re-victimization, stigmatisation or exclusion based on her background and previous experience in exploitation.

▶ *What to do*

Step 1:

Examining accessibility, reliability and safety of a service

Consider the following aspects when examining accessibility, reliability and safety of a service (list of questions is not exhaustive and may always be adapted in accordance with the particular circumstances of a woman VoT):

- Who is entitled to use the service? (i.e. age, gender, residence status restrictions etc.).
- Do the prerequisites limit the service to people holding a certain residence status and if so, does the woman hold the necessary residence title? (e.g. some services may be available to people who have been granted asylum but not to asylum seekers).
- Is access to the labour market a requirement? And if so what kind? Is free access to the labour market or a specific work or employment permit needed?
- What are the language requirements? Even if no official language requirements are stated, how useful will be the service for a woman based on the level of her language skills?

- What literacy skills are needed and what literacy skills does the woman have?
- Are digital skills needed and if so in what level?
- Will the service be reasonably adequate considering the woman´s educational background?
- For woman with young children: can she bring her child/ children along or is child care provided?
- What kind of other competencies might be necessary?

Tips:

The attitudes towards gender and migration issues and towards trafficking in human beings of the institution to which a case manager might refer the victim should be always carefully assessed.

Step 2:

Asking woman's consent

Inform the woman about the possible referral. Let her choose, if there are more options, where to be referred. Do not forget she should give her consent.

Step 3:

Follow up after referral

End the referral process by obtaining feedback both from the organization to which she is referred and from the woman as well.

9. Conclusion

This is the time that all relevant stakeholders from policy makers, to field actors and from Public Authorities to Civil Society Actors should strive for designing and implementing new and innovative tools and interventions to address the complicated nexus of challenges stemming from a super-dynamic context.

Trafficking remains a huge social problem for many victims around the world and the societies in general. Policy makers and field professionals should keep anti-trafficking responses in their top priorities for next years. The TOLERANT Consortium through the project activities aimed at highlighting the specific conditions and challenges faced by TCN women VoT for sexual exploitation or other forms of gender based violence. The present Guide produced by the consortium aspired to shed light in a rather less explored area; employability of the Victims of Trafficking. Although many organisations provide such services, a detailed and comprehensive Guide was missing. Nevertheless, our Guide is just an indication of the various activities and steps that a field professional could take. We acknowledge that each case is unique and field actors need to have a customized approach based on individuals' needs. Although, no guide can substitute the amassed field experience of specialized actors in the field, we believe that with the help of the present guide actors will be supported to enhance the employability potential of women VoT.

We live in a turbulent period, where unemployment rates are high to many European countries. The situation for migrants, and especially for migrant women, is even more challenging with increased percentage of work in the informal sector. The COVID-19 pandemic has detrimental effects for migrant populations in all spheres of the everyday life but also revealed how deeply gendered its repercussions could be. When it comes to migrant women that are victims of trafficking the situation is even more complicated and highly unequal regarding access to rights and services as well as meaningful interventions for their empowerment and reintegration. Having said that, projects like TOLERANT and Guides like the one you currently read contribute towards the enhancement of field professionals' skills and could lead to the increasing of chances for a successful integration process in the long term. This is the time that all relevant stakeholders from policy makers, to field actors and from Public Authorities to Civil Society Actors should strive for designing and implementing new and innovative tools and interventions to address the complicated nexus of challenges stemming from a super-dynamic context.

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ANNEX I: Example of possible activities to develop the step: “Language and (media) literacy”

Module 1: Management of information[74]

General aims of the module:

- To identify the learning gaps related to the information management on digital literacy;
- To locate the right information in a web browser;
- To understand how to access information by engine searching (e.g. google search engine);
- To learn how to retrieve, store and organize information in digital supports;

Module 2: Collaboration[75]

The module provides an overview of the most popular social media networks, and of how to collaborate online with other users, as well as of how to interact safely and properly.

Module 3: Creation of content[76]

This module aims at teaching women VoT how to create a basic document online and helping them to use digital tools for Job Searching. This module also focuses on the creation of a CV and cover letter, as well as on uploading them online.

Module 4: Ethical use of the Internet[77]

This module focuses on sharing the importance of being safe and ethical when using the Internet. This is important considering that women VoT referring at your support service might already be active users, such as through Facebook and other social media which are influential tools for recruitment currently.

74 For a more specific list of activities to carry out as part of this module, please visit: https://medlitproject.eu/elearning/courses/information-management-unit-1-how-to-search-information/?tab=tab-overview

75 Visit this page for specific activities and exercises: https://medlitproject.eu/elearning/courses/collaboration/?tab=tab-curriculum

76 Activities and ideas for the module can be found in the following link: https://medlitproject.eu/elearning/courses/module-4-creation-of-content-and-knowledge/?tab=tab-curriculum

77 Visit this page for a more detailed idea of the specific contents of the module: https://medlitproject.eu/elearning/courses/module-5-ethics-responsibility/?tab=tab-curriculum

Module 5: Technical use of the computer[78]

This module aims at teaching women VoT more technical aspects of using a computer, and how to take advantage of the different functionalities of the computer (e.g. safe storage of data and information).

Module 6: Presentation, self-awareness

The first module aims at enhancing women's basic communication skills and self-awareness, which are needed for everyday communication and a friendly work environment, with the use of an ice-breaking activity.

78 Visit this page: https://medlitproject.eu/elearning/courses/module-7-technical-operations/?tab=tab-curriculum

ANNEX II: Example of possible activities to develop the step: "Soft skills building"

Module 1: Development of skills related to presentation, verbal communication, listening, teamwork, negotiation, persuasion, decision making[79].

This module aims at the development of skills that are needed in many professions and everyday interactions. The following exercise also aims to enhance their problem-solving skills and flexibility.

Proposed experiential exercise: Case studies

Instructions: Present women - participants a problem related to the work environment and ask them their individual opinions on the matter, aiming at finding a solution [10 min]. When all of them have expressed their views, divide them in small groups in order to exchange opinions on the issue and decide a common solution [10 min]. When all teams finish, they will present their agreement and exchange ideas on the issue with the other teams and try to persuade them that their solution is more practical. Upon the completion of the discussion, all teams have to decide on a common solution [20 min].

Problem 1: Sarah's company has a meeting, which she is coordinating. During the meeting there is a lot of tension by two members of the consortium. How should Sarah handle the situation?

Problem 2: Haley works at a vet clinic and she has to write a prescription for one of their clients, but the computer is not working. What should Haley do?

Module 2: Critical thinking, creativity, critical observation, problem solving[80].

This module aims at empowering and equipping them with the afore-mentioned in order to empower and equip them with the aforementioned skills which will help them in finding a job.

Proposed experiential exercise: Forum Theatre/ Theatre of the Oppressed

Instructions: Introduce women - participants to the exercise by explaining that some of them will be performing a sce-

79 https://medlitproject.eu/elearning/courses/module-7-technical-operations/?tab=tab-curriculum

80 Existing activities and theory on the topics can be found in the following link: https://www.dropin-project.eu/course/module-2-critical-thinking/

nario and the rest will add their inputs on what could have been improved in handling the specific situation. Explain them that this exercise aims at the development of critical thinking skills, including creativity, critical observation and problem solving in their work environment.

Scenario: Two women work in shifts as secretaries in a small paediatric clinic. After a misunderstanding in the scheduled appointments, two patients come at the same time and they are frustrated about that. The two women have to find a creative way in order to solve this problem and observe the situation in order to handle it.

Debriefing: after the scenario's presentation, ask all women what they believe they would have done and what they think would be the best solution.

Module 3: Conflict management and resolution, facilitation

The present module aims at introducing women to an effective way to manage and resolve conflicts and release tension in the work environment. Restorative justice practices are proven to be an effective way to do so[81]; mediation and restorative circles are recommended for resolving conflicts and creating a friendly and warm environment. The counsellor shall introduce and explain to women how Restorative justice methods.

Restorative justice methods refers to the development of a structured context for the interaction of the main parties, with the participation of an impartial third party without 'power', so that the viewpoints on the incident and the feelings of the parties of the dispute are expressed. The parties of the dispute will, then, propose solutions, which they will commit to follow, aiming to restore the relations and the harm of the victim, as well as to satisfy the sense of justice of the involved parties. Both techniques (restorative justice and mediation) need staff to be trained in order to avoid re-traumatising the victims.

Mediation requires[82]:

- **Voluntary participation:** individuals shall participate voluntarily and not be pressured by the mediators or other staff in any step of the process;
- **Impartiality:** the mediator always works impartially, avoiding prejudices, stereotypes and anything that can favour one of the parties;
- **Avoidance of conflict of interests:**

81 "Restorative practice in the workplace", Restorative Justice Council (n.d.).- https://restorativejustice.org.uk/restorative-practice-workplace

82 "Recommended Standards for School-Based Peer Mediation Programmes 2007", The Association for Conflict Resolution (2007) - https://cdn.ymaws.com/acrnet.org/resource/resmgr/docs/Recommended_Standards_for_Sc.pdf

the mediator shall avoid any cases of personal interest;

- **Confidence:** the mediator has confidence and trust in his/her skills, competences and knowledge, but without showing 'power'. In case they cannot implement the method, they have to interrupt the process;
- **Confidentiality:** whatever is said during the process has to be confidential and this has to be clarified before the beginning of the sessions;
- **Quality of the process:** the mediator must handle each case with equality, respect and honesty, following the ground rules that were set beforehand;
- **Advertising and promotion:** the mediator shall promote the process of mediation, but they must not give promises on any specific results of the procedure, as well as not communicate any cases to anyone without permission;
- **Advancement of mediation practice:** the mediator should try to learn from others' experience, in order to better serve people in conflict and networking with other mediators.

The steps of mediation[83]:

- Opening of the session and welcoming of the two parties.
- Presentation of the role and aim of the procedure and its values: the mediator explains the aforementioned values to their colleagues.
- Development of reliability and trust between the parties and towards the procedure: individuals agree upon the rules and values of the procedure.
- Collecting information: the problem is identified by all included parties and is described by the mediators, so that everyone is sure that has understood the problem.
- Set of aims and of viewpoints: each party describes the elements that are important to them.
- Expression of feelings: each party explains how the incidents/situation made them feel, as well as how they feel about the other party, following the value of respect.
- Finding a common ground: the mediator facilitates the procedure, so that both parties find and focus on what they have in common. This will be the base of the negotiation that will lead to an agreed solution. It is important that the mediator will only facilitate the procedure and will not

83 "School Mediation: Educating students in the management of violence and bullying", Artinopoulou,V., 2010.

propose solutions himself/herself. In case the participants are not able to work together to find a solution, the mediator may proceed to a proposition, providing that the parties will evaluate it themselves, and it will not be 'imposed' to either party.

- Evaluation of the proposed solutions and conclusion to the final agreement: both parties evaluate the solutions they found together and work to find what is best for both of them. The solution they will conclude has to be suitable and benefit both parties.

- Composition of a written agreement and closure: it is better for the parties to agree upon a resolution on paper, so that they are more committed to stick to the agreed plan. They should also agree on a second session, in order to provide feedback on their progress.

Restorative Circles are ideal for conflict resolution, involving more than two parties and can also contribute to the development of a better working environment, in order for everyone to reflect and participate in problem solving. Circles do not only involve the two immediate parties of the conflict, but also the entire group who may have been affected by the dispute and can support those in conflict. During the process, people involved use a "talking piece" to express themselves, which gives them the chance to listen without being oblige to answer or comment on someone else's view.

The steps of restorative circles:

- The facilitator invites all individuals/team members that want to participate in the process to sit in a circle in order to create a sense of community and selects a talking piece appropriate for all participants. He/she explains to them that the talking piece gives the holder the opportunity to speak and express himself/herself, while it provides the chance to the other participants to listen to the speaker, without the need to respond. Then, he/she asks all participants whether they agree to respect the talking piece; if everyone agrees, the procedure begins. In case there are objections, the facilitator hands them the talking piece and asks them to express their objections and discusses them.

- The circle keeper begins the conversation, while holding the talking piece. They share their perspective and introduce the individuals to the procedure and the conflict that has arisen: e.g. 'Today, we will share our thoughts and feelings about [the problem that has arisen] and try to create a plan on how to show our respect to everyone. I would like to

invite everyone to speak from their heart, share their insights and be open to the ideas and perspectives that are shared in the circle'. The facilitator expresses himself/herself (e.g. on ways we can show respect to other people) and gives the talking piece to the person sitting next to him/her.

They can ask the following questions:

- What were you thinking at the time?
- What did you think when you realized what happened?
- What have you thought about since then?
- Who do you think has been affected?
- What impact has this had on you and others?
- What has been the hardest thing for you?

The talking piece passes from everyone in turns, so as to have the chance to express themselves, answering some of the aforementioned questions. Then discussion begins, exchanging opinions in order to find solutions. The facilitator can ask some of the following questions:

- What do you think needs to happen to make things right?
- What could anyone do to help these conflicts?
- What can we do to make sure this doesn't happen again?
- What are the steps we agree to take as a group and what is our timeline?
- The circle closes and the facilitator summarises the most important decisions that were taken.

Module 4: staying on task, self-supervising, persistence and reliability

The present module aims at the development of women's organisational skills, including time management, self-supervising, persistence and reliability[84].

Proposed experiential exercise: Prioritising tasks

Instructions: Introduce the exercise to women participants by explaining that you will hand them a list of hypothetical tasks that they will need to prioritise and estimate the time they will need to finish them. When everyone has finished, participants shall exchange opinions and viewpoints.

84 Activities and theory can be found in the following link: https://www.dropinproject.eu/course/module-1-personal-development/

List of tasks: Administrative Assistant

1. Creation of presentations for an event to take place in 10 days

2. Book travel arrangements for a trip to take place in two months

3. Order office supplies

4. Update the filing system

5. Reply to emails

6. Arrange an appointment to fix a broken photocopy machine

7. Check opportunities for the office's growth

List of tasks: Secretary

1. Answer calls and take messages

2. Manage the database

3. Type and proofread two reports

[10 pages each], due next week

4. Process and log bills and expenses

5. Organize the emails

6. Liaise with clients

7. Arrange next week's appointments

ANNEX III - Table I – Business model Canvas

<table>
<tr><th>Key Partners</th><th>Key Activities</th><th>Value Propositions</th><th>Customer Relationships</th><th>Customer Segments</th></tr>
<tr><td>▶ Who are our Key Partners?
▶ Who are our key Suppliers?
▶ Which Key Resources are we acquiring from partners?
▶ Which Key Activities do partners perform?</td><td>▶ What Key Activities do our Value Propositions require?
▶ Our Distribution Channels?
▶ Customer Relationships?
▶ Revenue streams?</td><td rowspan="2">▶ What value do we deliver to the customer?
▶ Which one of our customer's problems are we helping to solve?
▶ What bundles of products and services are we offering to each Customer Segment?
▶ Which customer needs are we satisfying?</td><td>▶ What type of relationship does each of our customer segments expect us to establish and maintain with them?
▶ Which ones have we established?
▶ How are they integrated with the rest of our business model?
▶ How costly are they?</td><td rowspan="2">▶ For whom are we creating value?
▶ Who are our most important customers?</td></tr>
<tr><th>Market</th><th>Key Resources</th><th>Communication Channels</th></tr>
<tr><td>▶ Are there similar products/services in the market?
▶ Are there barriers to entry in the market?
▶ Who are the main competitors?
▶ Are there many substitutes available in the market at a similar or lower price point?</td><td>▶ What Key Resources do our Value Propositions require?</td><td>▶ Through which Channels do our Customer Segments want to be reached?
▶ How are we reaching them now?
▶ How are our Channels integrated?
▶ Which ones work best?
▶ Which ones are most cost-efficient?
▶ How are we integrating them with customer routines?</td><td></td></tr>
<tr><th colspan="2">Cost Structure</th><th colspan="3">Revenue Structure</th></tr>
<tr><td colspan="2">▶ What are the most important costs inherent in our business model?
▶ Which Key Resources are most expensive?
▶ Which Key Activities are most expensive?

IS OUR BUSINESS MORE:
▶ Cost Driven (leanest cost structure, low price value proposition, maximum automation, extensive outsourcing),
▶ Value Driven (focused on value creation, premium value proposition).</td><td colspan="3">▶ For what value are our customers really willing to pay?
▶ For what do they currently pay?
▶ How are they currently paying?
▶ How would they prefer to pay?
▶ How much does each Revenue Stream contribute to overall revenues?</td></tr>
</table>

ANNEX III - Table II – Balanced Scorecard

	Weak (0 points)	**Moderate** (1 point)	**Strong** (2 points)	**Exceptional** (3 points)
Product / Service				
Team				
Market				
Business model				
Total				

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