hvoquerido

Safe and Adequate Return, Fair Treatment and Early Identification of Victims of Trafficking

Voices from the Field

Safe! Training Manual on Early Identification and Safe Future, Safe Return of Victims of Trafficking in Human Beings

Safe and Adequate Return, Fair Treatment and Early Identification of Victims of Trafficking from Third Countries outside the EU

AMIF Project 2017 – 2018

The Safe! project was co-financed by the Asylum Migration and Integration Fund (AMIF) of the European Union, the Dutch Ministry of Justice and Security and the Dutch Ministry of Health Welfare and Sport

Ministerie van Volksgezondheid, Welzijn en Sport

Ministerie van Justitie en Veiligheid

Voices from the Field

Safe! Training Manual on Early Identification and Safe Future, Safe Return of Victims of Trafficking in Human Beings

---

Safe and Adequate Return, Fair Treatment and Early Identification of Victims of Trafficking from Third Countries outside the EU

AMIF Project 2017 – 2018

hvoquerido

Safe.

Safe and
Adequate Return,
Fair Treatment and
Early Identification of
Victims of Trafficking

Table of Contents

Chapter 1 Introduction to the Safe! project **7**
1.1 Why this project? 7
1.2 Safe! project objectives, activities and results 9
1.3 Target groups 12
1.4 Project duration and donors 12
1.5 Project consortium 12
1.6 Project methodology 13
1.7 Composition of this training manual 14

Chapter 2 Introduction to the Training Programmes **15**
2.1 Introduction 15
2.2 Training methodology 16
2.3 Set-up of the trainings 17
2.4 Use of the training programmes 17

Chapter 3 Training programme on Early Identification of victims of trafficking in human beings **19**
3.1 Target group and training goals 19
3.2 Training programme example 20
3.3 Description of the exercises 24

Chapter 4 Training programme on Safe Future, Safe Return for victims of trafficking in human beings **35**
4.1 Target group and training goals 35
4.2 Training programme example 36
4.3 Description of the exercises 39

Appendices **50**
Appendix 1 Handouts to be used during Early Identification training programmes 50
Appendix 2 Handouts from the Safe Future Methodology to be used during Safe Future, Safe Return training programmes 56
Appendix 3 (Referral to) the Social Map on Early Identification, Protection and Safe Future, Safe Return of Victims of Trafficking in Human Beings 60
Appendix 4 Safe! Partner Organizations 61

Colophon **72**

Chapter 1. Introduction to the Safe! project

This chapter addresses the background, objectives, main activities and results of the Safe! project. In addition, chapter one introduces the consortium of partners responsible for project implementation and provides insight into the methodology used throughout the project.

1.1 Why this project?

Article 3, paragraph (a) of the Protocol to Prevent, Suppress and Punish Trafficking in Persons[1] defines Trafficking in Persons as follows:

> *'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.'*

Three constituent elements are present in the Protocol's definition of trafficking in persons[2]:

- The Act (What is done): Recruitment, transportation, transfer, harbouring or receipt of persons.
- The Means (How it is done): Threat or use of force, coercion, abduction, fraud, deception, abuse of power or vulnerability, or giving payments or benefits to a person in control of the victim.
- The Purpose (Why it is done): For the purpose of exploitation, which includes exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs.

1 http://www.unodc.org/unodc/en/treaties/CTOC/index.html

2 http://www.unodc.org/unodc/en/human-trafficking/what-is-human-trafficking.html?ref=menuside

In the context of the current asylum and migration processes within the EU human trafficking has taken on a whole new dimension. Amongst the 100,000s of uprooted people crossing the Union's external borders it has become increasingly difficult to identify trafficked persons at an early stage. While it was already difficult to ensure adequate identification of trafficked persons, alarming news also spread rapidly about unaccompanied children missing from refugee centres, young girls travelling with adult men pretending to be their family and vulnerable people being recruited for exploitative labour sectors whilst trying to reach safety. Central and Eastern European countries that historically were predominantly countries of origin or transit countries for victims of trafficking are now increasingly becoming destination countries too. Western and Northern European countries are increasingly confronted with victims of trafficking from outside the EU, although also EU nationals continue to be victims of severe forms of exploitation like human trafficking.

At the other side of the spectrum, victims of human trafficking who reach the limits of their legal stay within the EU are in dire need of sustainable support to reach a well-informed decision about their future, including the option of a safe journey home and support for a successful re-integration.

Taking this into account experienced police officers, specialist NGOs and seasoned IOM staff have raised the alarm on what they witness in their daily work with vulnerable groups at the first reception centres for asylum seekers and migrants, at the European borders and within shelters. They called for new, innovative approaches, which resulted in the Safe! project. The goal of the Safe! project was to ensure early identification, adequate protection, safe return and sustainable reintegration of victims of trafficking. The Safe! project was built on valuable existing instruments such as the Euro TrafGuID Guidelines for the First Level Identification of Victims of Trafficking in Europe and the Safe Future Methodology for Safe Return and Re-integration. The Dutch project coordinator HVO Querido is a large shelter organization with a long-standing reputation regarding the protection of victims of trafficking. HVO-Querido is widely recognized, both nationally and internationally, as a leading specialist on the issue.

1.2 Safe! project objectives, activities and results

The overarching long-term goal of the Safe! project can be summarized as follows:

> *"To enable the early and adequate identification and protection of victims of trafficking as well as to ensure their safe return and sustainable re-integration in the context of the current asylum and migration processes within the European Union."*

The Safe! project has worked towards this overall long-term goal in a pragmatic and strategic way, incorporating the vast field experience of specialist NGO, GO and IGO partners in the Netherlands, Hungary, Bulgaria and North Macedonia that work with victims of trafficking on a daily basis. At the core of the project was a multi-stakeholders cooperation, which allowed each partner to contribute its own specialism to reach the project objectives:

1. To develop and implement strategies and a tailor-made international training programme for Early Identification and Protection of Victims of Trafficking based on the Euro TrafGuID Guidelines.

2. To develop and implement strategies and a tailor-made international training programme for Safe Return and Sustainable Re-integration of Victims of Trafficking based on the Safe Future Methodology.

3. To link (I)GO and NGO stakeholders in the anti-trafficking field with organizations involved in the current asylum and migration processes within the EU and to stimulate mutual cooperation and exchange of expertise, dilemmas and best practices.

To sum it up, the Safe! project has been all about increasing societal awareness regarding (possible) victims of trafficking among newly arrived refugees and migrants and providing tools to assist these new groups in a human rights based approach.

Project activities and results

To implement the project goals Safe! developed eight work packages building up the project in a logical order, ensuring high quality and involving all project partners intensively:

1. Development of strategies & tailor-made international training programme for Early Identification and Protection of Victims of Trafficking

- Safe! partners implement fieldwork at borders, first reception centres for refugees and migrants and high-risk work places where trafficked persons might be identified, providing invaluable input for the development of strategies and a training programme based on the Euro TrafGuID Guidelines. For this, an International Strategies, Early Identification and Protection meeting took place in the Netherlands in June 2017. Also, input and case studies were gathered from victims themselves who stay at shelters.

- As a result of this work package a tailor-made international training programme has been developed for Early Identification & Protection of Victims of Trafficking based on the Euro TrafGuID Guidelines.

- After establishing a specialized trainers pool a try-out training was implemented in the Netherlands. The training programme has thereafter been realized at (inter) national platforms and shared by participants with colleagues (multiplier effect).

- Apart from the development and implementation of the training programme, an international questionnaire was disseminated. This online research provided input for the strategies to be discussed at the (inter)national platforms. The questionnaire involved 69 respondents from NGO, GO and IGO in 30 countries and addressed trends, dilemmas and best practices on early identification and protection as well as safe return and reintegration.

2. Development of strategies and tailor-made international training programme for Safe Return and Sustainable Re-integration of Victims of Trafficking

- Safe! partners counsel victims of trafficking on a daily basis on the possibilities of safe return and sustainable re-integration. This proved to be invaluable input for the development of the strategies and training programme based on the Safe Future Methodology. Also, input was gathered from victims themselves who stay at shelters.

- As a result of this work package a tailor-made international training programme was developed for Safe Return & Sustainable Re-integration of Victims of Trafficking based on the Safe Future Methodology. The training programme was implemented by the above mentioned expert trainers pool at (inter)national platforms and shared by participants with colleagues (multiplier effect).

3, 4, 5. National Platforms in the Netherlands, Bulgaria, North Macedonia and Hungary to exchange strategies, dilemmas and best practices and to implement trainings on Safe Return and Sustainable Re-integration & Early Identification and Protection of Victims of Trafficking

- In all project countries National Platforms were implemented, involving NGO, GO and IGO specialists from the anti-trafficking and migration fields to discuss dilemmas and ways forward. Each platform started with a one day Expert Meeting, followed by two days of hands-on training for professionals coming into direct contact with (possible) victims of trafficking. As a result participants shared their experiences with their colleagues (multiplier effect).

6. International Platform to exchange strategies, dilemmas and best practices and to implement training on Safe Return and Sustainable Re-integration & Early Identification and Protection of Victims of Trafficking

- The international Platform was the highlight of the Safe! project, involving 105 (I)GO-NGO specialists and other relevant stakeholders working on the issue of trafficking and/or migration from 26 European countries, of which 19 were EU Member States. This platform comprised a one day Expert Meeting, followed by training. It provided the final input for the strategies and trainings programmes and allowed exchange of expertise and networking among a great variety of participants.

7. European Network Building

- One of the main features of Safe! was to contribute to European network building, first and foremost through organizing the International Platform, but also by presenting the Safe! project results at different European platforms.

- Moreover, a social map was created, which included approximately 150 NGOs, GOs and IGOs that are involved in early identification, protection and/or safe return and re-integration of victims of trafficking.

8. Communication and dissemination of project results

- As a result of this work package, special webpages were developed and launched with all the project products. Moreover, communication with stakeholders and (social) media were an on-going feature of Safe!

- The Final Report 'Voices from the field' with in-depth analysis of strategies and trends regarding early identification and protection as well as safe return and sustainable re-integration is also one of the results of this work package.

1.3 Target groups

The main target group of the Safe! project consisted of professionals, authorities and other stakeholders in the four project countries that work, on the policy level, on the issue of trafficking and/or migration. Furthermore, professionals that might get directly in touch with (possible) victims among newly arrived migrants and refugees in the EU were also part of the target group.

A second target group consisted of the (I)GO-NGO specialists on trafficking and/or migration from the 26 European countries that participated in the International Platform.

Indirectly all European Member States as well as third countries benefitted from the project through ample dissemination of the project's products and results.

Directly and indirectly, the project's result will also benefit trafficked persons throughout the European Union and third countries, as the project's strategies and provided training will enable their early identification and protection, as well as support for their safe return and sustainable re-integration.

1.4 Project duration and donors

The Safe! project has been implemented from 1 January 2017 until 31 December 2018. The project was submitted to, and approved by, the European Asylum Migration Integration Fund (AMIF) under the 2015 call for proposals, with co-financing from the Dutch Ministry of Justice and Security and the Dutch Ministry of Health, Welfare and Sport.

1.5 Project consortium

The Safe! project consisted of a unique consortium of specialist NGO, GO and IGO partners in the Netherlands, Hungary and Bulgaria, supplemented with on-the-ground expertise from North Macedonia. Partners were NGO's specializing on the protection of victims of trafficking as well as La Strada International, the police, the International Organization for Migration and the National Commission for Combating Traffic in Human Beings in Bulgaria. The following partners were involved in the project together with the Dutch project coordinator HVO-Querido:

Bulgaria

- Animus Association | La Strada Bulgaria
- IOM Bulgaria
- National Commission for Combating Traffic in Human Beings in Bulgaria

Hungary
- IOM Hungary
- National Police Hungary

Netherlands
- CoMensha (Dutch Coordination Centre for Human Trafficking)
- FairWork
- HVO-Querido (project coordinator)
- Humanitas Rotterdam
- IOM Netherlands
- National Police Netherlands
- La Strada International

North Macedonia
- Open Gate | La Strada North Macedonia

All project partners enjoy joint ownership of all the products that were developed within the Safe! project, i.e. the final report and the training manual.

1.6 Project methodology

Safe! was firmly embedded in fieldwork that formed the foundation of all project activities. Safe! partners are daily confronted with the reality of victims of trafficking and use this as an inspiration for the development and implementation of realistic strategies and effective training.

Safe! partners have ample experience with multi-stakeholders cooperation on a basis of equality and mutual respect and consider this as vital to the project's success.

Safe! project products have been developed in co-creation between project partners and NGO-GO-IGO specialists answering to the international questionnaire and attending the (inter)national platforms. Victims of trafficking had a clear voice in development, monitoring and evaluation via focus groups. Strategies and training programmes were only finalized after thoroughly discussing, testing and evaluating them.

Safe! partners strongly believe that work should build on previous best practices and resources. Thus the Safe Future Methodology previously developed by Safe! partners formed the foundation for the training materials for Safe Return & Sustainable Reintegration. Similarly the Euro TrafGuID Guidelines for the First Level Identification of Victims of Trafficking in Europe sustained the strategies and training development for Early Identification and Protection.

1.7 Composition of this training manual

Chapter 1 provides the motivation and background of the Safe! project as a whole, as well as the project objectives, target groups, main activities and results. It also offers insight into the project consortium and project methodology. Chapter 2 shortly introduces the background of the training programmes, the training methodology and the set-up of the trainings.

Chapter 3 is devoted to the development and implementation of the Early Identification training programme, whereas chapter 4 focuses on the Safe Future, Safe Return training programme.

Appendix 1 and 2 contain handouts to be used during the implementation of the training programmes, whereas appendix 3 refers to the social map developed within the project. Appendix 4 entails more information about the Safe! project partners.

For readers interested in the results of the Safe! project as a whole, please refer to the report 'Voices from the field. Safe and Adequate Return, Fair Treatment and Early Identification of Victims of Trafficking from Third Countries outside the EU. Final Report AMIF Project 2017-2018'. The report is published on the Safe! partners' websites (see appendix 4 for contact details). The Safe! social map and the training programmes can also be found here.

Chapter 2. Introduction to the Training Programmes

2.1 Introduction

As indicated in the introductory chapter of this report, the training programme within the Safe! project was built on valuable existing instruments such as the *Euro TrafGuID Guidelines for the First Level Identification of Victims of Trafficking in Europe and the Safe Future Methodology for Safe Return and Re-integration*.

The *European TrafGuID* Guidelines were developed in 2012/2013 within the context of the project 'Development of Common Guidelines and Procedures for the Identification of Victims of Trafficking' by project partners in Bulgaria, Greece, Spain, Romania, France and the Netherlands and led by the French Ministry of Foreign Affairs. Apart from the direct project partners, the Council of Europe, ILO, ICMPD and the UN Office on Drugs and Crime were also involved in the project. It provides clear definitions and a practical description of different forms of trafficking (sexual, labour and criminal exploitation), highlights professionals groups that may be involved in early identification and indicates signs that might pinpoint to a situation of trafficking.

The *Safe Future Methodology* equips professionals to systematically discuss the future, including the option of safe return and reintegration, with victims of trafficking and their children from the beginning of their stay in the shelter or ambulatory help. Through this early intervention, in most cases the client still has legal residency within the country and both the client and her/his social worker still have time to consider all options and their possible consequences. If a client decides to return to her/his home country, preparations can be made to ensure that it is safe and that reintegration will be sustainable. Clients that choose to return are also actively referred to support organizations in their country of origin. Multi-stakeholder cooperation and risks assessments are core elements. The Safe Future Methodology furthermore bridges the gap between shelter organizations and return organizations, both in the client's country of destination and origin.

The *Safe Future Methodology* was successfully developed and implemented in 2013/2014 in joint ownership between all project partners within the Safe Return project in the Netherlands, Bulgaria and Nigeria, counselling over 400 clients.

In the above-mentioned earlier projects there was no provision for a training programme accompanying the Safe Future Methodology and the European TrafGuID Guidelines. The Safe! project has filled this omission, by developing professional training programmes for both invaluable instruments.

2.2 Training methodology

Both the training on early identification and the training on safe future, safe return have been developed and implemented by professionals working in the field, thus ensuring a hands-on approach. They have contributed their vast experience in daily encounters with victims of trafficking to the training programme. Also, the training modules have been adapted over time after being implemented at the National Platforms in the Netherlands, Bulgaria/Macedonia and Hungary as well as the International Platform in Bulgaria. Safe! partner FairWork, who has a professional training academy, was the leading specialist in the development and implementation of the training modules. A trainers pool consisting of social workers and other professionals from HVO-Querido, Humanitas, IOM Netherlands and CoMensha supported them.

The results of the training development have been captured in this chapter, thereby allowing other professionals and organizations throughout Europe to make use of the training modules. Each new training programme should be tailor-made and adjusted to the particular needs of the participants and the circumstances in a particular country or organization. Nevertheless, there are some overall guidelines, exercises and suggestions that can be applied universally. These you will find in the description of the training programmes below. Each paragraph will start with a description of the training's goals, followed by an example training programme and description of the training exercises.

Apart from the trainers' specific expertise on human trafficking, the training programmes were also influenced by the training methodology of Karin de Galan, a leading developer of practical trainings in the Netherlands. Her practical approach to training for professionals was one of the inspirations for the training modules developed in the Safe! project. As a result the Safe! trainings were very interactive and motivating, including many practical exercises and working methods. More about Karin de Galan's training methods can be found on the website www.schoolvoortraining.nl. There is also an English booklet available on these interactive training methods, which can be obtained by contacting the training institute via the website.

2.3 Set-up of the trainings

The set-up of the trainings was informal. No tables with participants sitting around them, but rather a circle of chairs with the trainers in the middle. The maximum amount of participants was limited to 20, but ideally should not be more than 15, in order to create an optimal learning environment and abundant opportunity to exchange experiences. Participants were stimulated to work in small groups rather than plenary sessions and to use their own daily practice as a basis for the training. This stimulated maximum active participation of all involved in the training. Instruments from the European TrafGuID and the Safe Future Methodology were clarified in the trainings and incorporated into practical exercises. The work methods varied widely, from stimulating discussions to implementing a quiz, video materials or work on developing 'road maps' and other practical tools that can be used in their daily practice right away.

At the start of each training, the trainers also clearly communicated what participants might expect during the training and which training elements would be included or not, to avoid any misunderstanding about the scope of the training. If participants indicated a need for additional training, it was explained why this could not be incorporated into this particular training, but also how this might be addressed in future training. Much attention was also paid to creating a safe atmosphere in which all participants could actively engage and achieve an optimal personal learning process. All trainings ended with a special certification ceremony, in which all participants received a training certificate.

2.4 Use of the training programmes

Organizations that would like to develop and/or implement training themselves on the issue of early identification or safe future, safe return based on the the EU TrafGuID and the Safe Future Methodology are invited to make free use of the training modules that were developed within the Safe! project, under the condition that the source of the trainings modules are mentioned, as well as the financing of the Safe! project by AMIF and the Dutch Ministries.

The pool of trainers that were involved in the Safe! project is also available for future training requests. Feel free to approach either FairWork (www.fairwork.nu) or HVO-Querido (www.hvoquerido.nl/acm/). Both organizations can also be reached by e-mail: info@fairwork.nu or acm@hvoquerido.nl.

Chapter 3. Training Programme on Early Identification of Victims of Trafficking

3. 1 Target group and training goals

The early identification training targets professionals from (I)GO's and NGO's that might get in touch with (possible) victims of trafficking among newly arrived refugees and migrants.

The goals for the training on early identification of victims of trafficking could be defined as follows:

By the end of the training, participants will know:

- What trafficking in human beings is
- The difference between trafficking and smuggling
- The difference between sexual, labour and criminal exploitation
- What the signals are for every form of exploitation
- That signals are often subtle and hard to recognize
- That depending on the participant's professional background different signals might be recognized

And they will be able to (with help of the roadmap):

- Ask specific follow-up questions based on first signals of trafficking
- Make an assessment: refer this person for further help or not; or take other appropriate action
- Refer adequately to support services

3.2 Training programme example

A one-day training programme (09:30-16:30 hours) on early identification could be planned as follows:

Time	Training component	Training elaboration	Training attributes
09:30	Introduction	-Start with a short case -Explain the goals for today's training -Explain the time schedule -Short introduction of trainer -Short exercise for getting acquainted	Flipchart sheet 1: Training goals Flipchart sheet 2: Training programme Hand-out: Handbook Early Identification (European TrafGuID)
09:45	Warming up exercise how to recognize a victim of trafficking: 'Who am I?'	Exercise 1. How to recognize a victim of trafficking and ask the right questions.	12 plasticized cards with cases Flipchart sheet 3: Draw a funnel, thereby symbolizing it often works best to start with general questions followed by more specific questions
10:00	What is trafficking? (definition, forms of exploitation and signals)?	Exercise 2. What is trafficking (definition, forms of exploitation and signals)? This exercise is followed-up by theory on THB.	A4 papers with three examples of possible trafficking cases Flipchart sheet 4: definition of THB incl. 3 main elements
10:30	Different forms of exploitation	Exercise 3. Labelling newspaper headlines according to sexual, labour or criminal exploitation	List of recent newspaper headlines re. trafficking cases 4 plasticized cards 3 wooden spoons
10:45	Coffee break		

Time	Training component	Training elaboration	Training attributes
11:00	Recognizing signals of trafficking	Exercise 4. Recognizing and labelling signals of trafficking	4 cardboards 4 A4 paper sheets with 7 signals per group. 4 scissors
11:30	Recognizing signals of trafficking	Exercise 5. Recognizing and labelling signals of trafficking for specific professional groups	4 cardboards
11:50 Optional	Recognizing signals of trafficking	(Alternative) Exercise 6. Recognizing and labelling signals of trafficking from a 'real live example'	Video, laptop, beamer with sound Pens, A4 paper
12:15	Lunch		
13:15	Energizer	Optional, depending on the energy in the group	
13:25	How to develop follow-up questions after picking up a signal of THB	Exercise 7. How to develop follow-up questions after picking up a signal of THB	Case study
13:45	How to develop follow-up questions after picking up a signal of THB	Theory. How to develop follow-up questions after picking up a signal of THB The trainer draws a funnel as a starting point: start with general questions that gain trust, and then continue to ask more specific questions focusing on the elements of THB: 1. Action; 2. Means; 3. Purpose. The trainer gives several examples	Info sheet: Do you suspect that someone is a victim of trafficking? Flipchart sheet 3: funnel
14:00	How to develop follow-up questions after picking up a signal of THB	Exercise 8. How to develop follow-up questions after picking up a signal of THB	Flipchart sheet

Time	Training component	Training elaboration	Training attributes
14:20 Optional	How to combine and interpret signals, followed by a decision whether or not to address the possible victim	Exercise 9. How to combine and interpret signals and how to address the possible victim	Case study
14:40	Coffee break		
15:00	How to open up the conversation with a possible victim of trafficking and gain his/her trust	Exercise 10. How to open up the conversation with a possible victim	
15:10	How to open up the conversation with a possible victim of trafficking and gain his/her trust	Theory. How to open up the conversation with a possible victim of trafficking and gain his/her trust The trainer hands out a sheet with practical suggestions: 'Three ways to open the conversation with a possible victim of trafficking' and shortly clarifies the content of the sheet.	Paper sheet: 'Three ways to open the conversation with a possible victim of trafficking'
15:20	How to open up the conversation with a possible victim of trafficking and gain his/her trust	Exercise 11. How to open up the conversation with a possible victim of trafficking and gain his/her trust	Paper sheet: 'Three ways to open the conversation with a possible victim of trafficking'

Time	Training component	Training elaboration	Training attributes
15:30	Roadmap: how to refer a victim of trafficking	Theory. Roadmap: how to refer a victim of trafficking The trainer hands out a roadmap with suggestions for follow-up steps if participants suspect that they might be dealing with a victim of trafficking. The trainer clarifies each step that the interviewer should take in order to decide whether or not this is a case of trafficking and how they can offer help and refer (possible) victims.	Roadmap 'Do you suspect that someone is a victim of trafficking?'
15:45	Roadmap: how to obtain more information about a possible trafficking situation and refer a victim of trafficking	Exercise 12. Roadmap: how to obtain more information about a possible trafficking situation and refer a victim of trafficking	Roadmap 'Do you suspect that someone is a victim of trafficking?' Stepping stones (paper/cardboard) that indicate the five steps in the roadmap Flipchart sheet
16:15	Securing lessons learned/evaluation of the training Closure of the training	Evaluation To evaluate the training, the trainer asks the participants to fill in a large sheet on which all letters of the alphabet are written. Behind every letter of the alphabet a word has to be written down that mirrors what participants have learned during the training and/or how they evaluate the training. For example: A is for analysis, B is for better understanding, C is for complex, etc. The training ends with the certification ceremony	Flipchart sheet with A B C etc.

3.3 Description of the exercises

Exercise 1. How to recognize a victim of trafficking and ask the right questions

Duration of exercise	15 minutes
Aim	Participants will have a first impression regarding what questions to use in order to recognize a victim of trafficking
Training elaboration	Participants work in duos. The trainer hands out a plasticized card to one of the two participants with a short description of a trafficking case. He/she is the trafficking victim. The other participant is the interviewer and has to ask questions in order to obtain information about the case. The questions may only be answered by 'yes' or 'no'. This participant has to find out the following: • From which country do you come originally? • In what way were you exploited (sexual, labour or criminal exploitation)? • Where do you live now (town or housing facilities, such as house, caravan, etc.)? The 'interviewer' may use two 'escapes' (extra info that the 'victim' will provide to make it easier to guess what's happened to him/her). When the interviewer has guessed right, participants switch sides. The trainer has put other plasticized cards on a table to choose from. When a case is guessed right, this card will be put back on the table, so that other participants may use it. At the end of this exercise, participants discuss, in the small groups or plenary, which questions worked best, meaning which questions created trust and/or led to the right answers.
Training attributes	12 plasticized cards with cases Flipchart sheet 3: Draw a funnel, thereby symbolizing it often works best to start with general questions followed by more specific questions

Exercise 2. What is trafficking (definition, forms of exploitation and signals)?

<table>
<tr><td>Duration of exercise</td><td>30 minutes</td></tr>
<tr><td>Aim</td><td>Participants will be aware what trafficking is (and (optional) what the difference is between human trafficking and smuggling.</td></tr>
<tr><td>Training elaboration</td><td>Participants work in duos. The trainer hands out three examples on paper that might be cases of trafficking. The participants have to decide whether this is trafficking or not and discuss this in pairs. They have to rate each example on a scale of 1 (no suspicions) till 10 (high suspicions). Participants have not yet received detailed info on the definition of THB, so this exercise is stimulating them to explore what they think trafficking is about.

After the discussion in pairs, the trainer leads a plenary discussion in which (s)he asks the participants to clarify their decision whether the examples are trafficking or not. The trainer then explains the definition of THB, based on the law and how you can determine in practice whether this is a case of THB or not. This is done by a three steps determination containing the most important elements of trafficking:

1. Action: recruitment; transportation; transfer; harbouring; receipt of persons
2. Means: threat; force; other forms of coercion; abduction; fraud/deception; abuse of power or vulnerability; giving and receiving of payments
3. Purpose: exploitation of prostitution and other forms of sexual exploitation; forced labour and services; slavery and similar practices; involuntary servitude; removal of organs

In conclusion, one can say that THB consists of a person actively acting by means of threat, force, abuse of power, etc. with the purpose of exploitation

Option: in some groups it might also be necessary to shortly explain the difference between trafficking and smuggling. This will take an extra 10-15 minutes. For this, the following overview from the European TrafGuID may be used:

<table>
<tr><th></th><th>Trafficking in Human Beings</th><th>Smuggling of migrants</th></tr>
<tr><td>Purpose</td><td>Exploitative</td><td>For financial or</td></tr>
<tr><td>Consent</td><td>Invalid consent</td><td>Valid</td></tr>
<tr><td>Transnationality</td><td>Not required</td><td>Required</td></tr>
<tr><td>Crime</td><td>Against the person</td><td>Against the state</td></tr>
</table>
</td></tr>
<tr><td>Training attributes</td><td>A4 papers with three examples of possible trafficking cases
Flipchart sheet 4: definition of THB incl. 3 main elements
See Appendix 3 for hand-out to be used during this exercise</td></tr>
</table>

Exercise 3. Labelling newspaper headlines according to sexual, labour or criminal exploitation

Duration of exercise	15 minutes
Aim	Participants will be able to recognize different forms of exploitation
Training elaboration	The trainer reads out loud different recent newspaper headlines that concern cases of trafficking. Plasticized cards are put in each corner of the room, indicating sexual, labour or criminal exploitation or a combination thereof. The participants discuss among each other and decide whether this is a case of sexual, labour or criminal exploitation or a combination and take position in one of the corners. If they want to ask a clarifying question to the trainer, they can pick up a wooden spoon that is placed in the middle of the room. In total there are three wooden spoons, so three possible questions for the group to ask. After choosing sides, the trainer clarifies under which form of trafficking this particular case can be identified and why.
Training attributes	List of recent newspaper headlines re. trafficking cases 4 plasticized cards 3 wooden spoons

Exercise 4. Recognizing and labelling signals of trafficking

Duration of exercise	30 minutes
Aim	Participants will be able to recognize and label signals of trafficking
Training elaboration	Participants split up in four groups. The trainer hands out paper sheets to every group, containing seven signals of trafficking, and a cardboard, divided in three sections: 1. Action; 2. Means; 3. Purpose. The trainer then asks the participants in which section each signal should be placed. Participants are invited to use a scissor to cut out the different signals and place them on the cardboard. After the work in small groups, there is a plenary discussion in which the trainer clarifies all the signals and also explains that sometimes signals can be placed in several sections. She also stimulates the group how to ask follow-up questions to determine how the signals should be interpreted.
Training attributes	4 cardboards 4 A4 paper sheets with 7 signals per group. 4 scissors See Appendix 3 for hand-out to be used during this exercise

Exercise 5. Recognizing and labelling signals of trafficking for specific professional groups

Duration of exercise	20 minutes
Aim	Participants' awareness will be raised that specific professional groups might recognize different signals of trafficking and that it is important to connect different signals with each other between professional groups
Training elaboration	Participants work in the same four groups, with the same seven signals and cardboard, but this time the cardboard is turned over. On the backside you will find four different professionals: • Front office employee of city hall where new residents have to register themselves • Medical doctor at first aid ward in hospital • Volunteer at a migrant's church • Front office employee at Chamber of Commerce The trainer now asks the participants which professional could have picked up the signals of trafficking? After the work in small groups there is a plenary session to discuss the outcomes and clarify that different professional groups might pick up different signals. It is also discussed what the consequences of this might be.
Training attributes	4 cardboards See Appendix 3 for hand-out to be used during this exercise

(Alternative) Exercise 6. Recognizing and labelling signals of trafficking from a 'real live example'

Duration of exercise	20 minutes
Aim	Participants will be able to recognize and label signals of trafficking
Training elaboration	The trainer shows a video to the participants of a young woman, who leaves her boyfriend and home to go abroad for work. The video shows her discussing with her boyfriend how to stay in touch and saying good-bye, then stepping into a car in which several other young women are already waiting and handing over her identity papers to the driver. The video ends with her boyfriend trying in vain to get in touch and a last shot in which several mobile phones are shown left in a pile. The trainer asks the participants to watch carefully and note down the answers to the following questions: • Which signals of trafficking do you observe in the video? • What from of exploitation do you observe? • Why did this person not walk away from the situation? • Who (which professional group) could have picked up these signals? • In what way could you encounter this person in your line of work? • What could you do if you encountered this person? After the first round of watching the video, participants are asked to share their observations. The trainer then clarifies points missed and the video is showed again. This might be repeated a few times, depending on the group. Note: different videos may be used. Good examples can be found at: • https://www.youtube.com/watch?v=0N1N-X10Rpk • https://www.youtube.com/watch?v=RR3-epDmsks • https://www.youtube.com/watch?v=yhxDDqbWCq4 • https://www.youtube.com/watch?v=q2Ug_kxPQ3E • https://www.youtube.com/watch?v=a9S4coTgTeM • https://www.youtube.com/watch?v=Tk-KyD1sx-o These videos were developed within the "Open your eyes!" campaign, in the context of the MIRROR Project, funded by the EU Fund Prevention of and Fight against Crime and co-financed by the Spanish Ministry of Employment and Social Security. The videos aim to help the society to open the eyes to a reality which is closer then what we can imagine: trafficking with the purpose of labour exploitation. The Spanish NGO Accem launchedthe "Open your Eyes!" campaign, together with other European organizations: On the Road and Buon Pastore from Italy, Churches' Commission for Migrants in Europe (CCME) from Belgium and Fundatia Floarea Ialomiteana from Romania.
Training attributes	Video, laptop, beamer with sound

Exercise 7. How to develop follow-up questions after picking up a signal of THB

Duration of exercise	20 minutes
Aim	Participants will know which follow-up questions they can ask after picking up a signal of THB.
Training elaboration	The participants split up in four groups. The trainer gives every group a case study to analyse: Danita works as a sex worker. Her clients come to her boyfriend's house in Sittard, a town in the south of the Netherlands on the border with Belgium and Germany. You are a professional and she comes to you l with a practical question. She would like to send more money home to her family in Bulgaria and would like your advice on how to arrange this. When you ask her about the arrangement with her boyfriend, she tells you that she gives 50% of her earnings to her boyfriend in exchange of lodging and boarding. He arranges her clients and negotiates with them about the prices and the sexual services that Danita provides. Danita tells you: 'I like it here and I enjoy my new life.' You have some doubts whether this could be trafficking. Which questions would you ask her to determine whether this is a trafficking case or not? One or two of the participants ask questions, the other(s) observe(s). The goal of this exercise is to determine the seriousness of Danita's situation. Is she a sex worker worked of her own free will or is this a case of trafficking? After the work in small groups there is a plenary session in which participants clarify the questions that they asked, what worked well and what didn't.
Training attributes	Case study

Exercise 8. How to develop follow-up questions after picking up a signal of THB

Duration of exercise	20 minutes
Aim	Participants will know which follow-up questions they can ask after picking up a signal of THB.
Training elaboration	Participants split up in small groups of three. The trainer asks every group to think of additional questions they might ask if they suspect a case of trafficking. The participants note down these questions on the flipchart sheet. The questions should gain the trust of the possible victim, but should also lead to more information. Questions should be developed for all three elements of trafficking: 1. Action; 2. Means; 3. Purpose. After the work in small groups there is a plenary feedback in which every group mentions the additional questions they have come up with. The trainer writes down these questions on the flipchart sheet and asks for feedback from the other participants: is this a good follow-up question? Why so, or why not?
Training attributes	Flipchart sheet

(Optional) Exercise 9. How to combine and interpret signals and how to address the possible victim

Duration of exercise	20 minutes
Aim	Participants will become aware at which point they need to take follow-up action with the client if they suspect (s)he is a victim of trafficking.

Training elaboration	The trainer asks the participants to stand up and form a row. The trainer reads a case out loud. With every sentence she adds a new signal. The trainer asks the participants to make a step forward if they think it is now time for them to discuss with the client whether she might be a victim of trafficking. This exercise trains participants to develop insight that a trafficking case often combines several signals. When just one signal is visible, it might not attract attention, but if several signals are combined, a red flag should go up. The following case is presented step by step: 1. Mascha from Russia has come to see you because something is bothering her. 2. Her boss makes sexually oriented jokes. 3. She does not like this, but does not know what to do about it. She works as an au-pair with a farmer's family in the countryside. 4. The family has three children and their motto is 'Work hard, don't mess around.' 5. You ask for some more specifics and Mascha tells you that her boss keeps her passport in his safe 'for safekeeping.' 6. Mascha works 14 hours per day, six days per week. She doesn't consider the work, she says. 7. She receives lodging, boarding and some pocket money, but no salary. 8. She says she would like to Snapchat with family and friends, but she is only allowed to do that in the weekends. 9. In practice, often she is also not allowed contact with family and friends in the weekend. **Optional follow-up exercise** Participants split up in small groups of three people. The trainer asks each group to write out a scenario like the above in which more signals are added every time. The participants are asked to indicate at which point they think they have enough information to talk to the possible victim about his/her situation.
Training attributes	None

Exercise 10. How to open up the conversation with a possible victim

Duration of exercise	10 minutes
Aim	Participants will know how to open up a conversation with a possible victim while building up trust.
Training elaboration	Participants split up in duos. Both participants try out a way to open up a conversation with a possible victim of trafficking by asking questions. They take turns at playing the interviewer and the possible victim. The aim of this exercise is to share their worries with the possible victim and gain trust, but not (yet) go into detail about their suspicions that (s)he is a trafficking victim. Participants are encouraged to deliberately try out a 'good way' and a 'wrong way'. Participants discuss in the small groups what worked well and what didn't.
Training attributes	Paper sheet: 'Three ways to open the conversation with a possible victim of trafficking'

Exercise 11. How to open up the conversation with a possible victim of trafficking and gain his/her trust

Duration of exercise	10 minutes
Aim	Participants will know how to open up a conversation with a possible victim while building up trust.
Training elaboration	The participants work in the same duos as in exercise 10. Both participants practice again how they can start a conversation with a possible victim, but this time they make use of the paper sheet with practical suggestions. They each try out two suggestions from the paper sheet.
Training attributes	Paper sheet: 'Three ways to open the conversation with a possible victim of trafficking' See Appendix 3 for hand-out to be used during this exercise

Exercise 12. Roadmap: how to obtain more information about a possible trafficking situation and refer a victim of trafficking

Duration of exercise	30 minutes
Aim	Participants will know how to open up and continue a conversation with a possible victim while building up trust.
Training elaboration	The participants split up in groups of three. They interview a possible victim of trafficking according to the following case: Janusz works six days per week for a horticulture company in the Netherlands. He earns 3,35 euro per hour. He sleeps in a caravan on the premises of the company he works for. He comes to you because he heard that he should earn more money than he actually receives. After analysing the case, each small groups divides the following roles: • Interviewer • Possible victim • Observer that checks whether the interviewer keeps to the road map Five stepping stones (made of paper/cardboard) are placed on the floor. The interviewer and the possible victim each stand on one side of the first stepping stone. The interviewer starts asking questions. (S) he moves to the next stepping stone when (s)he reckons (s)he has asked all questions related to step 1, etc. etc. The possible victim also moves along, but only if (s)he feels that all the relevant questions have been asked and that (s)he can trust the interviewer enough to take the next step. If there is enough time participants switch roles and/or discuss among each other what worked and what did not. The trainer ends the exercise with a short plenary feedback asking participants how they experienced the exercise. She then summarises what they have learned.
Training attributes	Roadmap 'Do you suspect that someone is a victim of trafficking?' Stepping stones (paper/cardboard) that indicate the five steps in the roadmap Flipchart sheet See Appendix 3 for hand-out to be used during this exercise

Chapter 4 Training Programme on Safe Future, Safe Return for victims of trafficking in human beings

4.1 Target group and training goals

The Safe Future, Safe Return training aims at social workers and other care professionals within (I)GO's/NGO's who work directly with victims of trafficking (or other vulnerable groups) from 3rd countries outside the EU.

The goals for the training on early identification of victims of trafficking could be defined as follows:

By the end of the training, participants will know:
- What the Safe Future Methodology entails
- Their own views on safe future and safe return and how this influences the contact with their clients

And they will be able to (with help of tools from the Safe Future Methodology):
- Formulate questions to start a conversation with victims of trafficking regarding their future
- Map the client's social network and other resources
- Develop a road map for referral, including the option of safe return and reintegration, using instruments from the Safe Future Methodology

4.2 Training programme example

A one-day training programme (app. 09:30-16:30 hours) on safe future, safe return of victims of trafficking could be planned as follows:

Time	Training component	Training elaboration	Training attributes
09:30	Welcome	-Introduce trainers -Introduce training programme (on flipchart). Name the Safe! project as source! -Clarify: what will participants have learned at the end of the training (on flipchart)?	Filled-in flipcharts
09:40	Getting acquainted	Exercise 1. Getting acquainted Participants shortly introduce themselves by telling their name, organization and position.	Name plates
10:10	'Taking position'	Exercise 2. Taking position The trainers introduce various statements regarding safe return and safe future to the participants and then ask participants to take position.	Plasticized A4 size cards with 'I agree', 'I disagree' and 'I don't know'
10:40	Coffee break		
11:00	Presentation Safe Future Methodology	Theory. Safe Future Methodology Participants get acquainted with the Safe Future Methodology and its two-track approach (step-by-step exploring the possibilities of staying in the country of destination or returning to country of origin of the victim). The methodology's steps are clarified by using a case study.	PowerPoint presentation Beamer, laptop

Time	Training component	Training elaboration	Training attributes
11:30	Instruments from the Safe Future Methodology 1	Exercise 3a, 3b, 3c and/or 3d. Instruments from the Safe Future Methodology Choosing an exercise from 3a, 3b, 3c, 3d Getting acquainted with instruments from the methodology by actively exercising with them.	Instruments from Safe Future Methodology book: Overview 1 Overview 2 Action Plan Ecogram Paper A4 Flipchart sheets, paper, markers, examples of ecogram
12:15	Lunch		
13:15	Instruments from the Safe Future Methodology 2	Exercise 3a, 3b, 3c and/or 3d. Instruments from the Safe Future Methodology (continued) Choosing an exercise from 3a, 3b, 3c, 3d	Idem
14:00	Social map	Exercise 4. Social map Getting acquainted with the social map re. Safe Return, knowing how to work with this and which organizations are available to organize safe return and reintegration	Information re. available organizations A4 paper Flipchart sheets, markers, laptops (minimal of 4)
14:40	Coffee break		
15:00	Support with safe reintegration in country of origin	Exercise 5. Exploring possibilities for safe reintegration in country of origin. How to use the client's social network	Flipchart sheets
15:30	Explain how you work with the Safe Future Methodology	Exercise 6: Elevator pitch: Explain the Safe Future Methodology in 1 minute	Stopwatch (mobile phone), preferably with alarm sound

Time	Training component	Training elaboration	Training attributes
16:00	Closure What will you take home from this training?	Closure Discuss with participants how they will share the content of the training with their colleagues.	
16:15	Closure/ evaluation	Evaluation • Evaluation: via evaluation form and/or exercise • What have you learned? • Closing exercise: ABC: 'in one word: what will you take home from this training?' • Certification ceremony	Evaluation form Training certificates

4.3 Description of the exercises

Exercise 1. Training element: Getting acquainted

Duration of exercise	10 minutes
Aim	The participants get to know each other. The trainers will have a better understanding of the participants as well. Create a friendly and trusting atmosphere in which participants dare to share.
Training elaboration	Option 1: participants tell their name, organization they work for and position that they have within the organization. This is followed by an exercise with standing up and sitting down according to questions asked by the trainers. The questions can vary and be adjusted to the group of participants that is being trained. They can also vary between 'professional' and more 'personal/casual' questions. It goes as follows: Stand up if you: • Work with migrants • Got up this morning before 7 o'clock • Work with victims of trafficking • Have already experience with the Safe Future • Work with victims of domestic violence • Work in residential care • Work in ambulatory care • Worry sometimes about a client's residence status • Work too many hours behind a computer • Etc. etc. Option 2: Discuss with your neighbour: have you ever had a case in which you talked to a client about returning to his or her country of origin and what this would mean for that client? Can you tell a bit more about this? Were there any dilemmas in the conversation that you had with your client? Were these the client's dilemmas or you're own, or both?
Training attributes	None

Exercise 2. Training element: Taking position

Duration of exercise	30 minutes
Aim	Participants will become aware of their own attitude towards various options for the future that clients have. Participants will also become aware of how their own backgrounds and values influence how they interact with victims of trafficking.
Training elaboration	Through the middle of training room an imaginary line is drawn with on one side the option 'I agree' (indicated by a plasticized card placed on the wall with this text) and on the other side the option 'I disagree'. Somewhere near the middle there is the option 'I don't know', also indicated by a card that is laid down on the floor. The trainer reads a statement out loud. The participants choose position in space by standing by the option that they agree upon. The closer to the wall, the more they agree or disagree. The trainer asks several participants to clarify why they have chosen this position and hereby stimulates the discussion among participants. The trainers also stimulate participants to try and convince other participants of their opinion and change positions. All participants are allowed to change from position if they are convinced by the other participants' arguments. Statements (to choose from and/or to be varied according to local needs and interest): • A client always has control over his/her future • A social worker influences the decisions that a client takes with regards to staying in the country of destination or return to the country of origin. • I don't consider it necessary to talk with a client about the possibility of returning to his/her country of origin • For most victims of trafficking staying in the country of destination offers a better perspective than returning to their country of origin • If there is a war or armed conflict going on in the country of origin, a victim of trafficking cannot return • Victims of trafficking that remain in the country of destination as an undocumented ('illegal') migrant are taking irresponsible risks • Children should be present when the family's future is discussed, including the possibility that the family might return • It is useless to discuss the option of return with clients that strongly oppose this option • By discussing the option of return to the country of origin I am harming the relation with my client

	• If a client has a very strong legal case against a trafficker I do not need to discuss the option of return (in the NL, when a trafficker is convicted, the victims gets a permanent residence permit)
Training attributes	Plasticized cards with 'I agree', 'I disagree', 'I don't know', adhesive tape to adhere them to the walls or put on the floor Option: red thread to mark the dividing line Option: write the statements down on a flipchart sheet (esp. practical if the statements have to be translated)

Exercises 3a, 3b, 3c and 3d. Training element: Working with instruments from the Safe Future Methodology

Exercise 3a: Overview 1: Compare the situation in country of origin and situation in country of destination and explore the opportunities and obstacles for safe return and reintegration

Duration of exercise	40 minutes
Aim	The participants will know how to engage with their clients in a conversation about their future by asking effective questions and making use of the instrument. (By actively contemplating the questions that they could ask their clients, the participants also discover possible difficulties that might arise in the conversation and ways how to solve them.)
Training elaboration	This instrument gives an overview of different factors that influence a client's decision on whether to return to the country of origin or wanting to stay in the country of destination. The instrument is divided in fields such as income, housing, safety, protection from violence, position of children, family and network, social status after return, health issues, etc. Participants receive a hand-out of Overview 1 from the Safe Future Methodology. Participants will work in small groups of 3-4 people. The trainer asks the participants to formulate questions that they might ask their clients if they work with this instrument. What are the right questions to start a conversation with and obtain trust with the client? Each group gets assigned one or two fields within the instrument they should focus on, e.g. one group will focus on questions relating to children and social position after return, another group will focus on questions related to security and income, etc. Participants are required to write down these questions on flipchart sheets (20 minutes in total).

	In addition to formulating the questions participants could pose to their clients, they are also required to contemplate what possible obstacles could arise if they would ask their clients these questions in practice and how they would deal with this. After the work in small groups the questions will be discussed in the plenary session, coached by the trainer. As the last part of this exercise the participants are asked to indicate which questions they think are the most effective to use. This can be done by 'voting by dots', i.e. asking the participants to mark their favourite questions.
Training attributes	Copies of Overview 1 from the Safe Future Methodology, A4 paper, flipchart sheets, markers See Appendix 4 for hand-out to be used during this exercise

Exercise 3b. Overview 2. Factors that might still change

Duration of exercise	30 minutes
Aim	The participants will know how and when to engage in a conversation with their clients about factors in their decision about the future that are still likely to change, by asking the right questions and making use of the instrument.
Training elaboration	After filling in Overview 1, the social worker discusses with the client which factors that influence a client's decision about his/her future are still likely to change. For example, if a client indicates (s)he cannot return home because (s)he has no social network in the country of origin it might occur after working with the client that there are still possibilities to reinstall a social network. Or there might be changes in the client's safety position, income and housing possibilities, etc. Participants receive a hand-out of Overview 2 from the Safe Future Methodology. Participants will work in small groups of 3-4 people. The trainer asks the participants to discuss when and how this instrument can be used. Which questions can be formulated that they might ask their clients if they work with this instrument? Participants are required to write down their ideas and possible questions on flipchart sheets (10 minutes in total). After the work in small groups the ideas and questions will be discussed in the plenary session, coached by the trainer.
Training attributes	Copies of Overview 2 from the Safe Future Methodology, A4 paper, flipchart sheets, markers See Appendix 4 for hand-out to be used during this exercise

Exercise 3c. Personal Action Plan for Return

Duration of exercise	40 minutes
Aim	The participants will know how to develop a Personal Action Plan for Return with their clients.
Training elaboration	Participants receive a hand-out of the Personal Action Plan for Return from the Safe Future Methodology. Participants will work in small groups of 3-4 people. The trainer asks the participants to keep one of their clients in mind and choose some fields from the Personal Action Plan for Return that are most urgent for this particular client to enable him/her to return safely. This will be done individually (10 minutes). The fields are similar to the fields in Overview 1 and 2 and comprise elements such as income, security, care for children, (mental) health care, social network, social status after return, etc. The participants then discuss in the small groups why they have chosen these particular fields in the Personal Action Plan for Return for this specific client. Every participant will be heard. Participants ask each other questions to clarify their choices, indicate the first steps they would take to fill in the Personal Action Plan for Return and possible obstacles they expect while filling in the plan with their clients. There will be no plenary feedback at the end of this exercise. Trainers walk around to assist the subgroups where needed.
Training attributes	Copies of Personal Action Plan for Return from the Safe Future Methodology, A4 paper, flipchart sheets, markers and pens Check the Safe Future Methodology for the complete Personal Action Plan for Return

Exercise 3d. Genogram and ecogram

Duration of exercise	50 minutes
Aim	The participants will know how to work with the genogram and ecogram. This will help them (and the client) to obtain more information about the client's social support network that (s)he can rely on.
Training elaboration	The participants receive Annex 8: Genogram and ecogram from the Safe Future Methodology. They will work in small groups of two people. The trainer asks the participants to make an ecogram of each other. One person asks the questions, the other one responds based on her/his own personal situation. After the ecogram is completed, the duos will discuss the added value of making an ecogram with their clients. What was difficult for the participant that asked the questions and what was difficult for the one responding? Were some questions easier or more difficult to ask than others? What was the personal effect on both? Does the way you ask questions influence the response of the other? What could you adjust (30 minutes in total)? After the work in duos the group will come back to the plenary session and discuss how using this instrument could be of added value for clients and how it could help them prepare for their future (20 minutes).
Training attributes	Copies of Ecogram from the Safe Future Methodology, A4 paper, example of a filled-in ecogram See Appendix 4 for hand-out to be used during this exercise

Exercise 4. Social map with regards to safe return and reintegration

Duration of exercise	40 minutes
Aim	The participants are familiar with the use of a social map regarding safe return and reintegration, how to obtain relevant information and are able to inform their clients properly about the possibilities.
Training elaboration	The participants split up in groups of three. Every group receives information/materials about organizations that are involved in safe return and reintegration (newsletters, websites, leaflets, etc.). The trainer asks the participants to delve into the information and prepare a short presentation for all participants (15 minutes) in which the following elements are highlighted: • What are the target groups that this organization aims at? • For which countries does this organization offer assistance with safe return and reintegration? • Does this organization focus on help for preparing safe return or on help for safe reintegration after return? • What does the help entail? After the work in small group there is a plenary session (25 minutes) in which each organization makes a presentation of 'their' organization.
Training attributes	Information in plastic files about the organizations involved in safe return and reintegration Flipchart sheets, markers, laptops (minimal 4, to be added to by mobile phones if necessary)

Exercise 5. Exploring possibilities for safe reintegration in country of origin. How to use the client's social network

Duration of exercise	30 minutes
Aim	The participants feel stimulated to explore, together with their clients, the possibilities for support in the country of origin. Also, as a result of the exchange with other participants, they have obtained new skills on how to build up the client's social network in the country of origin.
Training elaboration	The participants will work in groups of three. The trainer asks them to visualize the situation that their client is preparing for return to their country of origin. The trainer then asks the participants to think of three ways how they could connect their clients with a useful social network (e.g. church, social support organization, family, medical support services, etc.). Use your creativity! Participants are then asked to answer the following questions within the small groups: • How can you determine sources of social support in the country of origin of your client? What possible starting points do you have?… • How can your client (with your help) access this social network?… The answers to these questions are filled in on flipchart sheets. After the group is done, they compare the different options and ideas. Ask each other questions: do you think this can actually happen in practice with your client? Would you be able and willing to work like this with your client? At the end of the exercise there is plenary feedback in which several participants are invited to share the favourite ideas in their groups.
Training attributes	Flipchart sheets

Exercise 6. Elevator pitch. Explain the Safe Future Methodology in 1 minute

Duration of exercise	30 minutes
Aim	The participants are able to explain the Safe Future Methodology to their clients or relevant others and pinpoint its importance. Also, the participants are able to verbalize what they have learned during the training.
Training elaboration	The participants work in duos and explain the Safe Future Methodology to each other in mini-role playing. There are several rounds (in which some rounds may be repeated in order to improve the presentations), depending on available time and what the group needs. The trainer explains that an 'elevator pitch' will be used. Each participant has one minute to explain the Safe Future Methodology to the other (in the first round this may be two minutes, just to practice). After every round participants switch roles, one becomes the listener and the other does the elevator pitch. Also, in every round the listener becomes somebody else: **Role play 1:** A is a colleague that did not participate in the training, B is the other participant. A allows B to complete his/her 'elevator pitch' and is only allowed to ask one clarifying question if need be. **Round 1 :** • Explain in one minute: What is the Safe Future Methodology? **Round 2:** • Explain in one minute: Why do you think it is important to discuss the future with clients? **Role play 2:** Now A is a relatively new client for whom the future is still very uncertain. It is not clear whether (s)he will be allowed to stay the country of destination **Round 3 :** • Explain in one minute: What is the Safe Future Methodology? **Round 4:** • Explain in one minute: Why do you think it is important to discuss the future with clients? **Role play 3:** Now A is an (asylum) lawyer who fights for a permanent residence permit for her client. **Round 5 :** • Explain in one minute: What is the Safe Future Methodology? **Round 6:** • Explain in one minute: Why do you think it is important to discuss the future with clients?

	Another possible role-play could be that A is a client with diminished intellectual abilities, but other options are also possible. In between rounds or at the end of this exercise a plenary feedback will be organized among the participants re. questions such as: What worked? What was difficult? What were the differences between the various target groups in your role-plays? Also, the possibility could be offered to retry a round if participants are not satisfied with their elevator pitch and have received feedback for improvement.
Training attributes	Mobile phone with alarm, preferably stopwatch

Appendices

Appendix 1

Handouts to be used during Early Identification training programmes[3]

3 Copyright FairWork Netherlands

Exercise 2. What is trafficking?

How would you rate the case study mentioned below on a scale from 1 to 10?

1..... 10

(1 = no suspicion of trafficking ..... (10 = high suspicion of trafficking)

Case studies (can/should be adapted according to training group)

1. Janusz works six days per week for a horticulture company in the Netherlands. He earns 35 euro per week. He sleeps in a caravan on the premises of the company he works for.

2. Danita works as a sex worker. Her clients come to her boyfriend's house in Sittard, a town in the south of the Netherlands on the border with Belgium and Germany. She gives 50% of her earnings to her boyfriend in exchange for lodging and boarding. He arranges her clients and negotiates with them about the prices and the sexual services that Danita provides. Danita enjoys her new life.

3. Macha from Russia works as an au-pair with a farmer's family in the countryside. The family has three children and their motto is 'Work hard, don't mess around.' Her boss keeps her passport in his safe 'for safekeeping.' Mascha works 14 hours per day, six days per week. She doesn't consider the work, she says. She receives lodging, boarding and some pocket money, but no salary. Her boss makes sexually-oriented jokes.

Exercises 4 and 5. Recognizing and labelling signals of trafficking

Cut out, discuss and decide under which heading a signal of trafficking should be categorized:

1. **Action:** recruitment; transportation; transfer; harbouring; receipt of persons

2. **Means:** threat; force; other forms of coercion; abduction; fraud/deception; abuse of power or vulnerability; giving and receiving of payments

3. **Purpose:** exploitation of prostitution and other forms of sexual exploitation; forced labour and services; slavery and similar practices; involuntary servitude; removal of organs

Signals of trafficking (can/should be adapted according to training group)

1. Achmed is coerced to swallow heroine balls in Suriname and get on the plane to the Netherlands. He has terrible pain in his stomach. Passengers warn the crew just before landing at Schiphol. The flight attendant decides to organize medical assistance.
2. Cara has to work overtime to earn the statutory minimum wage. She has just discovered through a flyer that she is entitled to minimum wage. She comes to inquire whether and how she can claim this right.
3. Ihrin is registered in the Trade Register as a partner at a tofu factory. He cannot say anything about the annual turnover or to which parties they deliver.
4. Hassan says that he has no idea what has been agreed on withholding his wages. Money is settled. 'It will be okay,' he says. He comes for a citizen service number in order to be registered in the Netherlands.
5. Tanya will open a nail salon. Her accountant and supervisor filled in an annual turnover of 30,000 euro for registration in the Trade Register. She does not know how much time you need to apply acrylic nails.
6. Jady is more than 8 months pregnant and has to continue to work in a massage parlour. She loses her balance and breaks her wrist.
7. Jintha sleeps in a so-called 'hot bed'. She shares this bed with a colleague who also picks peppers. She thinks this is dirty and is that she paid far too much money for this. She comes for advice on how she can change this.
8. Dusi cannot yet take on a real job. He has to do so much courier work to repay the flight of his family from Syria that he has no time. He works a lot at night. He does want a normal life in the Netherlands as quickly as possible.

Exercise 11. 'Three ways to open the conversation with a possible victim of trafficking'

Three ways to open the conversation with a possible victim of trafficking without (yet) going into detail about your suspicions that (s)he is a trafficking victim.

1. "I hear you saying that you are tired, make long days and have little money left at the end of the day. I suspect that someone is using you for their own benefit."

2. "You are telling me that you have problems with your boss, that you .... {Fill in problems of this person}. If I understand you correctly, it may be that your boss is doing something that is punishable in the Netherlands. This seems to be at your expense. Would you like to discuss this further with people who can help you?"

3. "I hear you saying that you cannot visit a doctor if you want to, that your employer still owes you money and that you are being scolded. You told me this situation scares you {fill in more details about the situation of the client}. I'm worried about this. It seems that people (your boss) earn at your expense. That is punishable in the Netherlands. There are agencies that can help you with this. Do you want help with this?"

Exercise 12. Roadmap: How to refer a victim of trafficking

Do you suspect that someone is a victim of trafficking?

You picked up a first signal that someone might be a victim of trafficking…. What to do next?

Step 1: Put consciously 'a cut' in the conversation

From now on your questions will serve another purpose: you want to dig deeper and find out whether someone is possibly a victim of trafficking. Be aware of this change in the questions that you are going to ask.

Tip: Win yourself some extra time to think and strategize. Excuse yourself to visit the bathroom, make a cup of tea for your client or say for example: 'I have to pick up some documents in the room next door. I will be right back'. In the meantime think about your next steps

Step 2: Focus: do you observe elements of trafficking?

You will now focus on questions to obtain more information whether this might be a trafficking situation. Questions that you might ask:

- Bad working conditions:
  - How do you earn your money?
  - Does the work meet your expectations?
  - Can your report sick or may you visit a doctor if you need to?
  - Can you take a break at work if you need to?
- No or hardly any salary:
  - Did you receive payment for your work?
  - If so: how much?
  - If not: how received payment for your work?
  - Did you have to pay money back? How much and what for?
  - Do you ever receive fines at your work?
  - Does your employer pay for your lodgings or other expenses?

- Caught in circumstances/coercion
  - Did you want to do this work?
  - How is your employer treating you?
  - Can you quit this job if you want to?
  - Has/does your employer arrange(d) your lodgings, transport and/or meals?
  - Do you have your passport with you?

Important! Do not go into detail about trafficking as this will scare people and might break the trust that you are building. Also people might not consider themselves in a situation of trafficking.

Step 3: Consult with the possible victim

If the answers to the questions in step 2 indicate vulnerability and dependency of the person you are talking to, inform him/her that there are organizations that might be able to help with their problems.

Step 4: Get into touch with….

If your client agrees you can contact the following organizations and refer him/her for further help:

- Fill in according to local structure
- In case of life-threatening emergency, call the emergency number and ask for direct help

Appendix 2

Handouts from the Safe Future Methodology[1] to be used during Safe Future, Safe Return training programmes

[1] The Safe Future Methodology was successfully developed and implemented in 2013/2014 in joint ownership between all project partners within the Safe Return project in the Netherlands, Bulgaria and Nigeria.

Safe Future Methodology

Overview 1: Factors that influence perception of opportunities in the country of destination and in the country of origin

Opportunities -	Starting point	Opportunities +
-	**(Perceived) Opportunities in the country of destination**	+
	1. Safety in the country of destination (personal and for family)	
	2. Protection from violence	
	3. Children and care for children	
	4. Housing	
	5. Work, income and education	
	6. Feeling 'at home'	
	7. Family/network	
	8. Health care	
	9. Social status	
	10.Social norm with respect to return	
-	**(Perceived) Opportunities in the country of origin**	+
	1. Safety in country of origin (personal and for family)	
	2. Protection from violence	
	3. Children and care for children	
	4. Housing	
	5. Work, income and education	
	6. Feeling 'at home'	
	7. Family/network	
	8. Health care	
	9. Social status	
	10. Social norm: expectations of those who stayed behind	
Total -		Total +

Safe Future Methodology

Overview 2: Possibility of changes in certain factors

How to use this overview

(Together with the client) see if any of the factors listed in overview 1 might be subject to change, for instance because more or new information has come to hand, or because the client is supported in arranging new contacts or rekindling previously existing contacts. Write down what and who might be needed to change the existing score allocated to this factor.

Name of factor	Score	Write down in what way, under what conditions and with the assistance of what individual/organisation the existing score given to this factor could still change.

Safe Future Methodology

Ecogram

There are different tools available for mapping social resources. Below describes the ecogram. The ecogram is frequently used in the strength-based approach to map the social support structure of clients.

An ecogram is a visual overview of the sources of support of the client. The difference between a genogram and a ecogram is that the genogram maps the family network and an ecogram not only maps the family but also includes other people with whom the client has an important personal connection such as peers, friends, (any) room-mates, acquaintances, colleagues, spiritual advisors, and others. In an ecogram practical contacts such as social workers and other professionals who are important can also be recorded. By using symbols it is possible to show what kind of support a relationship offers: practical support, advice, companionship, or emotional support.

A supportive social network simultaneously performs these four functions. These four functions spell the acronym PAGE.

P= Practical support (material function)
This applies to all forms of concrete support.
E.g.: Who would you ask to borrow money from, for an emergency babysitter, help with tasks.

A= Advice (Information function)
People can only take care of themselves if they have some basic knowledge. What you need to know depends from one society to the next. African countries for example, require different knowledge than in Western European countries. Adults also learn from each other what they have tackled successfully. You get reactions from others that correct your behaviour so that you try out other things to try to get out of trouble.
E.g.: Whom can you go to for reliable information? Who would you ask for advice for filling out documents? Whose advice would you seek if you had to make a difficult decision?

G= Group belonging (connective function)
People want to belong, to feel part of a group and connected with others.
E.g.: Where do you go to look for enjoyable company, with whom do your share common interests?

E = Emotional support (affective function)
People look to others for recognition, appreciation, understanding and trust.
E.g.: Whom do you talk with about confidential and intimate matters? Who do you blow off steam with, where do you turn to for comfort in crisis situations?

Appendix 3

(Referral to) The social map on Early Identification, Protection and Safe Future, Safe Return of Victims of Trafficking in Human Beings

In 2018 an online social map was developed in the framework of the project, based on a survey/questionnaire sent out to national NGOs in all EU countries and other European countries in the period June – September 2018. A limited number of non-European organizations were included as well.

This social map was based on the earlier social map that was developed in 2014, as part of the Safe Future Methodology.

The organizations included in the social map are specialized organizations that support victims of trafficking after their return and/or with the integration in the country of destination.

The social map indicates whether the organization offers services to victims of trafficking, can assist with safe return and reintegration and/or is active in the (early) identification of victims of trafficking. It provides information on the name and contact details of the organization and the services provided. For each organization is indicated whether they provide shelter services, psychological help; medical help; legal help; training of skills/education; finding jobs/secure income; financial help; help for children/parenting skills; reunion with family and or other services. Victims who decide to return are referred, if possible, to a supporting organization in their home country.

Currently, the social map covers 37 European countries and four non-European countries. In addition, the members and services of global and European network organizations are included as well, to also cover those countries not included in the list. It was decided to focus in particular on European countries, also to ensure that the European members of the La Strada International Platform could regularly update the social map.

This social map will enable actors in the anti-human trafficking field; in particular NGOs that provide direct services to victims of trafficking, to better locate, identify, and connect with each other. The tool can also assist other stakeholders to refer victims of human trafficking and at-risk populations to access the help they might need. Additional organizations will be added to the social map, once identified.

As the data provided in the social map needs to be updated regularly, the social map is not included in this final report of the Safe! project, but it can be found on the partners' websites (see appendix 1). La Strada International will be leading in keeping the social map up-to-date. For this, please check: www.lastradainternational.org.

Appendix 4

Safe! Partner Organizations

Bulgaria | Animus Association | La Strada Bulgaria

Animus | La Strada International is the Bulgarian member organization of La Strada and works both on the issue of trafficking and domestic violence since 1994. Animus works in three main areas: provision of psychological and social support, lobby and prevention activities, and training of different professionals on identifying and working with victims of violence.

For the last 25 years Animus Association Foundation (AAF) has proved to be the biggest and one of the most reliable providers of social services in Bulgaria. Presently the organization operates the following programmes for victims of violence and children at risk: 24-hour National Helpline; 24-hour Crisis Centre; Trauma Centre for Children and Families; Centre for Reintegration, Counselling and Psychotherapy; 24-hour National Helpline for Children 116 111; Sofia Municipality Social Services Complex for Children and Families, including a Mother and Baby Unit.

@: www.animusassociation.org
T: (+35 9 2) 983 5205 / (+35 9 2) 983 4505
E: animus@animusassociation.org

Bulgaria | National Commission for Combating Trafficking in Human Beings (NCCTHB)

REPUBLIC OF BULGARIA
National Commission for Combating Trafficking in Human Beings

The National Commission for Combating Trafficking in Human Beings was established by virtue of the Combating Trafficking in Human Beings Act. It determines and administers the implementation of the national policy and strategy in the area of combating trafficking in human beings. The National Commission under the Council of Ministers organises and coordinates the interaction between separate institutions and organisations executing the Combating Trafficking in Human Beings Act. It works to prevent trafficking in human beings and to protect, assist and reintegrate victims of trafficking.

The National Commission develops annually a National Programme for Prevention and Counteraction of Trafficking in Human Beings and Protection of the Victims,

which is approved by the Council of Ministers. It researches, analyses and reports statistical data on human trafficking. It carries out information, awareness and education campaigns aimed at potential victims of trafficking. It manages and supervises the activities of the Local Commissions for Combating Trafficking in Human Beings and the centres for protection and support of victims of trafficking. It also contributes to international cooperation for prevention and counteraction of human trafficking.

@: https://antitraffic.government.bg/en
T: (+359 2) 807 8050
E: office@antitraffic.government.bg

Bulgaria | Hungary | Netherlands | International Organization for Migration (IOM)

Established in 1951, the International Organization for Migration (IOM) is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners.

With 172 member states, a further eight states holding observer status and offices in over 100 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM operates from the outset that trafficking in persons needs to be approached within the overall context of managing migration. Our broad range of activities is implemented in partnership with governmental institutions, NGOs and international organizations. IOM has been working to counter the trafficking in persons since 1994. IOM offers comprehensive direct assistance packages to victims of trafficking in collaboration with our partners. This includes accommodation in places of safety, medical and psychosocial support, skills development and vocational training, reintegration assistance, and the options of voluntary, safe and dignified return to countries of origin, integration in the country of destination or resettlement to third countries when needed.

The services that IOM can provide to victims differ from country to country. For more information, please visit the IOM international website on www.iom.int or consult the local IOM office (through https://www.iom.int/countries).

IOM in the Netherlands can assist victims of trafficking that would like to return voluntarily to their country of origin. These services include advice and information about voluntary return; contacting family in the country of origin; assistance in obtaining a travel document and travel arrangements, including flight ticket and airport assistance. Besides, IOM can provide specialized assistance to victims of trafficking after their return, depending on the individual needs. This includes, but is not limited to, accommodation, psychological, medical and reintegration support. Depending on the country of return, this assistance is provided directly by IOM or IOM will refer to partner organizations in the country of origin. In addition, in most cases IOM will be able to provide some financial reintegration assistance. For more information, please consult the website of IOM The Netherlands: www.iom-nederland.nl

@: www.iom.int; www.iom-nederland.nl
T: +31 70 31 81 500
E: iomthehague@iom.int

IOM in Bulgaria
Bulgaria became a Member State of IOM in 1999. A Cooperation Agreement between Bulgaria and IOM, which entered into force in 2000 following ratification by the National Assembly and a Presidential Decree, granted IOM's Mission in Bulgaria the same privileges and immunities as those of the specialized agencies of the UN under the framework of the Convention on the Privileges and Immunities of the Specialized Agencies from 1947.

Since its establishment, IOM Bulgaria has played a significant role in the establishment and development of the Bulgarian system for combating trafficking in human beings. IOM is a key partner of the Bulgarian government and the National Commission for Combating Trafficking in Human Beings (NCCTHB). IOM actively participates in the development of national legislation for combating trafficking in human beings; supported the establishment and execution of the Annual National Action Plans on combating trafficking; organized information campaigns aimed at the prevention of trafficking in human beings, including educational campaigns in schools and information activities in vulnerable communities; participated in national and regional capacity-building activities; provides direct assistance to survivors of trafficking through voluntary return to and reintegration in Bulgaria; assists the Ministry of Foreign Affairs in the development of the National Mechanism for Consular Support for Bulgarian Citizens Abroad; and supports the establishment of the Coordination Mechanism for Referral, Care and Protection of Repatriated Bulgarian Unaccompanied Minors.

IOM's counter-trafficking team provides professional assistance to victims of trafficking in persons using a comprehensive approach that respects the human rights and well-being of the victim. The target groups of our work in against traffic in human beings includes:

- Bulgarian citizens, who have been identified as victims of trafficking in human beings outside the borders of Republic of Bulgaria. Bulgarian citizens identified as victims within the country could also be supported.
- Foreign citizens, who have been identified as victims of trafficking in human beings in the territory of Republic of Bulgaria.

Services provided include, but are not limited to:
- Return assistance to the country of origin of identified victims of human trafficking.
- Reintegration assistance for victims of trafficking after their return to help them achieve sustainable reintegration.
- Counselling and information provision.
- Legal counselling.
- Psychological counselling.
- Need and risk assessment.
- Safe and secure transportation.
- Medical care.
- Humanitarian support package.
- Social assistance.
- Employment counselling.
- Vocational training and school insertion.
- Monitoring and follow-up of victims.
- Witness protection services: securing a safe environment and protection of witnesses on human trafficking cases.
- Other consultations and services according to the specific needs of the victims.

IOM operates a counter-trafficking hotline (+359 (2) 93 94 777), which provides information, consultation and assistance to victims of traffic in human beings, as well as vulnerable persons and potential victims of traffic.

You can contact our counter-trafficking team via telephone at and via e-mail at:

@: https://www.iom.int/countries/bulgaria
T: +359 (2) 93 94-713
E: iomsofia@iom.int

IOM in Hungary

IOM in Hungary can assist Hungarian victims of trafficking who would like to return voluntarily to Hungary from abroad. The services include airport assistance, accommodation, psychological, medical and reintegration support. IOM also refers returning victims of trafficking to partner organizations and specialized service providers in Hungary.

IOM can assist victims of trafficking who would like to return voluntarily to their country of origin by providing pre-departure assistance, obtaining travel documentation, organizing fit-to-travel medical examination, providing escorts (if necessary), purchasing travel tickets and travel insurance, providing departure, transit and arrival assistance. Before return IOM does a screening and risk assessment in order to ensure safe return and to be able to assess the needs of the victim after return and refer the victim to the appropriate organisation/service provider in the country of origin in cooperation with the local IOM office. If possible IOM also provides financial reintegration assistance for returning victims.

@: http://www.iom.hu/
T: +361 472 2500
E: iombudapest@iom.int

Hungary | National Police Hungary

The Hungarian police are a state law enforcement body run by the Hungarian Government through the Minister of the Interior. The police are divided into the central body (National Police Headquarters), county (and capital) police headquarters (20), police stations in towns (154) and border police offices (26). Apart from the general police bodies, the Hungarian governmens has also established special police units, such as the National Protective Service and the Counter Terrorism Centre.

With regards to the prevention and combating of trafficking in human beings, the Hungarian police has taken the following measures: investigative measures; preventive actions for early identification; trainings for law enforcement specialists and other stakeholders: social workers, nurses, teachers, victim care officers; participating in campaigns and national and international projects.

In carrying out the professional duties, the police continuously cooperate with state and municipal bodies, social and economic actors, civil organizations and churches.

Tel: +36-1/443-5500
@ http://www.police.hu/en

North Macedonia | Open Gate | La Strada North Macedonia

Open Gate | La Strada North Macedonia is a Skopje-based local grass-root anti-trafficking organization established in 2000 as the first actor to raise the issue of human trafficking in North Macedonia. As a leader in the counter-trafficking effort in North Macedonia, since it was founded, Open Gate has applied a holistic approach to the human trafficking problem, i.e. it has been dealing with all forms of human trafficking, especially in women and children - focusing its activities concurrently on advocacy and lobby, prevention, education, public awareness raising, direct victim assistance and reintegration, research and networking. Open Gate has been running the first and only SOS hotline service in North Macedonia specialized on the issue of human trafficking as well as proviing shelter facility for trafficked persons. Through these main services we provided advice and support to more than 3,000 callers and direct support and reintegration to more than 200 victims of trafficking. Open Gate is a civil society organization, which promotes human rights and represents the needs of high-risk people and victims of abuse and human trafficking. As a member of La Strada International, the European network for combating human trafficking, Open Gate works both at the local, national and European level.

We provide protection, capacity strengthening and social integration of trafficked persons, as well as other vulnerable groups within the society

@: www.lastrada.org.mk
T: (+389) 22700107
E : lastrada@lastrada.org.mk

Netherlands | CoMensha

(Dutch Coordination Centre for Human Trafficking)

The Coordination Centre for Human Trafficking (CoMensha) acts as an intermediary for and advises on the initial care, placement and assistance of potential victims of human trafficking. Registration for the Categorical Accommodation and Assistance for Victims of Trafficking in Human Beings (COSM) is conducted through CoMensha. CoMensha's national help desk is intended for potential victims, civilians and professionals alike, as well as anyone with questions regarding human trafficking practices. The help desk mainly advises professional partners such as social workers, shelters, law enforcement authorities, the government, lawyers and reception centres for asylum seekers on providing assistance to victims. It also answers legal questions on the reflection period, on the reporting of human trafficking offences and on residence permits.

CoMensha actively registers the details of all victims of human trafficking in the Netherlands. The data that are collected relate to the specific industry, country of origin, age and the person reporting the crime. This information is anonymised and used by organisations such as the Ministry of Justice and Security and the National Rapporteur on Trafficking in Human Beings to map human trafficking practices in the Netherlands. CoMensha provides recommendations for human trafficking strategies and highlights any obstacles and issues in policy. CoMensha works together closely with law enforcement authorities, social workers, shelters, regional and national authorities, and international partners, also through the La Strada International Network and the EU Civil Society Platform against Trafficking in Human Beings.

CoMensha is the Dutch member organisation of La Strada International (LSI): European Network Against Trafficking in Human Beings. The overall aim of LSI is to prevent trafficking of human beings in Europe, in particular trafficking of women, and to protect the rights of trafficked persons. La Strada embodies eight member organisations in Belarus, Bulgaria, Czech Republic, Macedonia (FYROM), Moldova, The Netherlands, Poland and Ukraine and an international secretariat based in Amsterdam, The Netherlands.

@: www.CoMensha.nl
T: (+31) (0) 33 448 1186, on weekdays from 09.00 - 17.00
E: info@CoMensha.nl

Netherlands | FairWork

FairWork's mission is to ensure an end to human trafficking in the Netherlands. From the perspective of (potential) victims, we are working on improving their position. FairWork focuses in particular on labour exploitation as a form of trafficking. The interests and human rights of victims are our priority.

FairWork was founded in 1999 (at that time called BLinN) by the Dutch Humanitas and Oxfam Novib. Humanitas is one of the main social services and community building organisations of the Netherlands. Humanitas is a nonprofit association which aims to support people who, for a range of different reasons, temporarily can not manage on their own. Oxfam Novib is a world-wide development organization that mobilizes the power of people against poverty. Both organisations wanted to support victims of human trafficking through the project BLinN. In 2011 BLinN continued as an independent foundation, which was named FairWork.

Since the start in 1999, BLinN/Fairwork had a unique position looking at the needs of victims and creating activities for clients with regards to improving their future perspectives (support with educational opportunities, work placements, professional trainings, (legal) buddy projects, pyscho-social support groups). Until 2005 its focus was on assisting victims of sexual exploitation. In 2005 trafficking for other purposes than the sex industry was included in the Dutch penal code of justice. During the following years FairWork started to focus in particular on (early) identification and support of victims of labour exploitation, which is at present the organization's main priority.

Important activities of FairWork are:

- Direct support for (possible) victims
- Distributing information about labour and victim rights through workshops and online fieldwork activities; all in close cooperation with migrant organizations
- Training and education of professionals so that they can detect and act against trafficking
- Research
- Lobby and advocacy
- Awareness raising on labour exploitation

In order to achieve our goals, we cooperate with other organizations, among which civil society organizations, local authorities, public bodies and private entities.

@: https://www.fairwork.nu
T: +31 20 760 08 09
E: info[at]fairwork.nu

Netherlands | Humanitas Expertise Centre Sexuality, Sex Work and Trafficking in Human Beings (ESSM)

stichting humanitas

Humanitas ESSM offers specialized support to sex workers, victims of human trafficking, transgender people, LGB people and young people, as well as others who have questions in relation to sexual and gender diversity. Humanitas ESSM offers the following services:

- Specialised (categorical) crisis centre (Lucia) and follow-up shelter (Tosca, Xarah) for victims of human trafficking where safe shelter, psychosocial, legal and practical support, guidance, information and advice is given on a 24/7 basis to female victims of trafficking and their children.

- Prostitution Social Work (PMW) including field work and support for sex workers that want to step out of sex work
- Buddy project
- Information and services centre for and by sex workers Door2Door
- TransSupport for support to transgenders
- Transgender Choir 010
- LHBI+ Support
- The Hang-Out 010 for LGBTI + young people
- Pink Salons for LGBTI + elderly
- Information and training related to the above themes

@: http://expertisecentrum.humanitas-rotterdam.nl/
T: (+31) (0) 10 23 65 212
E: pmw@stichtinghumanitas.nl

Netherlands | HVO-Querido ACM
Amsterdam Coordination Centre for Trafficking in Human Beings

HVO-Querido has offered shelter and support to victims of trafficking since the mid-nineties of the last century. In 2007 the Amsterdam Coordination Centre for Human Trafficking (ACM) was established with the support of the municipality of Amsterdam, arranging the reception and registration of and assistance to victims of trafficking in the capital. Since 2010, ACM is also responsible for one of the three specialist crisis shelters in the Netherlands for victims of trafficking in human beings (COSM) from third countries. The Ministry of Justice and the Ministry of Health, Welfare and Sport finance the crisis shelter. The other two COSM crisis locations are in Rotterdam (Humanitas ESSM) and Assen (Jade Zorggroep).

HVO-Querido | ACM is a network organization that carries out its assignment based on a strength-oriented methodology, whereby independence and empowerment of clients are central. The safety of the victims and the quality of care are guaranteed by a team of highly specialized care providers with years of experience in the reception and support of victims of trafficking. At present HVO-Querido | ACM is the largest shelter for victims of trafficking in the Netherlands.

HVO-Querido | ACM provides safe shelter and a tailor-made individual support programme, including psychosocial, legal and practical support; job orientation and training; information and advice on a 24/7 basis to male and female victims of traffic-

king and their children. Children are supported by specialized social workers and –if necessary- psychotherapy. HVO-Querido | ACM implements its services with the help of a wide range of partners, such as specialized trauma expert organizations, specialized lawyers and social enterprises offering education and job opportunities for clients. Apart from residential shelter, HVO-Querido | ACM also provides ambulatory help to victims of trafficking.

Moreover HVO | ACM increasingly acts as a national and international expertise centre providing training and education activities to a great variety of stakeholders.

@: www.hvoquerido.nl/acm.html
T: (+31) (0) 20 626 3800
T (in case of emergency): (+31) 6 10 59 94 58
E: acm@hvoquerido.nl

Netherlands | La Strada International

The International La Strada Association (La Strada International/ LSI), was established in October 2004 to formalise the La Strada Project cooperation which was initiated in 1995. LSI is a leading, value-driven network uniting European NGOs, operating independently and from a grass root level. The overall aim of LSI is to prevent trafficking in human beings in Europe and to protect the rights of trafficked persons. La Strada's philosophy, guiding its provision of services, is based on a human rights approach, demanding equal rights for all human beings.

Currently LSI hosts both a network of eight members and a platform comprising 29 organizations from 24 European countries, including 15 EU and 9 non-EU countries. General activities undertaken by members include direct and indirect social support and empowerment programmes for trafficked persons and risk groups, comprising (psycho) social, medical, legal and vocational support, shelter services, long-term reintegration and employment support, provision of consultations and referral via national hotlines, prevention lectures and trainings to professional groups, awareness-raising, lobby, advocacy and media campaigns.

The LSI secretariat, based in Amsterdam, The Netherlands focuses in particular on public affairs (lobby, advocacy and public relations) at European level and monitoring of European anti-trafficking policies and measures. The LSI secretariat provides consultation, advice and information on human trafficking by data collection, analytical

research and coordination of international projects. The LSI secretariat is further responsible for strategy planning of European NGO action and capacity building.

@: www.lastradainternational.org
T: + 31 20 688 1414
E: info@lastradainternational.org

Netherlands | National Police

The Dutch Police consist of ten regional units, the National Unit and the Police Services Centre. The mission of the Police is to be constantly vigilant and serve the values of the constitutional state. The Police fulfil this mission through offering protection, limitation or strengthening, both on a demanded or unsolicited basis, depending on the situation.

Human trafficking is a severe crime and violation of human rights, in which people are exploited or forced to engage in (criminal) activities against their will while the perpetrators profit from this exploitation. Consequently, the Dutch Police consider the combating of trafficking a high priority. Within the Dutch Police there are ten divisions specializing on aliens policing, identification and human trafficking/human smuggling. Certified detectives from these teams carry out investigations into human trafficking and smuggling, developing valuable expertise in the process.

For the specialized teams recognizing and accurately dealing with signals of trafficking is paramount, as well as the careful treatment and protection of the (potential) victims. Moreover, the Dutch police regularly engage in international police cooperation through Joint Investigation Teams to effectively and efficiently combat trafficking in human beings on an international scale.

@: www.politie.nl
T: within the Netherlands: 0900-8844; from abroad: +31-34 357 8844

Colophon

Publication
Voices from the field Safe! Training Manual on Early Identification and Safe Future, Safe Return for Victims of Trafficking in Human Beings
HVO-Querido, Amsterdam, the Netherlands
December 2018

Author
Trijntje Kootstra, M.A.
www.trijntjekootstra.nl

With many thanks for their contributions throughout the Safe! project to:
- Animus Association: Nadia Kozhouharova, Maria Tchomarova, Antoaneta Vassileva
- CoMensha: Brian Varma, Eefje de Volder
- FairWork: Karin Burgerhout, Sandra Claassen, Romaike Zuidema
- Humanitas Rotterdam: Marieke Dijkers, Gerrian Nijhof, Barbara Staal
- HVO-Querido: Petra Bakker, Mill Bijnen, Sabrina Knijf, Julia Tchikhatcheva
- IOM Hungary: Eszter Boda, Csilla Janka, Balazs Lehel
- IOM Bulgaria: Tsvetelina Naydenova, Radoslav Stamenkov, Vera Zaharieva
- IOM Netherlands: Laura Carpier, Ilse Waindrich
- La Strada International: Suzanne Hoff
- National Commission for Combating Trafficking in Human Beings Bulgaria: Kamelia Dimitrova, Desislava Todorova Ivanova, Antoaneta Radeva, Stefan Ralchev
- National Police Hungary: Ildiko Barabas, Agnes Nemeth
- National Police Netherlands: Jan Koen
- Open Gate | La Strada North Macedonia: Gjurgjica Gavrilovski, Jasmina Dimishkovska Rajkovska, Marija Todorovska

Safe Logo design
Ontwerppartners
Communicatie en Branding - www.ontwerppartners.nl

Graphic design and print
IVA Groep BV Rotterdam - www.ivagroep.nl
Reclamebureau 390 - www.bureau390.nl

Donors
The Safe! Project was co-financed by the European Asylum Migration Integration Fund (AMIF), as well as the Dutch Ministry of Justice and Security and the Dutch Ministry of Health, Welfare and Sport

The Safe! Project was co-financed by the Asylum Migration and Integration Fund (AMIF) of the European Union, the Dutch Ministry of Justice and Security and the Ministry of Health Welfare and Sport