



TIATAS

Transnational Initiative Against
Trafficking in the Context of
European Asylum Systems

**Standard Operating Procedures for transnational
(cross border) referrals of VoT clients to service
providers in other EU Member States**

Transnational Referral Mechanism

These Standard Operating Procedures (SOPs) set out the minimum requirements for the transfer of case management, victim consent, data protection, and capacity of the receiving partner (psychosocial, case/social worker, legal) of transnational referrals of Victims of Trafficking (VoTs). They outline the required steps, responsibilities, documentation, and information necessary to successfully conclude the transfer of case management without diminishing rights and opportunities. These SOPs are set to be shared with other organizations and counseling centers supporting VoTs.

Note on Terminology

The guidelines within these SOPs will use the terms "Victims of Trafficking (VoT)" and "potential Victims of Trafficking" (pVoT) based on the legal terms used in proceedings and will not in any way use it to refer to human trafficking survivors as being victims without agency. The term "potential VoT" is used for people at risk of being trafficked, while "VoT" is used for presumed AND identified trafficked persons.

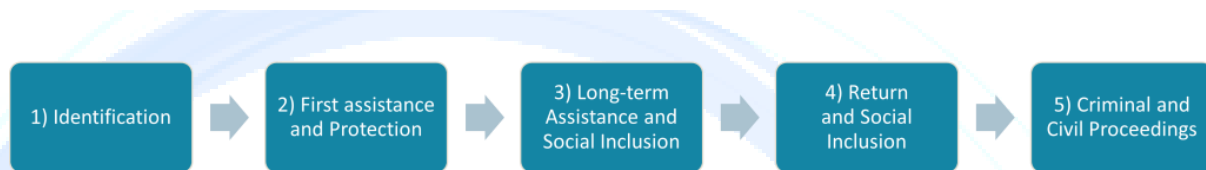
Scope and difference from other TRMs

A Transnational Referral Mechanism (TRM) is a holistic interagency framework, defined first by the International Centre for Migration Policy Development (ICMPD) in 2010 as:

"a co-operative agreement for the cross-border comprehensive assistance and/or transfer of identified or potential trafficked persons. A TRM links all stages of the referral process from the initial screening, through formal identification and assistance, to the voluntary assisted return, the social inclusion, and the civil and criminal proceedings. It is based on the co-operation between governmental institutions, intergovernmental agencies and non-governmental organisations of countries of origin, transit and destination of the assisted trafficked persons. Through the TRM, state actors of different countries fulfil their obligations to promote and protect the human rights of trafficked persons. (ICMPD, 2010) "¹

¹ The definition is still widely accepted and more recently was also acknowledged by the OSCE in their "Guiding Principles on Human Rights in the Return of Trafficked Persons" 2014, p.10).

A broad TRM must also include a flexible approach to various scenarios, as well as the steps in between. These include the following:



TRMs include a multiplicity of actors such as lawyers, diplomats, psychologists, shelter workers, law enforcement officers, public prosecutors, policy makers, cultural and linguistic mediators, public servants and social workers, case workers and also other NGO staff. All of these actors are bound to locally applicable and changing laws and they also focus on different aspects of Anti-Trafficking efforts. To be efficiently implemented, a holistic TRM must present a high level of state-ownership, with pro-active involvement of civil society organizations.

In distinction to a TRM developed by state inter-agencies, this TRM SOP's focuses on the collaboration between NGOs, counseling centers or other specialized Anti-Trafficking civil society organizations. The aim of these SOPs is the establishment of a co-operative mechanism for comprehensive cross-border assistance and/or transfer of identified or potential trafficked persons. The movement of trafficking victims within the EU poses difficulties, notably in terms of continuity of care, and risks of re-traumatization and re-trafficking. Cases of Third Country National (TCN) VoTs dropping in and out of protection systems as they move across borders are frequent and can be mitigated by creating transnational linkages between Anti-Trafficking (AT) organizations. Service providers in the country of destination require access to individual information gathered previously, with the victim's consent, to ensure that support can be provided immediately based on known needs.

This is also key to avoiding the duplication of information gathering processes that are likely to re-traumatize survivors. Likewise, organizations referring victims to service providers in another Member State require a minimum understanding of what the national processes are, and what services are available in the country of destination, to provide appropriate pre departure support. These elements are key to implementing a human rights-based approach, as presented in the EU Agency for Fundamental Rights. They apply to all forms of trafficking, including to cases of severe labor exploitation linked to workers moving within or into the EU.

Associated tools will be included to identify potential risks and needs specific to situations involving cross border movement.

The SOPs are complemented by an electronic transnational VoT service directory providing a comprehensive list of VoT service providers and relevant contacts. This directory specifies service providers' contacts and addresses, email addresses, contact persons, types of services provided, and specializations.

To formalize the cooperation between partners for transnational referrals, Memorandums of Understanding (MoUs) will also complement these SOPs. They lay out the roles and responsibilities of the partners providing referrals, and those of the partners receiving them.

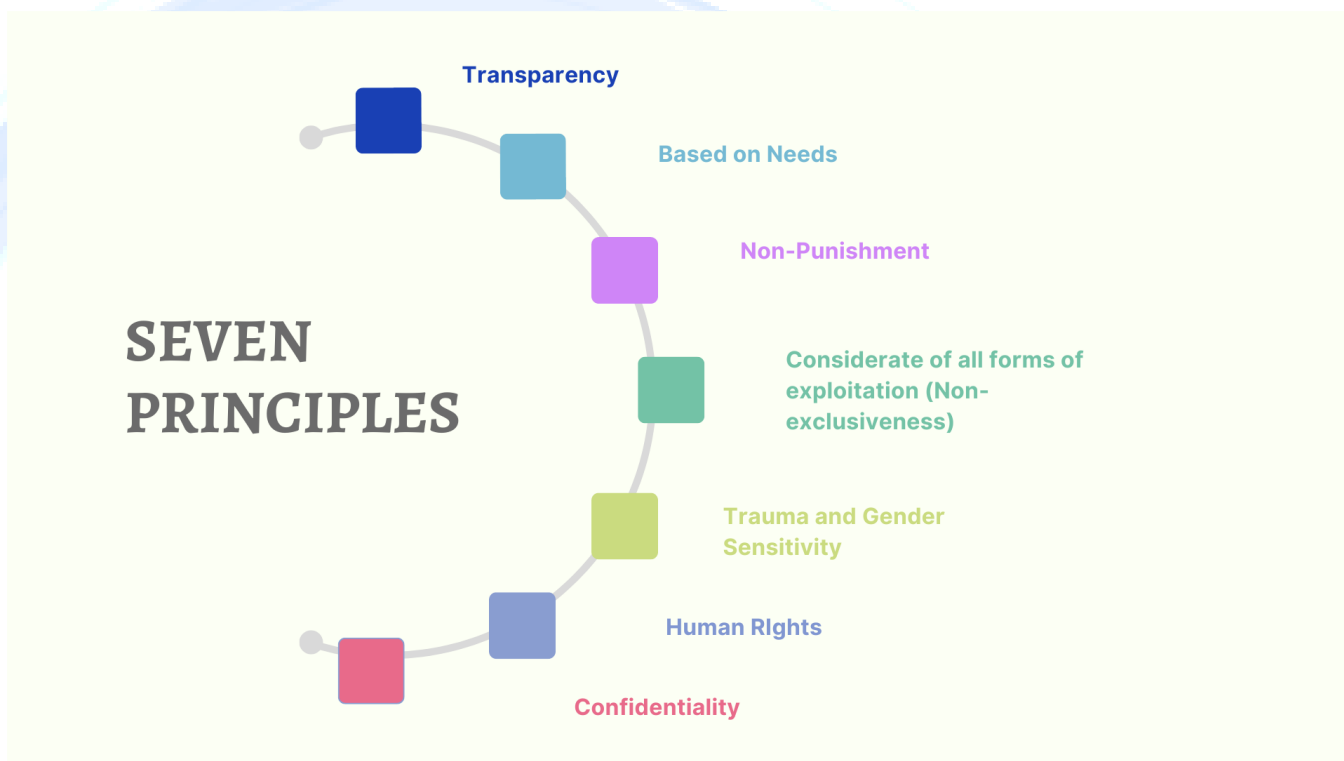
Whom are they for?

These SOPs mainly address practitioners and specialists of AT non-governmental organizations (NGOs), as well as counseling centers. They are a working tool to provide step-by-step guidance for the prevention of THB when potential victims are still on the move, for the preparation of VoT's movements within European MS, as well as for cross-border referral for the integration in a MS.

The guidelines should be adapted to National Referral mechanisms where these exist and consider the changing and volatile nature of asylum rights and access to services in some member states.

In cases of trafficked children, these guidelines should complement and strengthen national child protection mechanisms in order to fully meet the rights and specific protection needs of children.

What principles are the TIATAS SOPs built on?



- **Confidentiality** and the right to privacy: All sensitive data of (potential) VoTs are treated with confidentiality. Sensitive data and information can only be shared with prior information and consent.
- **Human rights approaches:** At all steps of the referrals, international human rights standards of (potential) VoTs as well as interpreters, mediators and other staff must be guaranteed and protected. All involved parties have to respect, fulfill and protect the social, economic and cultural rights and political and civil rights to which any person is unconditionally entitled.
- **Trauma and gender sensitivity:** At all stages of the referral, the trauma suffered by survivors must be acknowledged and taken into account in planning further steps. This

includes expressions of trauma, such as loss of memory or dissociation. The vulnerability, fears and the trauma shared by the survivor with involved parties must be appraised at all points. Through trauma-informed interviewing, transparency, and data sharing, re-traumatization should be avoided. The trauma that might bond VoTs to their traffickers has to be taken into consideration as well. THB can affect people of all ages, ethnicities and gender. A gender sensitive and intersectional approach must be used in addition to the gender-specific contexts, risks, needs and sensitivities that should be taken into consideration. This includes reactions to the counselor's gender, the creation of safe spaces, the forms and times of traveling etc.

- Consider all forms of exploitation:** While for a long time, Anti-Trafficking has focused mainly on the sexual exploitation of women, all forms of exploitation should be acknowledged equally without hierarchization and without discrimination. This includes sexual exploitation, forced labor, debt bondage, forced criminality, forced begging, organ trafficking, forced marriage and others.
- Non-punishment for criminal acts of the victim within the trafficking situation:** Victims of trafficking should not be held responsible for any criminal acts committed under coercion. The [clause of non-punishment](#) should be enforced for all VoTs. In addition, stakeholders should not hold VoTs responsible for any criminal act committed during the trafficking situation, including being recruited, returning to the trafficker, trauma bonding or other emotional expressions.²
- Based on VoTs Needs:** The application of these procedures should not harm the VoT. The primary consideration when following the suggested steps must be VoTs needs and wellbeing. This includes continuous assessment of their specific needs and risks, individual circumstances, health situation, safety issues and exposure to further protection gaps.

² See also [European Court of Human Rights, V.C.L. and A.N. v. United Kingdom, \(applications No. 74603/12 and No. 77587/12\)](#), judgment of 16 February 2021

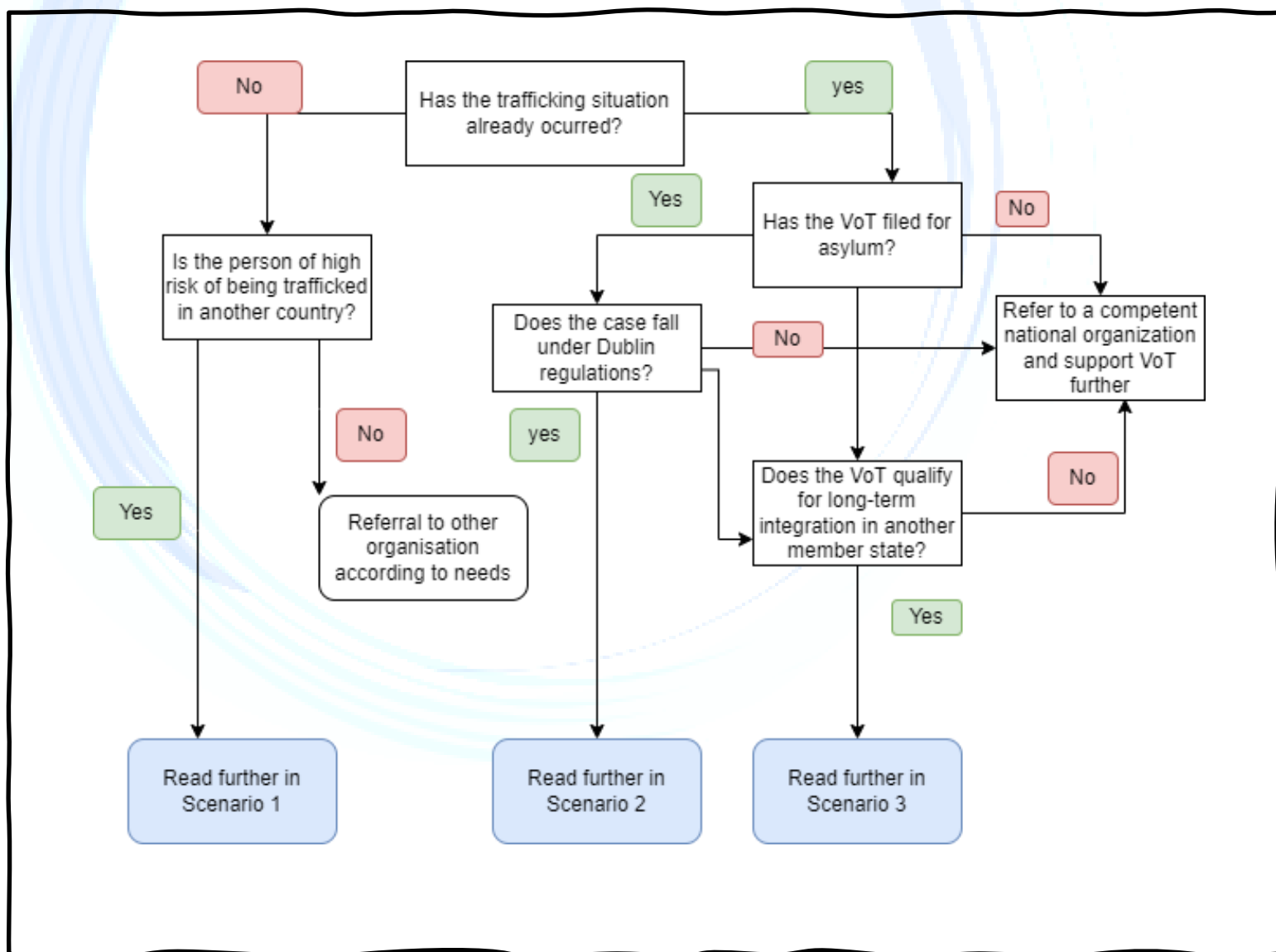
- **Transparency:** (Potential) VoTs should be enabled to fully access the procedure and complaint mechanisms which must be provided in case of safeguarding violations or discrimination issues with the respective organization(s)



Scenarios

In all scenarios the (potential) VoT is already in contact with the protection system. In most cases, this would mean that their identification and referral to a specialized NGO/counseling center has already taken place. The three scenarios listed below are guidelines for the most commonly encountered cases of Third country national victims of trafficking. They comprise mainly the Steps 2, 3 and 4 in the above TRM Flow Chart.

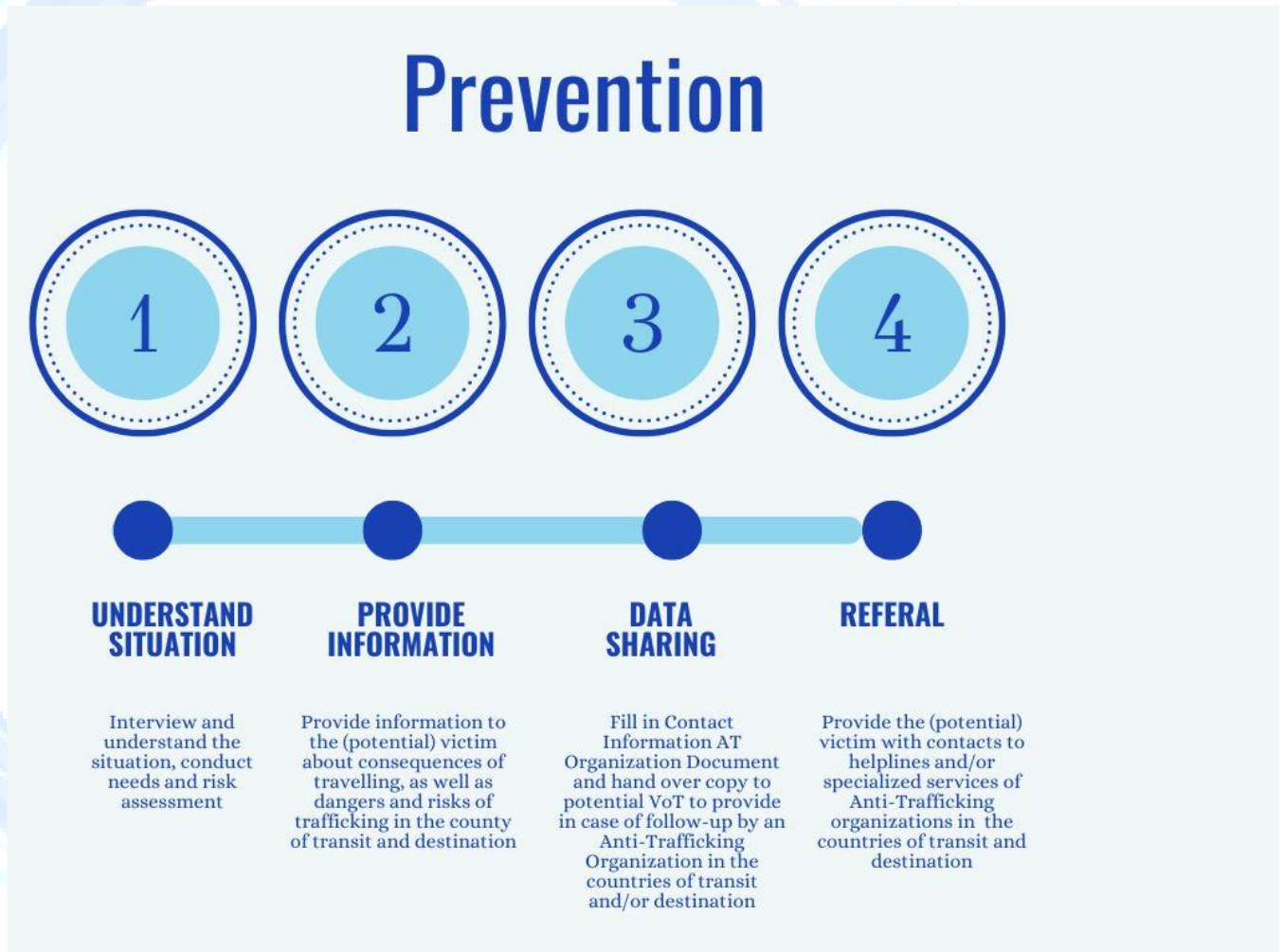
Decision tree



Scenario 1

A person of risk arriving in a European MS from a Third Country has not yet experienced THB but is at high risk of trafficking. The person wants to move to another country where a trafficking situation will most likely happen.

Steps





Responsibilities

Organization in country of arrival and transit/ sending organization:

- Identify the (potential) victim based on vulnerability screening and/or risk factors
- Interview and assess the risks and the needs of the victim
- Provide information about the consequences of travelling, as well as the dangers and risks of being trafficked in destination country
- Provide the VoT with hotline/contacts of specialized services/organizations in country of destination
- Fill in [*Contact Information AT-Organization*](#) and hand over copy to potential VoT
- Inform Organization in receiving country about possible arrival of (potential) victim

Note

- In case the (potential) VoT gives their confirmation a translator or cultural mediator should be present
- In case VoT is accompanied by dependents, it is important to collect all documents relating to the family status, such as birth certificates or marriage certificates and having them ready as (digital) copies. All names should always be spelled the same way
- In case of a presumed trafficked child, interviews should ideally only be conducted by persons who are trained in techniques for interviewing children and the child's guardian should be present at all stages of the interviews



Useful tools:

- TIATAS Risk and Needs Assessment Tool
- Interviewing Guidelines
- UNHCR, IDC and OAK Vulnerability Screening tool (2016)
- TIATAS Service Directory

[Contact Information AT-Organization](#)

Organization in country of destination or transit/ Receiving organization:

- Provide the support needed when (potential) victim arrives to the country, inform about rights and options
- Inform sending organization about arrival
- If consent is given by VoT receive and analyze the information sent



Useful tools:

- TIATAS Risk and Needs Assessment Tool
- TIATAS Interviewing Guidelines



Information Checklist

- ☐ Information about trafficking and exploitation and the risks (potential) VoT might encounter if they continue traveling following the traffickers' indications
- ☐ Information about rights and options
- ☐ Contact information of organization of country of arrival and transit
- ☐ Contact information of organization country of destination and/or transit

- Contact information of police authorities in country of arrival and country of destination.



Documentation

- Written report on the (potential) victim's situation under request of receiving organization
- Consent form on data protection
- Photocopies of identity documentation
- Confidentiality agreement/ MoU with other organization
- *Contact information form of sending organization for (potential) VoT to take with them (see next page)*

Contact Information form for sending organizations (see next page)

This form is to be filled out prior to VoT's departure; a copy should be kept with the sending organization, while the original paper file, as well as a digital copy stored on a phone/cloud should be kept by the VoT. In case the (potential) VoT wishes so, fields can be left blank.

Contact Information AT Organization

Name of Organization

**(Virtual or physical)
Address**

Email

Telephone

**Languages spoken at
Organization**

**Name of
counsellor/case
worker**

**Languages used during
counselling**

**File code (for internal
recognition)**

Interview Checklist

- ✓ Make sure the interview happens in a safe space that ensures privacy
- ✓ Make sure the interviewee knows that breaks can be taken anytime if needed
- ✓ If possible, make sure the interviewee is comfortable being interviewed and interpreted by a given person, taking into consideration gender identity/sexuality and cultural norms
- ✓ Make sure the interviewee can understand you. If needed get support from a cultural mediator and/ or a translator or a translation software (e.g. DeepL)
- ✓ Minimize disruptions, e.g. mute your phone, close doors
- ✓ Give clear and accurate information on the aims and consequences of the procedure
- ✓ Inform interviewee on data protection
- ✓ Get informed consent on the storage of their personal data; Interviewees must be informed of their right to eliminate, withdraw or amend their data at any time
- ✓ Give clear information on rights and obligations
- ✓ Ask accurate and relevant questions
- ✓ Only collect personal data fairly and lawfully
- ✓ See TIATAS Guidelines for trauma-informed risk and needs assessment
- ✓ See TIATAS Tool for trauma-informed risk and needs assessment

Documentation of situation

Written documentation of the victim's situation could include the following data (keep in mind that VoTs might not be able to or might avoid answering certain questions; Their experience might be beyond comprehension):

Name	<ul style="list-style-type: none"> • Legal name and preferred name • Other names used during movement
Gender	<ul style="list-style-type: none"> • Biological and/or social gender • Belonging to a gender group that is discriminated against in the origin and/or destination country (i.e. female, cisgender, non-conforming, transgender)
Age	<ul style="list-style-type: none"> • Being a (separated or unaccompanied) minor
Country of Origin	<ul style="list-style-type: none"> • Nationality • Coming from an area/country known for former trafficking cases • Coming from a poor, in state of emergency and/or post-conflict area/country • Belonging to a discriminated against minority group • Attended school, literacy, years of attendance
Countries of transit	<ul style="list-style-type: none"> • Countries crossed during movement • Time spent in transit countries • Exploitation experience during transit
Legal Status	<ul style="list-style-type: none"> • Undocumented

- Asylum seeker
- Refugee
- Temporary Protection
- EU-citizen
- Short-term visa
- Residency

Family Context

- Marital status
- Responsibility for dependents (partner/family/extended family's maintenance)
- Problematic family background
- Children
- Family/guardians present (in particular with children)
- Presence of birth certificates of children, especially when born in another EU Member state

Knowledge of the language/ culture of the destination country

- Language capacities
- Knowledge of culture and rights in country of destination
- Contacts in country of destination

THB experience

- Deception during recruitment, transfer and transportation
- Coercive recruitment (or coercion during recruitment, transfer and transportation)
- Recruitment by abuse of vulnerability

SOPs for transnational referrals of VoT clients to service providers

- Exploitative conditions of work; coercion at destination; abuse of vulnerability at destination
- Previous experience with THB, violence or exploitation

Further vulnerabilities

- Physical or mental disabilities
- Experienced loss of family (orphaned) or homelessness
- Experience of discrimination or stigmatization (ritualized, through belonging to a minority, family etc.)
- Substance Use

Recruitment

- Relationship to recruiter (partner, family member, agency, stranger etc.)
- Name of recruiter already known
- Methods used (job, education, marriage, travel offer)
- False information about the goal of the recruitment
- False information about the travel, living, or working conditions
- False information about migration laws and documents
- False information about successful migration
- "Lover boy" technique
- Kidnapping
- Other

Methods of control

- Restriction of movement
- Psychological abuse
- Physical abuse
- Sexual abuse
- Use of drugs
- Psychological and emotional dependency
- Blackmailing
- Threats against the victim and/or significant others and/or family
- Debt bondage
- Abuse of cultural and/or religious beliefs Threat to be handed over to the police
- Confiscation of documents by others (identity card, passport, visa, social security card, other)
- Other

Type of (expected) exploitation

- Sexual exploitation
- Forced labor and sector (e.g. domestic work, childcare, elderly care, agriculture, constructions, factory work, restaurant work, street vending, etc.)
- Forced begging for third parties
- Low level criminal activities
- Forced marriage
- Organ removal
- Forced adoption

Expected

Working

conditions

- Absence of or fake employment contract
- Contract in a language not understood; conditions not explained in case VoT cannot read
- No salary or underpaid work
- Withholding of wages
- Overlong working hours and/or no days off
- Unsafe and/or unhealthy working conditions
- No social protection
- Forced tasks
- Forced to earn a minimum amount of money per day
- Surveillance
- Forced to lie to competent authorities
- Hidden from other workers
- Permanently changing work
- Conditions of work and/or location of workplace
- Located in premises where cases of exploitation and trafficking have already been detected

Expected Living
conditions

- Poor accommodation standards
- Living and working in the same place
- Permanently changing living premises (in-country, across countries)
- Excessive lodging fee
- Living with many persons in limited space

- Forced to pay exorbitant fees for food, bills
- Forced to pay fines for breaking given rules
- Have no or limited access to medical care
- Surveillance
- Confinement
- Isolation
- Restriction of or no communication with others
- Restriction of movement
- Forced isolation
- Abuse expected (psychological, physical or sexual)
- Torture
- (Forced) drug and/or alcohol abuse

Other lists of indicators

- Anti-Slavery International et al. (2005): Protocol for Identification and Assistance to Trafficked Persons and Training Kit, London. Available at: <http://www.antislavery.org/wp-content/uploads/2017/01/protocoltraffickedpersonskit2005.pdf>
- International Labor Office ILO (2009): Operational Indicators of trafficking in human beings. Available at: https://www.ilo.org/wcmsp5/groups/public/@ed_norm/@declaration/documents/publication/wcms_105023.pdf
- Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings (2019): [Uniform Guidelines for the Identification and Referral of Victims of Human Trafficking within the Migrant and Refugee Reception Framework in the OSCE Region](https://www.osce.org/cthb/413123): <https://www.osce.org/cthb/413123>
- TACT Project- Safe and sustainable return and reintegration of victims of trafficking (2016): [TACT Risk Assessment Matrix](#).

<http://www.iomfrance.org/sites/default/files/TACT-%20Risk%20assessment%20matrix.pdf>

- UNODC "Human trafficking indicators" (https://www.unodc.org/pdf/HT_indicators_E_LOWRES.pdf).

Note

- The person at risk needs to be informed about their trafficking risks in the country of destination, as well as support options in case they decide to continue their journey
- At all times, the information provided needs to be clear, accurate and transparent. For available services and stakeholders, the organization can refer to the TIATAS service directory
- The referring organization must clearly explain to VoT who will and will not have access to the gathered information
- Inform the VoT of her/his legal rights when subjected to police interrogation or summoned to go to trial in a court of law (e.g. right to be silent)
- Provide contact information to (potential) VoT, in case other organizations want to contact them at a later stage, so that VoT does not have to retell their story
- Encourage the trafficked person to pose clarifying questions
- Help to re-orient and assess the available options
- Get regular confirmation that the individual has understood what has been explained
- Offer to take breaks if needed

Possible Outcomes

- The person wishes to go back to country of origin or be resettled in a third country
 - risk and needs assessment
 - contact with authorities (embassy, etc.)
 - contact with organizations organizing voluntary return (e.g. IOM)
 - family counselling
- Person wishes to stay in current country
 - referral to national services that can help further (asylum application counseling, services for newcomers, organizations counseling on humanitarian protection, residence permits or visa etc.)
- The person wishes to continue his/her journey
 - person receives contact information of organization so further potential organization can establish contact and VoT will not have to re-tell their story
 - organization establishes contact with Anti-Trafficking organization in country of destination
 - organization hands out contact information to (potential) VoT of other organizations in country of destination
 - follow up call/Instant Messaging (e.g. WhatsApp) made where possible
- The person wishes to collaborate with authorities to investigate (potential) trafficker
 - Organization established contact to national law enforcement (in the country where exploitation happened), prepares VoT for procedure and accompanies procedures

For all trafficked children there must be a procedure to assess and determine the child's best interests, which will in turn serve as a primary consideration in identifying the protection needs and a durable solution.

Respect any decision taken by the assisted person on a fully informed basis!

Scenario 2: Dublin Referrals

VoT has been exploited in one or several countries: VoT has filed for asylum and falls under Dublin regulations. VoT is required to leave the current country of residence due to Dublin regulations.





Responsibilities

Sending organization:

- Prepare VoT in the last country before Dublin procedure in order for them to be aware of all the details about their story; (use as template above sheet), including:
 - Inform the trafficked person of the risk & security and social inclusion opportunities
 - Conduct risk assessment
 - Contact the service provider and other involved organizations in the receiving country to exchange information on the case and co-ordinate the return process
 - Elaborate a written report on the case -with consent of the VoT- including needs, and risks
 - Inform the trafficked person on identity status; travel/transfer process, available assistance in the country of origin and reintegration plan
 - Obtain confirmation that the trafficked person will be received and assisted
 - Get informed consent by VOT whether they want to continue in the Anti-Trafficking and integration systems presented
 - Ensure safe travel
- Inform the institution/organization of the place/country of destination that will receive them about the referral of VoT
- Facilitate the direct contact between the VoT and the receiving country organization prior to the travel through video calling application
- Meet the assisted person

- Fill in *Contact Information AT-Organization* and hand out copy to VoT to facilitate contact after arrival in new country
- Provide the trafficked person with necessary travel documents/items and/or assist in their acquisition where possible



Information Checklist

- ☐ Ensure accompanied transfer of minors
- ☐ Ensure that the trafficked person is received/met by the service provider at the border/airport/harbor of the country of origin
- ☐ Provide preliminary orientation and assistance to the trafficked person
- ☐ Confirm/obtain confirmation on the safe arrival of the trafficked person



Useful tools:

- Template Scenario 1
- Guidelines and Tool Risk and Needs Assessment, TIATAS
- SISA Project (2021): [Dublin pre-return counselling manual in the German-Italian context](#)

Receiving organization

- Receive trafficked person
 - Reconstruct the story elements in a trauma-informed way
 - Communicate with sending organization
- Collaborate with national authorities (where needed)
 - Involve the local authorities in the transmission of information such as penal reports, requests of asylum, ongoing trials

- Co-operate with the appropriate authorities
- Claim compensation in criminal and civil proceedings



Useful tools:

- Template Scenario 1
- Guidelines and Tool Risk and Needs Assessment, TIATAS



Information Sheet

- City of residence (of the camp, or shelter, or private house);
- Ongoing procedures (penal court, minor court, asylum commission)
- Date of arrival in the other European country;
- Name of the NGO in charge/contacts;
- Name of the lawyer in charge/contacts;



Documentation:

- Case file number: _____
- Gender: _____
- Date of birth: _____
- Nationality: _____
- Country of residence: _____
- Language(s): _____

- Legal status:_____
- Family status:_____
- Type(s) of exploitation suffered:_____
- Duration of exploitation:_____
- Accommodation requirements:_____
- Dietary requirements:_____
- Sleeping requirements:_____
- Medical check-ups:_____
- Prescription medications:_____
- Communication with significant others:_____

- Language of communication:_____
- Religious/spiritual requirements:_____
- If possible, health requirements
 - Current pregnancy, recent birth, recent abortion/loss of child:_____

 - Physical health symptoms (headaches, fatigue, dizzy spells, back pain, stomach or abdominal pain, dermatitis, vision problems, colds, breathing problems, _____ dental pain...):_____

- Mental health symptoms (memory problems, frequent crying, anxiety, anger, stress disorder, hostility, aggression, post-traumatic stress disorder symptoms, suicidal thoughts...): _____

 - Past or present injuries (self-harm, scars, bruises, fracture (...): _____

 - Disability or high-risk conditions (heart pathologies, epilepsy, asthma, ear impairment...)
 - Learning disabilities: _____

 - Infectious diseases (tuberculosis...), including sexually transmitted infections (herpes simplex, chlamydia, papilloma virus, hepatitis B, syphilis, HIV/Aids, gonorrhoea...): _____

 - Addiction (alcohol, drugs, gambling...): _____

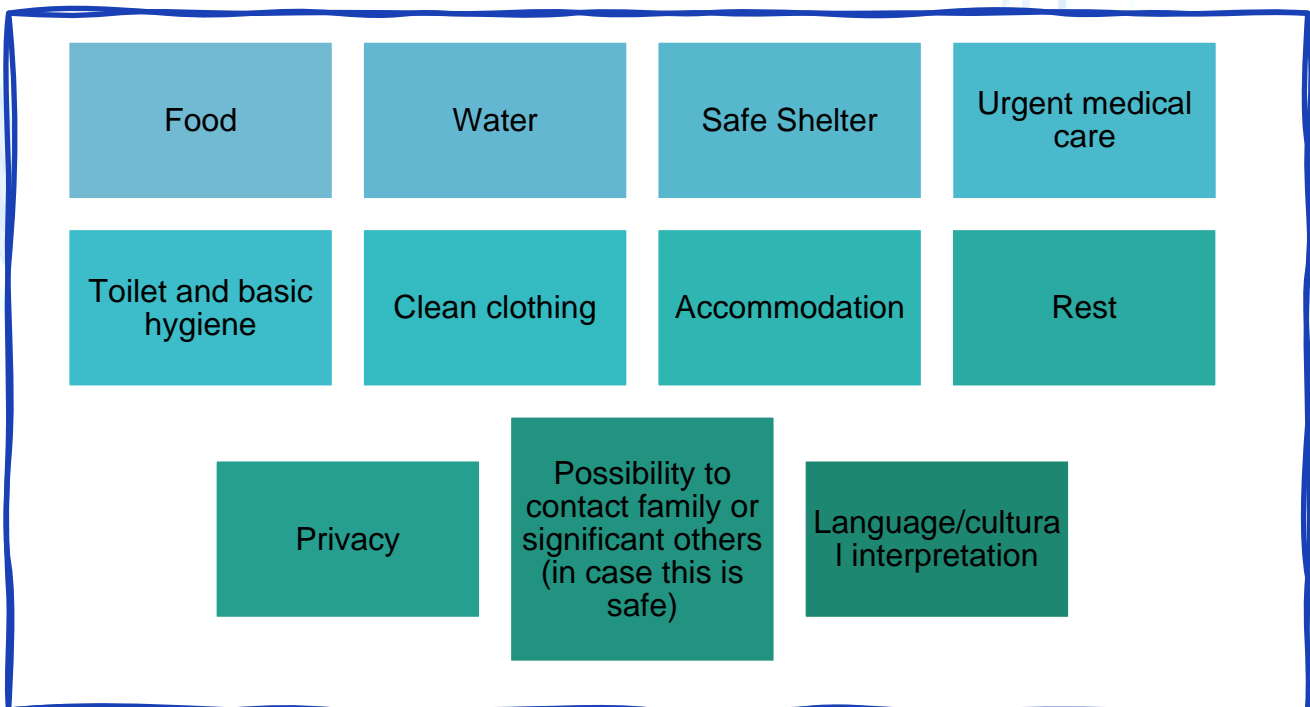
 - Other: _____

- Copies of papers if possible
 - ✓ Passport

- ✓ Identity card
- ✓ Residence permit
- ✓ Legal representation
- ✓ Health card/insurance
- ✓ Driver's licensee

The assisted person must always give her/his consent for the gathering and storage of personal information and must be informed about her/his right to refuse to provide particular information and to withdraw her/his consent.

Establish national contacts to ensure basic needs are covered, such as



Provide information to VoT on:

- Next steps
- Function of recovery period
- Further services (counseling, survivor groups,...)
- Possible next steps of referral:
 - Options for accommodation (shelter, apartment, flat sharing...)
 - Information on social services available
 - Options for psycho-social assistance
 - Options for medical assistance
 - Options for further education
 - Options for vocational training
 - Information on labor market situation
 - Transfer when needed
 - Legal procedures to obtain redress
 - List of services
 - Details of contact persons for further information
 - Funding possibilities
- Current security concerns
- Data protection policy
- Obligations and Conditions

In case VoT is a child:

- Specialized professionals should handle information session

- In case the child is unaccompanied, a guardian should be appointed by a Juvenile Court; note that this process might take longer and meanwhile other persons, such as shelter operators might be responsible
- Rights of child must be guaranteed at all times
- The Directive 2011/36/EU establishes that Member States shall take the necessary measures to find a durable solution based on an individual assessment of the best interests of the child. According to Article 14(2): 2 Member States shall appoint a guardian or legal representative for a child victim of trafficking in human beings from the moment he or she is identified as such by the national authorities, where, under national law, a conflict of interests with the child would prevent the holders of parental responsibility from defending the child's best interests, or from representing him or her.
- The [European Guardianship Network](#) can provide useful information

In case VoT is accompanied by dependents:

- it is important to collect all documents relating to the family status, such as birth certificates or marriage certificates and having them ready as (digital) copies
- All names should always be spelled the same way
- In some cases no shelters for families are available;
- In some cases parents get separated from their children and have to prove in courts and long trials their parental capacity

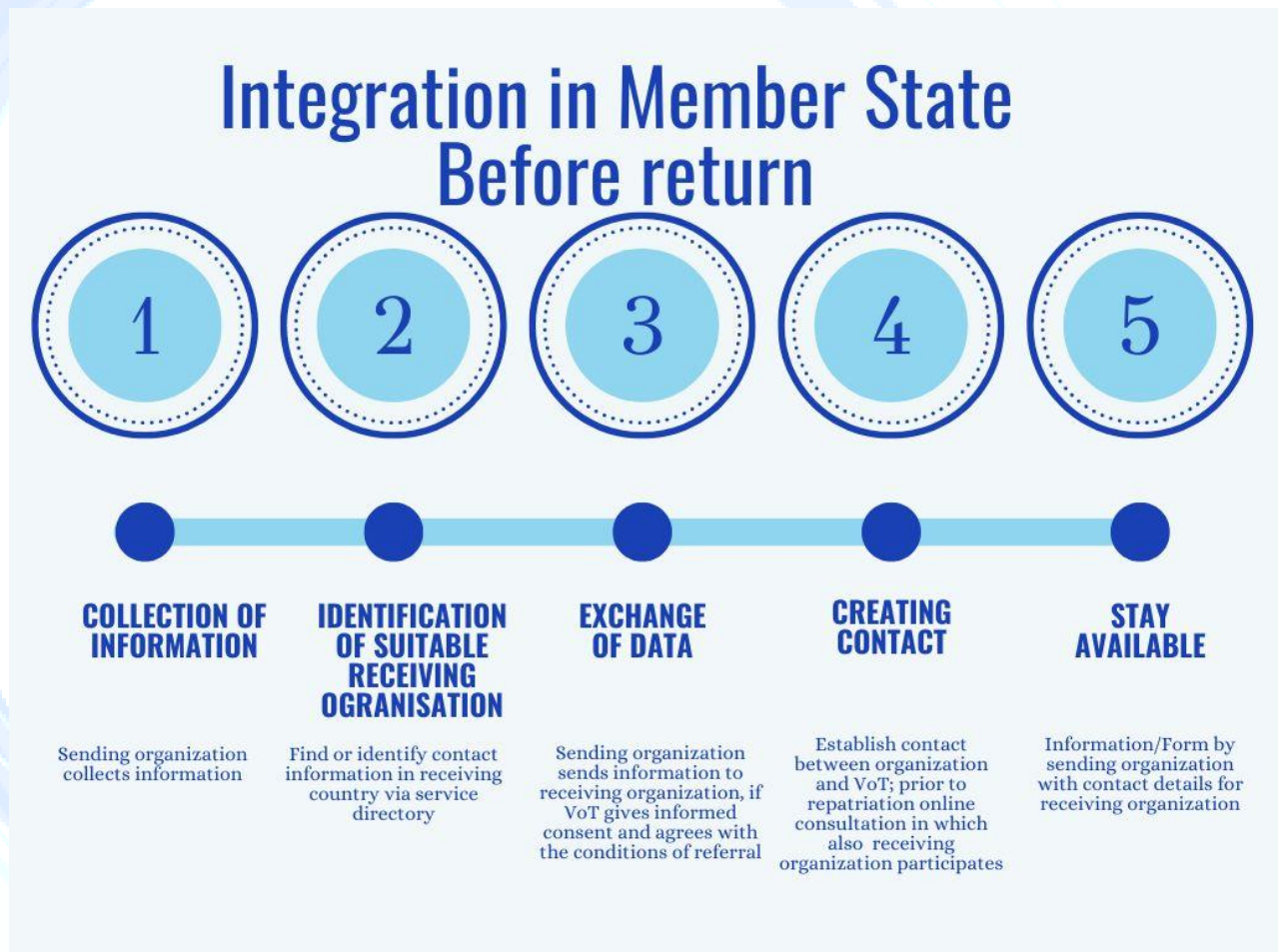
Note

- Be non-discriminatory as to nationality, ethnic origin, gender, legal status, age, health condition;
- Be nonjudgmental with regard to the assisted person's former experiences and current choices and behaviors;
- Be confidential and do not use and/or transfer any information on the assisted person without her/his consent;
- Respect any decision taken by the assisted person on a fully informed basis;
- Clearly define and respect expectations and obligations;
- Clearly define and respect roles;
- Provide the services in timely fashion

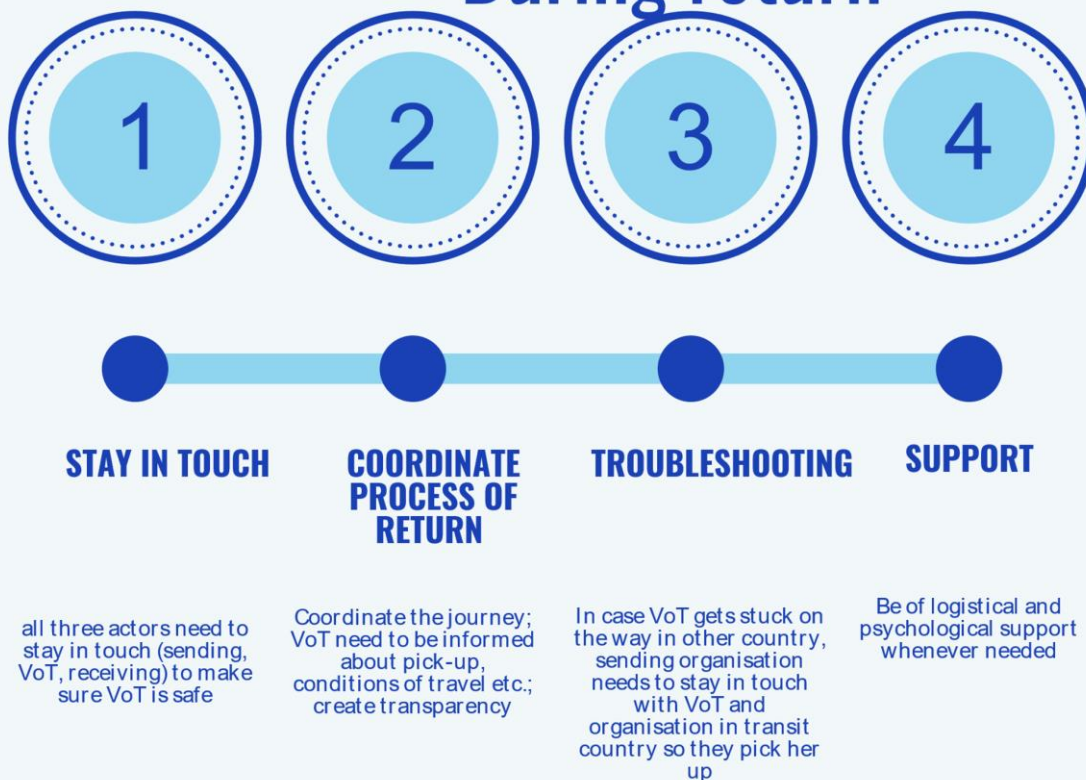
Scenario 3: Integration in Member State

VoT has been identified and will be integrated in another Member State; VoT has given informed consent and agrees with the conditions of referral

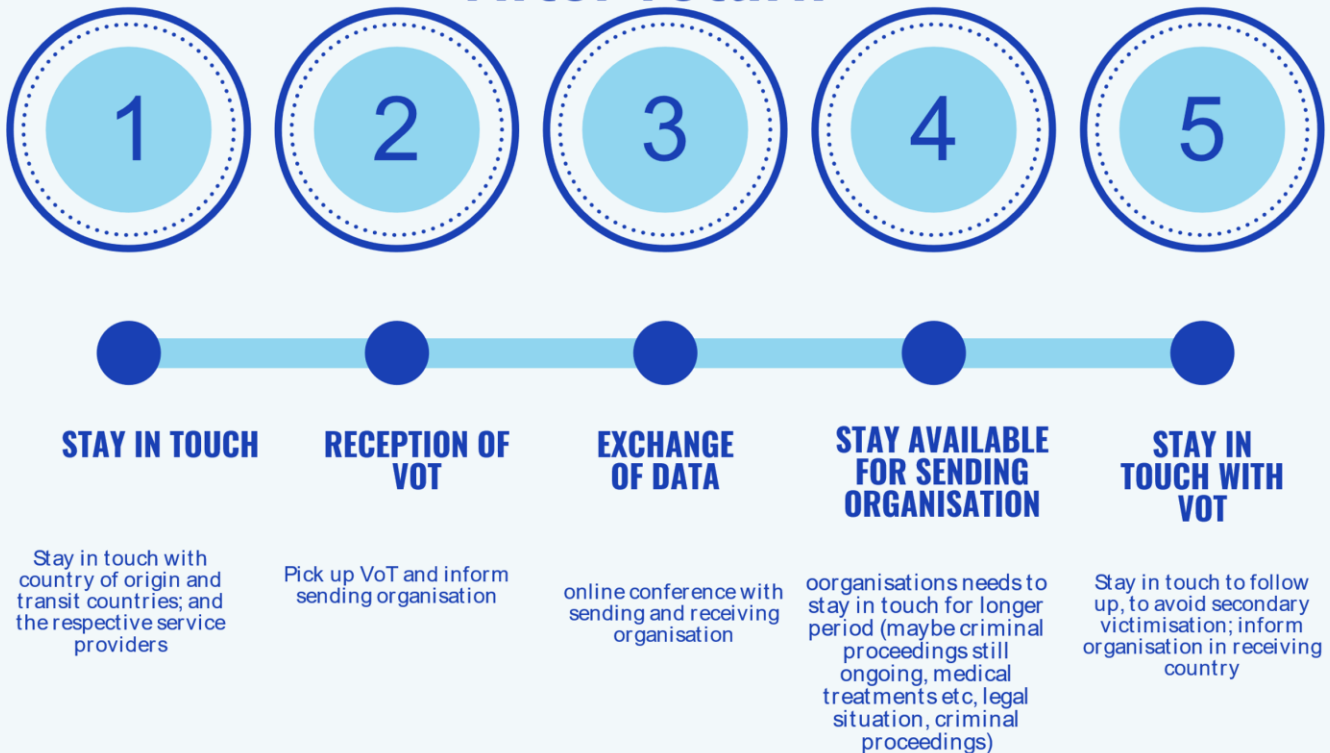
Steps after person received legal status



Integration in Member State During return



Integration in Member State After return



Responsibilities

Sending organization:

- Prepare safe travel
 - Provide ticket/travel documents where possible or assist in acquiring these
 - Make sure VoT understands means and conditions of traveling by explaining the route and type of transportation
 - Make sure VoT has a working and charged mobile phone with a SIM card that can work in the arrival country
 - Make sure VoT has stored personal belongings

- If possible, provide most important utilities for travel and first night (e.g. tooth brush, tooth paste, female hygiene products if applicable, bottled water)
- If possible, provide cash assistance for the travel
- Provide transparent information to VoT
 - Provide [Contact Information AT-Organization](#)
 - Provide emergency numbers
 - In case VoT will be met in person by receiving organization, provide information on how to recognize the person who will meet them at reception point
 - In case VoT will not be physically received at arrival point, provide the info/tools/links on how the VoT can get immediate support in the arrival point
 - Provide information on the meeting point(s) at the transit and/or arrival;
 - Provide a Map of town of arrival if it is unknown to them
- Accompany travel
 - Accompany to point of departure (e.g. airport, bus station, etc.)
 - Assist during check-in procedures at airports, train stations, border crossings etc.
 - Regularly check on the person during the journey via a previously agreed on method (WhatsApp, Signal, Phone calls, etc.)
 - In some serious cases the person may need to be escorted
- Communicate with receiving organization
 - Elaborate a written report on the case -with consent of the VoT- including needs, and risks, assess motivation of VoT

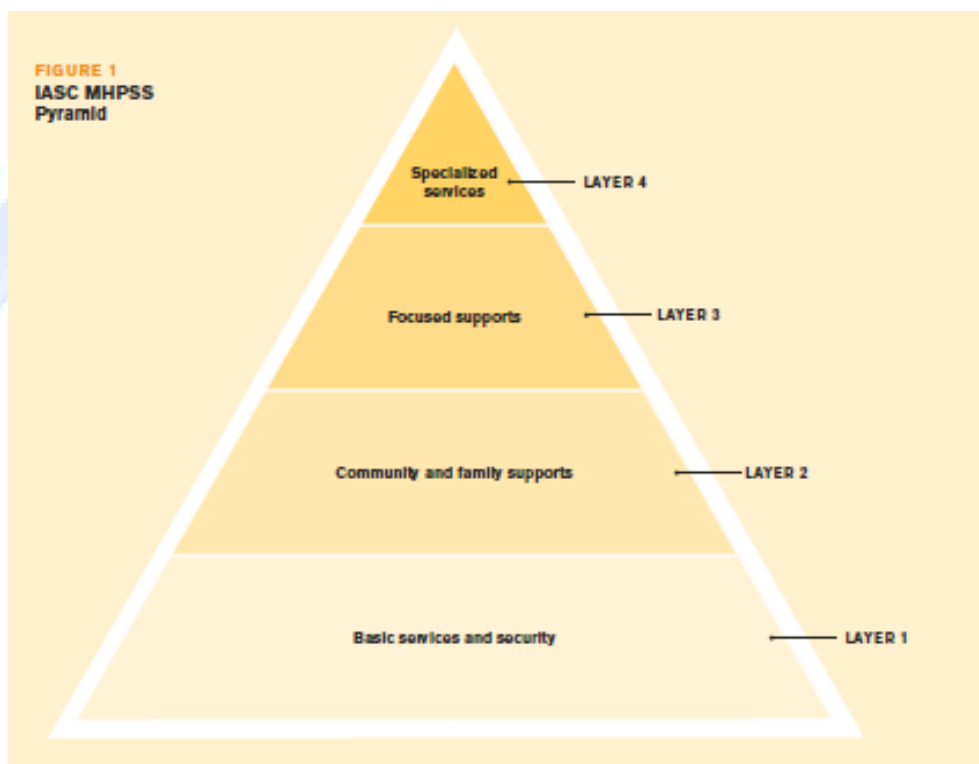
- Facilitate the direct contact by phone or video conference- between the VoT and the receiving organization prior to the travel, any aspect of program by receiving organization is understood and VoT expresses informed consent
- Communicate travel data (means of travel, carrier's name, etc.), date and time of arrival at the final destination with both VoT and receiving organization
- Following the physical departure, immediate confirmation should be sent to the receiving organization and any changes should be highlighted
- If escorted, communicate name of escort

Receiving organization:

- Receive the VoT
 - Pick up VoT physically or provide the indications and support VoT in reaching the place of first contact
 - Provide for immediate needs upon arrival
 - Check on current or past safety concerns
 - Check for safe accommodations in case the VoT needs or requests to enter a protected structure
 - Support with public administration
 - Support in self-care
 - Make sure social and communication skills and applicable language is spoken for best possible understanding
- Enable contact to family or other close persons, if safe
- Provide translation/cultural mediation
- Provide or refer to respective specialized services (if not available in own organization)

- Integrate and refer to long-term assistance programs
- Provide/refer to assistance with legal matters
- Provide/refer to social counselling
- Health Care
 - Provide/refer to psychological counselling
 - Provide/refer to psychiatric care
 - Provide/refer to medical assistance
 - Provide/refer to social and health accompaniments
- Learning Opportunities
 - Provide/refer to language training
 - Provide/refer to educational and/ or life skills activities
- Economic Wellbeing
 - Provide/refer to vocational training
 - Provide/refer to employment counselling
 - Provide/refer to job placement assistance
 - Provide/refer to income generating programs
- Social/ Community Inclusion
 - Provide/refer to Family/community reintegration/mediation
 - Provide access to or refer to recreational activities
 - Provide a connection to survivor groups/ self-help groups/ peer to peer groups
- Case monitoring
- Continuous update of service directory after successful collaboration

The IASC MHPSS Pyramid can serve as a guideline for priorities:



Specialized services	Types of Activities	Timing
Helps address more acute or chronic mental health symptoms and conditions	Diagnosis and management.; prescribing; therapy by trained and licensed professionals; crisis response	Initial phase for crisis management; also can be part of longer term programming if people will stay in one place for a longer time or permanently
Focused supports	Types of activities	Timing
Helps address specific needs and concerns that need attention and support	Support groups; comprehensive offocused case management.; medication management.; integration with primary care; safety planning; focused skills building; evidence-based interventions	Generally it is most appropriate after the crisis phase has passed and when people are staying for a longer period of time or permanently

SOPs for transnational referrals of VoT clients to service providers

	appropriate for trained non-professionals	
Community and Family Supports	Types of activities	Timing
Helps people stay connected to family and community so they can benefit from natural and sustainable support systems	Family tracing; Social and Emotional ; education supports; supportive parenting programs; recreation and safe spaces; psychoeducation; health and mental health promotion; livelihoods; positive and social activities	Generally elements can occur shortly after the initial crisis phase and continue through a longer period of time, even into permanency in a community
Basic Services and Supports	Types of activities	Timing
Helps people have their basic needs met and be safe to protect their overall health and wellbeing	WASH; basic needs provision; setting up shelter; protection and safeguarding; PFA; training medical and mental health cases	Generally in initial phase of crisis and in prolonged conditions of deprivation



Information to collect

- Vulnerabilities; medical information etc. (physical, psychiatric etc.)
- Social and family information; family members in other EU states; legal status
- Age, gender etc. descriptive data
- Information on criminal situation, trafficking situation etc.); criminal proceedings
- Assessments and recommendations (by other service providers); what kind of support is needed; recommendations for prevention of secondary victimization; previous support
- Discussing the case with the assisted person and her/his support team

- Inquiring, assessing and addressing the urgent needs/requests of the trafficked person
- Formulating the plan according to the trafficked person's needs and wishes.



Documentation

- Letter of Consent; Information can be sent with codes between organizations
- Letter of consent VoT
 - Accommodation and related conditions;
 - List of services and activities to be provided, including their description
 - (Goals, roles, timeline, etc.);
 - Financial support;
 - Rights and obligations to be respected;
 - Admission policy;
 - Safety rules and safety plan;
 - Reasons for terminating the assistance;
 - Residence permit conditions (in case of a foreign victim);
 - Data protection rules;
 - Explanation of the complaint procedures

Guiding principles:

- Provide safety
- Support VoT in regaining sense of direction, control and self-determination

- Foster well-being and sense of stability
- Avoid stigmatization
- Avoid secondary victimization
- Avoid traumatization
- Avoid retrafficking
- Facilitate social inclusion
- Collaborate with other organizations to ensure a holistic and multi-agency approach
- Complaint procedures should be developed and should incorporate the option of lodging a complaint anonymously, verbally, and in writing.

In case children are involved, further steps are required. Any form necessary to ensure the child's welfare should be provided. This includes:

- Child protection personnel
- Educators
- Pediatricians

In case VoT is accompanied by dependents:

- it is important to collect all documents relating to the family status, such as birth certificates or marriage certificates and having them ready as (digital) copies
- All names should always be spelled the same way
- In some cases no shelters for families are available;
- In some cases parents get separated from their children and have to prove in courts and long trials their parental capacity

Note

- Informed consent; make sure VoT understands all conditions of transfer and agrees with them
- Legal procedures differ in each country involved
- Involve legal professionals when possible to ensure accuracy of legal information provided
- Respect any decision taken by the trafficked person; the decision should be based on a fully informed basis, including the consequences of each decision

Useful tools:

- For gender-specific best practice examples on integration support of female victims of sexual exploitation: [ASSIST Project, Immigrant Council of Ireland \(2020\): Best practice principles of gender-specific legal assistance and integration supports to third country national female victims of trafficking for sexual exploitation](#)
- Surtees, R. (2008) Re/integration of trafficked persons. Handling “difficult cases”. Brussels: King Baudouin Foundation and Washington, D.C.: NEXUS Institute. Available at: <https://nexushumantrafficking.files.wordpress.com/2015/03/reintegration-of-traffickedpersons-handling-difficult-cases.pdf>.
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Declaration of consent for the processing of personal data

Details of the persons concerned:

.....

Name	Gender	Date of Birth
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.....

Name	Gender	Date of Birth
------	--------	---------------

.....

Name	Gender	Date of Birth
------	--------	---------------

.....

Name	Gender	Date of Birth
------	--------	---------------

.....

Other persons concerned, if applicable

.....

Name	Connection	Gender	Date of Birth
------	------------	--------	---------------

.....

Name	Connection	Gender	Date of Birth
------	------------	--------	---------------

.....

Name	Connection	Gender	Date of Birth
.....			
Name	Connection	Gender	Date of Birth

The consent form must be signed by all adults and all children over the age of 14.

1. I agree with the fact that **(Name of the referring Organization)** and **(Name of the Recieving Organization)** process my personal data as joint data controllers pursuant to Art. 26 (1) sentence GDPR.

The legal basis for the processing of my data is Art. 6 (1) lit. a of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and repealing Directive 95/46/EC (General Data Protection Regulation - GDPR).

My personal data will be processed solely for the purpose of servicing my referral. None of the organizations will share my data with any other entity without my consent.

2. I agree that the processing of my personal data also includes their transfer to respective service providers as well as the transfer to hospitals, shelters, travels agencies and human rights defenders, as far as this is necessary for the protection of my immediate needs or required during the referral.

3. I consent to the processing of my particularly sensitive personal data by the above-mentioned organizations to the extent necessary to carry out the procedure. Particularly sensitive personal data are data revealing, for example, ethnic origin, political opinions and religious or philosophical beliefs, as well as health data. The legal basis for the processing of my particularly sensitive personal data is Article 9 (2) (a) of the GDPR. The processing of my particularly sensitive personal data also includes the transfer to the bodies and persons mentioned under 2. insofar as this is necessary for the implementation of the referral.

4. I can refuse my consent or revoke it with effect for the future in writing and informally. I am aware that the organization will then no longer be able to look after my case.

5. I will be provided with the data protection notices informing me of my rights to information, correction, deletion or restriction of data processing, of my right to lodge a complaint regarding

data processing, of the planned storage period and of the contact details of the persons and bodies mentioned under 1. and of the data protection officer (data protection notices). In addition, I can obtain an excerpt of the General Data Protection Regulation at any time.

.....

Place, Date

Signature(s)

APPENDIX: RESOURCE COLLECTION

Referral Mechanisms

National Referral Mechanisms

Bulgaria:

Government of R. Bulgaria (2016). Coordination Mechanism for Referral, Care, and Protection of Repatriated Bulgarian Unaccompanied Minors and Child Victims of Trafficking Returning from Abroad (Координационен механизъм на рефериране и обгрижване на случаи на непридружени български деца и децажертви на трафик, завръщащи се от чужбина); available in Bulgarian at:
<https://antitraffic.government.bg/uploads/UsefulInfo/Law/1263815210.doc> (376)

National Commission for Combatting Trafficking in Human Beings & Animus Association (2010) *National Mechanism for the Referral and Support of Trafficked Persons in Bulgaria*. Sofia, Bulgaria: National Commission for Combatting Trafficking in Human Beings & Animus Association. Available at: <https://bsr-trm.com/wp-content/uploads/2019/10/National-Referral-Mechanism.pdf>

Greece:

EMA (2019): Greek National Referral Mechanism for the Protection of Victims of Human Trafficking; Available at: https://ekka.org.gr/images/KOINONIKON-PAREMBASEON/%CE%95%CE%9C%CE%91/46034_EMA_leaflet_ENGL.pdf

Italy:

Sistema Italiano in aiuto alle Vittime di Tratta available at:
<https://www.osservatoriointerventitratta.it>

Romania:

ANITP (2020): *Romanian National Identification and referral mechanism for victims of human trafficking* Available at:
<https://anitp.mai.gov.ro/ro/docs/Proiecte/ISF01/MNIR%20English%20version.pdf>

Sweden:

Swedish Gender Quality Agency (2019): *National Referral Mechanism: A support and protection process for victims of trafficking in human beings in Sweden. Second version*. Available at:
https://www.nmtsverige.se/sites/default/files/ta_sgea_national_referral_mechanism_191203.pdf

United Kingdom:

UK National Referral Mechanism (2022): National referral mechanism guidance: adult (England and Wales). Available at: <https://www.gov.uk/government/publications/human-trafficking-victims-referral-and-assessment-forms/guidance-on-the-national-referral-mechanism-for-potential-adult-victims-of-modern-slavery-england-and-wales>

UK Home Office (2016) *National Referral Mechanism: guidance for child first responders*. United Kingdom: UK Home Office. Available at: https://www.antislaverycommissioner.co.uk/media/1058/nrm_guidance_for_child_first_responders_v20_ext.pdf

Additional Readings on Referral Mechanisms

European Commission (2020): Study on reviewing the functioning of Member States' National and Transnational Referral Mechanisms. <https://op.europa.eu/de/publication-detail/-/publication/d5542e9c-0e92-11eb-bc07-01aa75ed71a1/language-en>

International Centre for Migration Policy Development (ICMPD) (2010) *Guidelines for the Development of a Transnational Referral Mechanism for Trafficked Persons in Europe: TRM-EU*. Vienna: International Centre for Migration Policy Development & USAID. Available at: https://ec.europa.eu/antitrafficking/sites/antitrafficking/files/guidelines_for_the_development_of_a_trm_1.pdf.

Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings (2019): Uniform Guidelines for the Identification and Referral of Victims of Human Trafficking within the Migrant and Refugee Reception Framework in the OSCE Region: <https://www.osce.org/cthb/413123>

OSCE (2004): National Referral Mechanisms; Joining Efforts to Protect the Rights of Trafficked Persons; A Practical Handbook.

OSCE/ODIHR (2004) *National Referral Mechanisms: Joining Efforts to Protect the Rights of Trafficked Persons. A Practical Handbook*. Warsaw, Poland: OSCE Office for Democratic Institutions and Human Rights. Available at: <https://www.osce.org/odihr/13967?download=true>

OSCE/ODIHR (2022): National Referral Mechanisms Joining Efforts To Protect The Rights Of Trafficked Persons: A Practical Handbook – Second Edition: <https://www.osce.org/odihr/510551>

TACT Project (2016) Transnational Referral Mechanism IOM France. Available at: <https://www.iomfrance.org/tact/about-trm.html>

Guidelines and Manuals for Victim Support

- ASSIST Project, Immigrant Council of Ireland (2020): Best practice principles of gender-specific legal assistance and integration supports to third country national female victims of trafficking for sexual exploitation: <https://www.immigrantcouncil.ie/sites/default/files/2020-11/Assisting-Trafficked-Women-Best-practice-principles-of-gender-specific-assistance-IE.pdf>
- International Organization for Migration, IOM (2015): Enhancing the Safety and Sustainability of the Return and Reintegration of Victims of Trafficking. Lessons learnt from the CARE and TACT projects: Available at: <http://www.iomfrance.org/sites/default/files/Enhancing%20the%20Safety%20and%20Sustainability%20of%20the%20Return%20and%20Reintegration%20of%20VoTs.pdf>
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- Fast project (2020): Handbook Life Skills: for empowerment and well-being workshops.
- International Federation of Red Cross and Red Crescent Societies (2018): Life Skills – Skills for Life. <https://pscentre.org/wp-content/uploads/2018/02/Life-Skills.pdf>
- KOK e.V. – German NGO Network against Trafficking in Human Beings (2015): Data Protection Challenges in Anti-Trafficking Policies: A Practical Guide: https://www.kok-gegen-menschenhandel.de/fileadmin/user_upload/datAct_engl_Online_1_.pdf
- OSCE Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings (2021): Applying gender-sensitive approaches in combating trafficking in human beings (Vienna, 2021): <https://www.osce.org/cthb/486700>
- OSCE Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings (2018): Occasional Paper No. 9: Child Trafficking and Child Protection: Ensuring that Child Protection Mechanisms Protect the Rights and Meet the Needs of Child Victims of Human Trafficking: <https://www.osce.org/cthb/405095>
- SISA Project (2021): Dublin pre-return counselling manual in the German-Italian context. Available at: <https://sisa-europe.eu/wp-content/uploads/2021/07/2021.07.22-DUBLIN-PRE-RETURN-COUNSELLING-MANUAL.pdf>
- Stanger, J. (2018) *Practice Guide: Providing Social Services Support for People Who Experienced Human Trafficking Acting as Witnesses in Legal Proceedings*. Washington, D.C.: The Warnath Group. Available at: <http://www.warnathgroup.com/practice-guideproviding-social-services-support-for-people-who-experienced-human-trafficking-actingas-witnesses-in-legal-proceedings/>
- Surtees, R. (2008) *Listening to Victims. Experiences of identification, return and assistance*. Vienna, Austria: ICMPD, NEXUS Institute & USAID. Available at: <https://nexushumantrafficking.files.wordpress.com/2015/03/listening-to-victims.pdf>
- Surtees, R. (2008) *Re/integration of trafficked persons. Handling "difficult cases"*. Brussels: King Baudouin Foundation and Washington, D.C.: NEXUS Institute. Available at:

<https://nexushumantrafficking.files.wordpress.com/2015/03/reintegration-of-traffickedpersons-handling-difficult-cases.pdf>.

Surtees, R. (2010) Monitoring anti-trafficking re/integration programs: A manual. Brussels: King Baudouin Foundation and Washington, D.C.: NEXUS Institute. Available at: https://nexushumantrafficking.files.wordpress.com/2015/03/monitoring-atreintegration-programmes_manual_nexus.pdf.

Surtees, R. (2013) *Ethical principles in the reintegration of trafficked persons. Lessons from the Balkans*. Brussels: King Baudouin Foundation and Vienna & Washington, D.C.: NEXUS Institute. Available at: <https://nexushumantrafficking.files.wordpress.com/2015/02/ethical-principles-for-thereintegration-of-trafficked-persons.pdf>.

Surtees, R. (2014) *Re/integration of trafficked persons. Working with trafficked children and youth*. Brussels: King Baudouin Foundation and Washington, D.C.: NEXUS Institute. Available at: https://nexushumantrafficking.files.wordpress.com/2015/03/pub_3268_reintegrationoftraffickedchildren.pdf.

TACT Project- Safe and sustainable return and reintegration of victims of trafficking (2016): TACT Risk Assessment Matrix. <http://www.iomfrance.org/sites/default/files/TACT-%20Risk%20assessment%20matrix.pdf>

UNHCR and IDC (2016): Vulnerability Screening tool: <https://www.refworld.org/pdfid/57f21f6b4.pdf>

Indicator Lists

Anti-Slavery International et al. (2005): Protocol for Identification and Assistance to Trafficked Persons and Training Kit, London. Available at: <http://www.antislavery.org/wp-content/uploads/2017/01/protocoltraffickedpersonskit2005.pdf>

International Labor Office ILO (2009): Operational Indicators of trafficking in human beings. Available at: https://www.ilo.org/wcmsp5/groups/public/@ed_norm/@declaration/documents/publication/wcms_105023.pdf

Religious in Europe Networking Against Trafficking and Exploitation RENATE (2013): Guidelines for the first level identification of victims of trafficking in Europe. Available at: http://www.renate-europe.net/wp-content/uploads/2013/12/2014.11_identification_1_GUIDELINES.pdf

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http://www.renate-europe.net/wp-content/uploads/2013/12/2014.11_identification_3_LABOUR-exploitation.pdf

Religious in Europe Networking Against Trafficking and Exploitation RENATE (2013): Practical tool for first level identification of victims of trafficking in Europe for sexual exploitation. Available at: http://www.renate-europe.net/wp-content/uploads/2013/12/2014.11_identification_2_SEXUAL-exploitation.pdf

STEP project Sustainable integration of Trafficked human beings through proactive identification and Enhanced Protection (2019): The identification of victims of human trafficking in transit and destination countries in Europe: A practical guideline for frontline workers. Available at: https://pscentre.org/wp-content/uploads/2022/05/STEP-Indicators-guidelines_FINAL_pages.pdf

UNODC: Human trafficking indicators. Available at:

https://www.unodc.org/pdf/HT_indicators_E_LOWRES.pdf

The TIATAS project is funded by the Asylum, Migration and Integration Fund (AMIF) of the European Union (101 038 518 – TIATAS – AMIF-2020-AG) from January 2022 to June 2023.

Disclaimer

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Please note that these SOPs are based on the respective country contexts until August and September 2022. Changes in the procedures are possible.

These SOPs result of a collaborative effort of the TIATAS consortium:



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