Government of the Republic of Macedonia

National Commission for Combating Trafficking in Human Beings and Illegal Migration

STANDARD OPERATING PROCEDURES FOR TREATMENT OF VICTIMS OF TRAFFICKING IN HUMAN BEINGS
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STANDARD OPERATING PROCEDURES FOR TREATMENT OF VICTIMS OF TRAFFICKING IN HUMAN BEINGS
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>SOP</td>
<td>Standard Operating Procedures for treatment of victims of trafficking in human beings</td>
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<tr>
<td>MIA</td>
<td>Ministry of Internal Affairs</td>
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<td>O</td>
<td>Official</td>
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<td>THBS</td>
<td>Trafficking in Human Beings Section</td>
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<td>BAS</td>
<td>Border Affairs Sector</td>
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<td>WPU</td>
<td>Witness Protection Unit</td>
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<td>MLSP</td>
<td>Ministry of Labour and Social Policy</td>
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<td>CSW</td>
<td>Centers for Social Work</td>
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<td>NRM</td>
<td>National Referral Mechanism</td>
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<td>PP</td>
<td>Public Prosecution</td>
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<td>CPC</td>
<td>Criminal Procedure Code</td>
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<td>NGO</td>
<td>Non-governmental Organisations</td>
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<td>IO</td>
<td>International Organisations</td>
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<td>GO</td>
<td>Government Organisations</td>
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<td>IOM</td>
<td>International Organisation of Migration</td>
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<td>ICMPD</td>
<td>International Centre for Migration Policy Development</td>
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<td>OSCE</td>
<td>Organisation for Security and Cooperation in Europe</td>
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</table>
**Working Definitions and Terminology**

**Assistance and protection:** Measures, programmes and services aimed at rehabilitation of the victims, as per Article 6 of the Palermo Protocol. The same may be offered by non-governmental, governmental or international organisations in the countries of destination, transit and origin. They may include, but are not limited to: accommodation/housing, medical aid, psychological support, education, vocational training, employment, legal aid and transport.

**Case manager:** the victim’s first contact person, in charge of coordinating the referral and assistance activities for the victim in the course of the entire process, whenever these are needed. The case manager is responsible for keeping a file about the victim and collecting all relevant documents. This person works with a team of professionals when decisions are to be made about the protection plan of every individual victim. A case manager is assigned in both the country of origin and the country of destination.

**A minor:** any person younger than 18.

**National Referral Mechanism or System:** a system of cooperation through which state institutions fulfil their responsibility and commitment to protect and promote the human rights of the victims of trafficking. This relates to establishing mechanisms at a national level, so that an efficient system of identification, referral, acceptance and assistance to and protection of the victims may be enabled. The office of the National Referral Mechanism operates within the Ministry of Labour and Social Policy as of September 2005.

**Reintegration:** The reintegration of victims is focused on their reunion with their family or community or their integration in a new community. Besides the act of return itself, this also includes the victim’s integration in the social environment and is meant to be a long-term social and economic solution.

**Return:** To return a person in his/her country and/or community of origin. In the context of counter trafficking activities, return denotes not only physical transport of the victim, but also mechanisms which secure a safe and dignified return.

**Service providers:** Organisations and institutions which provide services and assistance to the victim, including social workers, psychologists, shelter staff, medical workers or lawyers from NGOs, IOs, and GOs.

**Shelter/accommodation:** Rooms which provide temporary accommodation of the victim. Shelters may be of open or closed type and may offer short- or long-term boarding.
**Transnational referral mechanism:** This refers to mechanisms and systems designed for comprehensive outreach assistance and transnational victim support. The transnational referral mechanisms link the entire referral process from the initial identification to the return and assistance in the countries of transit, destination and of origin, involving collaboration between various government institutions and non-governmental actors.

**Victims of trafficking in human beings:** According to Article 122 of the CC: A victim of a criminal act is any person who suffered damage, including a physical or mental injury, emotional suffering, material loss or other kind of violation of or threat to his/her fundamental freedoms and rights as a consequence of a criminal act. A child victim of a criminal act is a minor of up to eighteen years of age.

**Assisted victim:** A person identified as a victim and who consented to receive help from an NGO, GO, or an IO or another relevant organisation.

**Presumed victim:** People considered to be victims of trafficking, but who have not been formally identified by the competent authorities or refused to be formally or legally identified.

**Witness protection:** The scope of safety measures necessary to provide safety of the victims in legal procedures. Witness protection may be offered before, during and/or after the conclusion of the criminal proceedings and may include a single measure or a set of measures foreseen by the law on witness protection.
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INTRODUCTION

The Standard Operating Procedures for treatment of victims of trafficking in human beings are established in order to provide support for and protection of all victims of trafficking in human beings through a comprehensive approach, based on human rights and focused on the victim by means of institutionalised cooperation framework.

Grounds for Establishing SOPs

The key documents for establishing SOPs include:

- Guidelines for the Development and Implementation of a Comprehensive National Anti-trafficking Response, issued by the ICMPD;
- Recommended principles and guidelines regarding the human rights and trafficking in human beings (as a result of the UN Protocol against Human Trafficking) published by UNHCHR;
- IOM Handbook for Direct Assistance to Victims of Trafficking in Human Beings;
- Report of the Expert Group on Trafficking in Human Beings prepared for the European Commission, as well as the documents of the Stability Pact Task Force;
- Criminal Code of RM;
- Law on Criminal Procedure (with the amendments still not in effect);
- Law on Foreigners;
- Law on Witness Protection;
- UN Convention Against Trans-national Organised Crime with the Protocols;
- Convention on the Rights of the Child;
- Council of Europe Convention on Action Against Trafficking in Human Beings;
- Juvenile Justice Law (with deferred application);

5 See: http://www.stabilitypact.org/trafficking/
10 http://www.unodc.org/pdf/crime/a_res_55/res5525e.pdf
12 http://www.coe.int/trafficking
Family Law\textsuperscript{14}.

The SOP measures tackle the following areas:

- Identification of victims of human trafficking;
- Legal status of victims of human trafficking;
- Assistance for victims of human trafficking (before they return, as well as measures for integration in the country of destination);
- Return of victims of human trafficking;
- Assistance and reintegration of victims of human trafficking after their return to the country of origin;
- Criminal Proceedings involving victims of human trafficking as witnesses;
- Indemnification.

The guiding principles on which SOP are based:

- Human rights-based approach;
- Interdisciplinary and inter-sectoral approach;
- Participation of the civil society;
- Government ownership;
- Sustainability; and
- Prevention of human trafficking.

How to use the SOPs

SOPs consist of five parts:

1. Identification and referral;
2. Initial care and mid-term assistance;
3. Return;
4. Reintegration; and
5. Criminal Proceedings.

Each part contains directions on:

- **What** measures should be taken;
- **When** the measures are going to be taken;
- **Who** is to be responsible for the various described measures; and
- **How** the described measures are going to be implemented and how the governmental institutions and civil sector organisations are to cooperate.

\textsuperscript{14} Official Gazette of the Republic of Macedonia, No. 80/92, 9/96, 38/2004, 33/2006
Part A
Design of a Resource and Referral Network for SOPs

WHAT resources do the SOPs include?
The Standard Operating Procedures rely on appropriate resources, trained personnel and individual contacts within the governmental institutions and non-governmental organisations existent in the Republic of Macedonia and – in case of foreign victims - the governmental and non-governmental organisations in any other country.

An array of services and resources should be identified in order to achieve solid geographic coverage of the support for the victim. The international resources and contacts must be linked as constituents of this network.

WHEN are the SOP resources identified and provided?
The resources, personnel and contacts are identified in this document and should regularly be observed and updated by the National Anti-trafficking Coordinator, National Commission for Combating Trafficking in Human Beings, as well as the other organisational units pertaining to the MOI (THBS) and the MLSP (NRM).

WHO do SOPs include?
The Standard Operating Procedures are consisted of multi-sectoral services, whose purpose is to support and protects the victims of human trafficking. The competent authorities have already been selected, e.g., from within the Ministry of Internal Affairs, the Ministry of Labour and Social Policy, Non-governmental organisations, as well as national anti-trafficking coordination bodies for providing information and referral of the victims (see Contact list). The national coordination bodies should establish and keep a resource database and should regularly distribute it to all the multi-sectoral services, at both national and international level.

HOW are resources chosen?
Each established and agreed upon resource is to be chosen on the basis of the existing standards and structures, as defined in this document. All the measures are also to be adjusted to the actual needs of the victims. The comprehensive questions that need to be taken into consideration are the following:

1 Information exchange;
2 Safety and security;
3 Data protection;
4 Funding;
5 Translation;
6 Monitoring and Evaluation.
BASIC GUIDELINES AND PRINCIPLES

- With a view to ensuring a more efficient treatment of and care for the victims of trafficking in human beings, the programmes need to be adjusted to the individual needs of each individual victim.
- The victim should give an informed consent on the entire process of assistance and care, starting from initial referral to the victim’s reintegration and resocialisation.
- Any individual has the right to choose if and when he/she wishes to be assisted. They should be consulted on their wishes before intervening.
- Any individual presumed to be a victim of trafficking in human beings shall be treated as a victim until the final confirmation. If the procedure establishes that the person is not a victim of trafficking, there is a great possibility that he or she was victimised and is vulnerable otherwise and therefore in need of assistance or protection. This assistance and the needs of safety cannot be disregarded. Even those who do not meet the criteria for trafficked persons should be given appropriate support and referred to the services capable of meeting their needs, if they so request.
- All those involved in the process of implementing the SOPs who have come in contact with a presumed victim of trafficking should inform the competent authorities by phone and/or in writing.
- All entities involved in the process of implementing the SOPs who have come in contact with a presumed or identified victim of trafficking in human beings should act in line with the principle of non-discrimination on the grounds of sex, age, social status, race, religion, political persuasion etc.
- All interviews should be carried out with respect for the human rights and basic human dignity.
- Victims covered by the support programme should be given the opportunity to express their discontent with the services, the individuals included in service provision, or with problems with other people in the programme or any other problems they might face.
- All information should be kept as confidential and should be accessible to as few people as possible. Therefore, the communication, even that with the embassies or the diplomatic staff, should ensure that only minimum information required to obtain the necessary documents or assistance is given.
- If the victim of trafficking is a minor, the assignment of a guardian is mandatory.
- The provision of assistance or care to juvenile individuals should always take account of their best interests.
WHAT is identification and referral?

IDENTIFICATION and REFERRAL is a process in which, through a variety of indicators and an interview with the person, information is obtained on the basis of which it is assessed whether the person is a victim of trafficking in human beings. The identification process involves:

1. Initial referral: The presumed victim is referred to or personally approaches the competent authority for initial referral;
2. Preliminary information sharing: providing the presumed victim with basic information and enquiring about his/her urgent needs;
3. Early risk assessment: assessing the risk to the victim’s health and safety;
4. Language and translation: ensuring an interview in a language comprehensible to the presumed victim;
5. Identification (in order to establish the victim’s status): asking questions and re-examining the circumstances to identify the presumed victim as a victim of trafficking in human beings or of another type of crime;
6. Information sharing after identification: obtaining informed consent from the victim based on the previously shared information and involving him/her in the assistance programme;
7. Period for decision making and temporary residence permit, allowing recovery and making decisions on the cooperation with the competent authorities and providing an opportunity to obtain a temporary residence permit.

A presumed victim may reach the competent authorities in various ways: on their own, through other people, as a result of indications available to the police, the Public Prosecutor’s Office, health care organisations, Social Work Centers, through other trafficked persons, their family or acquaintances, labour inspectors, non-governmental or international organisations, embassy or consulate officials, transport personnel and others.

The purpose of the identification is to enable the victim to reach the appropriate supporting services/bodies in the fastest and most appropriate manner.

All elements of this stage are realised on the basis of previous consent of the victim.
Measure 1: Initial Referral

WHAT

Initial referral means informing the competent government bodies about a person presumed to be a victim of trafficking and referring the latter to a shelter.

WHEN

As soon as there are grounds for a suspicion that a person is a presumed victim (Form 1).

WHO

- THBS of MIA;
- MLSP, NRM;
- NGOs.

HOW

Suspicious of trafficking in human beings or suspicions of trafficked persons should be reported to the competent authorities. Support should be given in a manner which will not result in additional hazard for the presumed victims.

The competent authorities are obliged to refer the victim to a shelter (Annex 2-form 1 or Annex 3 form 1).

If the presumed victim is a minor, the competent authorities should immediately inform the CSW to appoint a special guardian.

Measure 2: Preliminary Provision of Information

WHAT

Providing information is a fundamental component of every referral programme. Giving information to the presumed victim should be an integral element of the entire referral process. Well provided information enables the presumed victim to restore confidence and decide independently.

Before asking for any information from the presumed victim, i.e., before starting the conversation, he/she should be provided with information and asked about his/her needs.

WHO leads the conversation?

- O from THBS within MIA;
- Professionals from CSW of MLSP.
WHEN should information be provided?

The competent authority should provide information and satisfy the urgent needs of the presumed victims immediately.

The conversation should take place after the presumed victim has been fully informed of his/her rights, possibilities, forthcoming processes, his/her option to refuse to cooperate and, above all, to give her/him a possibility to ask questions, to express his/her concerns and requests.

HOW should information be provided?

The provision of information should be an open process with no time limits. The person providing the information does this in a clear, professional and patient manner, encouraging the presumed victim to ask questions and understand the intentions of the person providing the information. Appropriate information should also be made available in writing and translated into the language that the victim understands.

<table>
<thead>
<tr>
<th>Basic needs list – prerequisites for having a conversation</th>
<th>Note</th>
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<tbody>
<tr>
<td>1 Name and surname</td>
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<td>2 Conversation about the needs/requests:</td>
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<tr>
<td>• food</td>
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<tr>
<td>• water</td>
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<tr>
<td>• bathroom</td>
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<tr>
<td>• clothing</td>
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<td>• rest</td>
<td></td>
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<tr>
<td>• urgent medical care</td>
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<tr>
<td>3 Personal safety care</td>
<td></td>
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<tr>
<td>4 Information about the services available and the possible future referral steps and decision-making period</td>
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<tr>
<td>5 Providing written information material</td>
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<tr>
<td>6 Questions by the victim</td>
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</table>
Measure 3: Early Risk Assessment

WHAT

The purpose of this preliminary/initial interview is to identify any immediate health or safety risk of the presumed victim. This risk assessment is a two-way conversation between the competent authorities and the presumed victim with the aim of:

1. Assessing the risk from an immediate or future harm to the presumed victim by the traffickers or third persons;
2. Assessing the need for urgent assistance or urgent medical aid or other urgent support needs; and
3. Establishing together the following steps required to ensure the safety and well-being of the presumed victim.

WHEN

This interview should be carried out immediately after the presumed victim has:

- had the basic needs (food, drink, bathroom, clean clothes) satisfied;
- been informed about the interviewing process;
- had the opportunity to ask questions and/or make requests;
- given her/his consent; and
- is feeling safe.

When should an interview NOT be conducted?

The interview should not start if the presumed victim:

- is in a location which is not safe;
- needs an urgent medical aid;
- asks for legal advice;
- asks for the interview to be postponed or refuses to do it;
- is a minor and there is no guardian present.

Presumed victims who refuse to be interviewed (i.e. refuse help) should be provided with the contact details of the services in case they decide to ask for help in the future.

When the presumed victim is a juvenile who refuses an interview, the decisions are made by the appointed guardian.

WHO

- O from THBS within MIA;
- Professionals from CSW of MLSP.
The early risk assessment should take place in a safe location. If possible, the interview should be conducted at premises of MIA and/or the NRM premises of the Social Work Centers.

Reported presumed victims should not be asked questions in the presence of other persons from the place of exploitation.

<table>
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<th><strong>Initial health assessment</strong></th>
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**INITIAL RISK ASSESSMENT**  
*(opinion of O/MIA person from the CSW)*

| 1  | Current safety concerns               |
| 2  | Previous safety threats               |
| 3  | Specific persons who may cause problems |
| 4  | Concern for the safety of family members or friends |
| 6  | Risky locations for the person        |
| 7  | Other                                  |
If the risk assessment indicates that there is a need for safety and security measures, appropriate action must be taken as soon as possible. Measures are only implemented if the presumed victim is fully informed and has consented to them.

If the presumed victim does not consent to the suggested measures, he/she signs a statement.

**Measure 4: Language and Translation**

**WHAT**

For presumed victims with no appropriate language knowledge, translation is of essential importance for their communication with the competent authorities.

**WHEN**

Before any process of identification commences, it should be established whether there is a need of an interpreter and, if needed, one should be provided.

**WHO**

- Authorised court interpreters;
- O from THBS within MIA;
- Professionals from CSW of MLSP;
- The Court.

When interpreters who the competent authorities are not familiar with should be engaged, a careful selection is to be made so as to secure that the interpreter does not present an additional safety risk for the victim.

The interpreter signs a statement for interpretation accuracy and confidentiality of the information received.

The persons found with the victim should not be used as interpreters – even when they claim that they are friends, members of the family, etc.

The responsibility to provide and pay for the interpretation lies with the ordering entity.

**HOW**

It needs to be confirmed if the presumed victim is in a sufficiently good condition to speak the language in order to communicate effectively and clearly. For the victims who cannot speak the language in a manner comprehensible to the competent authorities, an interpreter should be pro-
vided. Presumed victims who do not accept an interpreter are to sign a statement that they understand the language and need no interpretation.

For presumed juvenile victims, the statement is to be signed by the guardian.

Before commencing the conversation, presumed victims must be informed of the interpreter’s role, obligations and responsibilities and of their right and possibility to dismiss the assigned interpreter at any time.

Interpreters need to be informed in advance about the nature of the interviews; preferably, they should have previous experience or be trained to work with highly vulnerable people. Interpreters are to be clearly informed about their obligations and responsibilities during and after the interview.

The competent bodies should produce a roster of interpreters.

<table>
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<tr>
<th>Interpreter selection criteria</th>
<th>Note</th>
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<tr>
<td>1 Must not know the victim</td>
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<td>2 Must not come from the same place of residence</td>
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<td>3 Must not have committed criminal acts related to trafficking in human beings</td>
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<th>Elements of the interpretation agreement</th>
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<tr>
<td>Non-disclosure of information to other parties</td>
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<td>Working hours</td>
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<td>Restriction of the social and professional contact with the victim</td>
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<td>Notification obligations</td>
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<tr>
<td>Interpreter’s right to be exempt</td>
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<tr>
<td>Security measures for the interpreter</td>
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<tr>
<td>Payment</td>
</tr>
<tr>
<td>Restriction of the right of the interpreter to provide additional information to the victim</td>
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<tr>
<td>Possibilities for termination of the interpretation agreement</td>
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</table>
Measure 5: Identification

WHAT

The purpose of identification is to establish whether an individual is a victim of trafficking in human beings. The identification is conducted through a conversation between a THBS representative and/or representative of CSW with the suspected victim.

WHEN

The conversation should be carried out when the presumed victim feels ready and willing or by the end of the period allowed for adjustment and decision making.

When should an interview should NOT take place?

The interview should not be started if the presumed victim:

- is upset or anxious;
- is hostile and aggressive;
- needs medical aid and protection;
- asks for legal advice;
- does not understand the interviewer;
- asks for the conversation to be postponed or refuses to have it;
- is a minor and no guardian has been provided yet.

The interview with the presumed victim should be carried out only after the person is provided with clear information about the interview process and the options available.

WHO

The case manager:
- representative of THBS and/or
- representative of CSW.

The interview, should the need arise, is carried out in the presence of an interpreter and/or - if the person is a minor or a person divested of the capacity to contract – in the presence of an appointed guardian.

HOW

The following definitions should be kept in mind in the course of the identification process:

- Article 418 (a) of the CC: (1) Anyone who misleads others by use of force or serious threats or uses other forms of coercion, abduction,
deceit and abuse of position or of another person’s pregnancy or vulnerability or the physical or mental disability of others, or, by giving or receiving money or other benefits in order to obtain the consent of a person with control over another person, or in any other way recruits, transports, transfers, buys, sells, harbors or accepts persons for the purpose of exploitation through prostitution or other forms of sexual exploitation, pornography, forced labor or servitude, slavery, forced marriages, forced fertilisation, unlawful adoption or similar relationship or illicit transplantation of human organs, shall be punished with imprisonment of at least four years.

(2) Anyone who takes away or destroys another person’s ID, passport or other identification document in order to commit the act referred to in paragraph (1) of this article, shall be punished with imprisonment of at least four years.

(3) Anyone who uses or enables others to use sexual services of, or to otherwise exploit, individuals who he/she knows, or is obligated to know, are victims of human trafficking shall be punished with imprisonment of six months to five years.

(4) The consent of the victim of trafficking in human beings to the intended exploitation referred to in paragraph (1) shall have no bearing on the existence of the criminal act referred to in paragraph (1)

(5) If the crime of paragraph (1) is committed by a legal entity, the latter shall be punished with a fine.

(6) An attempt shall be punishable.

(7) Real estate, items and transportation means used in the perpetration of the crime shall be confiscated.

- Article 418 (d) of the CC:
(1) Whosoever recruits, transports, transfers, buys, harbours or accepts a juvenile person for the purpose of exploitation through prostitution or other forms of sexual exploitation, pornography, forced labour or servitude, slavery, forced marriages, forced fertilisation, illegal adoption or similar relationship or illicit transplantation of human body parts, shall be punished with imprisonment of at least 8 years.

(2) Whosoever commits the act referred to in paragraph (1) by using force, serious threat, by misleading or using other forms of coercion, abduction, deceit, abuse of position or of another person’s pregnancy, vulnerability or physical or mental disability, or by giving or receiving money, or other gain in order to obtain the consent of a person who exercises control over another person, shall be punished with imprisonment of at least 10 years.

(3) Whosoever uses or enables others to use the sexual services of, or to otherwise exploit, a juvenile person who he/she knows or is obligated to know is a victim of trafficking in human beings, shall be punished with imprisonment of at least 8 years.

(4) Whosoever takes away or destroys another person’s ID, passport or other identification documents in order to commit the act referred to in paragraphs (1) and (2) shall be punished with imprisonment of at least 4 years.
(5) The consent of a juvenile person to the actions referred to in para-
graph (1) shall have no bearing on the existence of the crime referred
to in paragraph (1).
(6) If the act referred to in paragraph (1) is committed by a legal en-
tity, it shall be fined.
(7) Real estate, items and transportation means used in the perpetra-
tion of the crime shall be confiscated.

- Article 122 of the CC: A victim of a criminal act is anyone who has
  suffered damage, including physical or mental injury, emotional suffer-
ing and material loss or other injury or whose fundamental freedoms
  and rights were threatened as a result of a perpetrated criminal act. A
  child victim of a criminal act is a minor up to eighteen years of age.

The case managers are obliged to keep files about the victims and to
keep all relevant documents, as well as to ensure that the latter are pro-
tected.

If a citizen of RM has been returned from a third country and is later
identified as a victim by the competent authorities in RM, the latter shall
inform the country of exploitation for the purpose of undertaking the ap-
propriate measures and finding/establishing the perpetrator.

The case manager completes the following data. The data shall be used
to create the uniform database and for case monitoring.
**FORM FOR IDENTIFYING VICTIMS OF TRAFFICKING IN HUMAN BEINGS**

### BASIC DATA ABOUT THE VICTIM

<table>
<thead>
<tr>
<th>Name and surname</th>
<th>Alias</th>
<th>Date of birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents' names and surnames</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>Gender</td>
<td>Language spoken</td>
</tr>
<tr>
<td>a) male</td>
<td>6) female</td>
<td></td>
</tr>
<tr>
<td>Telephone contacts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place of residence/ state</td>
<td>Citizenship</td>
<td>Ethnic Background</td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) no education</td>
<td>d) incomplete secondary</td>
<td></td>
</tr>
<tr>
<td>b) incomplete primary</td>
<td>e) secondary</td>
<td></td>
</tr>
<tr>
<td>c) primary</td>
<td>f) higher/university</td>
<td></td>
</tr>
<tr>
<td>Marital status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) single</td>
<td>d) living together</td>
<td></td>
</tr>
<tr>
<td>b) married</td>
<td>e) divorced</td>
<td></td>
</tr>
<tr>
<td>c) separated</td>
<td>f) widow/er</td>
<td></td>
</tr>
<tr>
<td>Does he/she have any children?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long ago did he/she leave the place of residence/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reasons for leaving the place of residence:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How did he/she establish contact with the perpetrator?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) voluntarily</td>
<td>6) by force</td>
<td></td>
</tr>
<tr>
<td>Who did the recruiting/intermediation?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) family</td>
<td>c) unknown person</td>
<td>e) other</td>
</tr>
</tbody>
</table>
MANNERS OF RECRUITMENT

a) threat                                  e) deceit
b) coercion                                f) semi-truths
c) abduction                               g) use of force
d) lies                                    h) advertisement or other means
                                           of employment provision

TRANSPORTATION MEANS

a) transport (vehicles) _____________________________
b) transfer (illegal/legal)
c) hiding

d) taking over and harbouring

KIND OF EXPLOITATION

a) prostitution
b) sexual exploitation
c) pornography
d) forced labour or servitude
e) slavery or practices similar to slavery
f) forced marriage
g) forced fertilisation
h) unlawful adoption or a similar relationship
g) transplantation of human body parts

INITIAL CONTACT WITH THE VICTIM

WHO
WHERE
DATE

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>NOTE</th>
</tr>
</thead>
</table>
| The person possesses passport or ID documents
| Documents were confiscated by the employer/ another person
| ID documents were forged and/or obtained from an unknown/ third person
| Illegal entry into the country
| Has none or just a small amount of financial means
| The person had limited movement freedom; was held in isolation alone or with other people.
| There was a person “in charge of his/her safety”.
| Has visible injuries on the body – signs of violence
| Was the person raped |
The person knows where he/she is
The person knows the language he/she is spoken to
He/she knows the final destination of the journey
He/she gives the impression the information he/she gives were provided by another person

**WAYS OF ENTRY INTO/EXIT FROM MACEDONIA (FOR FOREIGNERS ONLY)**

- Unknown person organised the journey and/or the provision of visa.
- The entry/exit visa application was submitted by another person
- A working permit for a dancer/singer in a night club or something else was provided
- The person was required to perform other activities under coercion/threat
- The person travelled with escort and transport was paid for and he/she was instructed how to behave when crossing the borders.
- The person travelled alone / without escort
- The person fears that he/she will be deported
- The social and economic situation is difficult and there is lack of perspective in the country-region of origin.
- The family is dependant on the person’s incomes
- The person was recruited in the country-region of origin through an advertisement or otherwise and received a job offer.
- The promised work does not correspond to the working conditions and the life in the region or country of destination
- The person was promised a working permit which was never provided

**WORKING CONDITIONS**

- The person has limited freedom of movement or communicates under supervision
- The person has too long working hours
- He/she is expected to work in all sorts of conditions (for example, has to work immediately after an illness or interrupted pregnancy)
- The person is forced to entertain visitors (orders drinks-cocktails)
- The person has no or limited access to medical assistance
- The person has dependencies to:  
  a) alcohol  
  b) drugs

**TYPICAL SITUATIONS OF SEXUAL EXPLOITATION OR PROSTITUTION**

- The person knew that he/she would be forced into prostitution
- The person accepted to provide sexual services but not under the given conditions
The person had no right to reject a client
The person was punished by physical violence (otherwise)
The person often changed working locations

**MANNER OF PAYMENT**
The person received payment
The person received part of the arranged amount
He/she did not receive payment whatsoever

He/she did not receive payment for the following reasons:
- should repay debts for the transport, obtaining a passport, accommodation etc.
- should return a fixed daily or weekly amount for accommodation and food
- Should give a certain amount of the income to third persons.

Disobedience is punishable by withholding of or deduction from the income.

**NOTE – Has the person been identified as a victim**

Date ______________
Interviewer ______________
Interpreter ______________
Other people in attendance ___________ - _________________ - _____________
Measure 6: Providing Information after Identification

WHAT

During the information sharing stage after the identification of the person (regardless of whether he/she has been identified as a victim of trafficking in human beings), she/he is provided with detailed information about his/her rights, including the appropriate conditions and obligations, and is also given the opportunity to express his/her concerns and ask questions.

The victim’s consent should be based on information about the entire process of assistance and protection by the competent authorities. The victim cannot be referred to the competent authorities without being provided detailed information about the possibilities at his/her disposal.

WHEN

Immediately after the victim’s status has been established, the person should be given clear information on services and procedures orally and/or in writing.

WHO

Information on the services and procedures is provided to the victims by an appointed case manager from governmental, non-governmental organisations, and/or international organisations.

If the victim wishes to get in touch with the country of origin’s embassy, then the appointed case manager contacts the embassy and informs the latter of the victim’s request.

HOW

All information required shall be provided through the case managers.

a) If the victim decides not to testify, he/she is given:

- Information on risk assessment before the return;
- Information on the return options;
- Information on the assistance available and conditions of such assistance.

b) If the victim decides to testify, he/she is guaranteed:

- Information about the temporary residence;
- A process of collecting evidence;
- Court proceedings and the right to claim non-material indemnification;
Testimony and protection options;
Information on the assistance available and the conditions of such assistance.

**Measure 7: Deciding Period and Temporary Residence Permit**

**WHAT**

The victims should be offered a period to decide, so that they have time for rehabilitation and stabilisation and to decide if they shall cooperate with the competent authorities. The victims should be afforded contemplation period regardless of their decision to cooperate or not as witnesses and regardless whether the perpetrators will be criminally prosecuted or not. The decision-making period should be offered to both foreign and domestic victims of trafficking.

**Services offered in the decision-making period:**

- appropriate and safe accommodation,
- medical, psychological and social help,
- advice and information on their legal rights in a language comprehensible to them,
- legal aid for the victim during the criminal or other type of proceedings in which the victim exercises his/her rights,
- information on the appropriate court or administrative proceedings, as well as the right of foreign nationals to seek asylum;
- information on the possibilities and procedure for their return to the state whose citizens they are or in which they had legal residence before entering the territory of the Republic of Macedonia.
- Access to education.

If a foreign victim decides to cooperate with the competent authorities, he/she may be granted a temporary residence permit following the decision-making period. A temporary residence permit may be issued to victims of trafficking if:

- their presence in the Republic of Macedonia is necessary for conducting the court proceedings;
- they demonstrate a clear intention to cooperate with the competent authorities in the discovery of the criminal acts and the finding of their perpetrators, and if they have terminated their contacts with the people who are reasonably suspected of having been involved in the commission of the crime of “trafficking in human beings”.

A request for issuing a temporary residence permit in the Republic of Macedonia for the victim of trafficking is submitted by the THBS no later than ten days before the expiry of the decision-making period of the victim of trafficking in human beings.
The request for issuing a temporary residence permit must be signed personally by the victim of trafficking in human beings, and - if submitted by a minor - it must also be signed by the representative from the CSW appointed as her/his guardian. The request is submitted to the BAS.

WHEN

The decision-making period for domestic victims is up to 30 days counting from the day the victim is accommodated. A possibility to extend the decision-making period shall be envisaged for juvenile victims.

For foreign victims – as from the moment of the initial referral, the presumed victim of trafficking is allowed a decision-making period of two months, with the possibility of a prolonged decision-making period in case of minors. The temporary residence permit is issued for a period of up to 6 months with the possibility of extension for another 6 months.

WHO

- O from THBS within MIA;
- O from the BAS of MIA;
- Professionals from the CSW of MLSP;
- The Court.

The competent authorities assign a case manager from governmental institutions or non-governmental organisations, who shall attend to the victim in the course of the decision-making period.

HOW

The first step in organizing the decision-making period is that the case manager informs the victim for the purpose of obtaining his/her consent with the further activities. In that, the victim must not be interrogated and should be informed in a comprehensible and appropriate language.

The victim is allowed a decision-making period on the basis of the request submitted by the O from THBS within MIA, which includes the victim’s consent (form 2). The request is forwarded to the Head of the BAS, who decides on the request. After the expiry of the decision-making period and the validity of the temporary residence permit, if the circumstances surrounding the personal safety of the victim require so, the O of THBS – having obtained consent from the victim - submits a request to the Head of the BAS (form 3).

The decision-making period may be interrupted if:
- the victim has voluntarily, actively or upon his/her own initiative renewed the contacts with the persons who are reasonably suspected of having been involved in the commission of the criminal act of “Trafficking in human beings”; or
- it is so required by the circumstances of the public order and national security of the Republic of Macedonia. The circumstances are established on the basis of a special request submitted by THBS (form 4). This request is to be forwarded to the Head of the BAS, who decides upon the request.
Initial care is the first step in the package for assisting people exposed to traumatic events and is undertaken in the course of the decision-making period. The initial care’s purpose is to satisfy the following basic needs of the person and secure his/her safety:

- Accommodation;
- Food;
- Clothing and other basic needs;
- Psychological counselling and psycho-social support;
- Referring to legal aid; information about the legal provisions in relation to the temporary residence permit, requesting information on the possible legal problems upon the return to the country of origin,
- Facilitating contact with the consular office with the victim’s informed consent;
- Providing documents (in cooperation with the consulate office),
- Facilitating the contact with the authorities in the country of origin with the victim’s informed consent;
- Medical examination and aid;
- Safety measures; see Early risk assessment
- Contacting the family and/or close relations at the victim’s request;
- Informing the competent authorities;

The initial assistance and care should be based on an implemented needs assessment. The assessment is carried out by the case manager and the person, explaining to the latter the procedure and allowing for the possibility to ask questions.

As from the moment of identification of the victim, the case manager shall be responsible for the former until the commencement of the reintegration and re-socialisation process.

During the stage of mid-term assistance for the victim, the service providers are responsible for:

- Providing safety;
- Providing health care services;
- Assessing and satisfy the psychological needs;
- Providing legal aid;
- Assisting the victim in restoring self-confidence and stability; and
- Cooperating in planning and preparation of the victim’s future steps;
Mid-term assistance shall be given:

1. In Macedonia, if the victim concerned is a Macedonian national; or
2. In the country of origin, after the victim is returned (if the victim concerned is a foreigner); and/or
3. In the country of destination, if the victim stays longer than the decision-making period on grounds of a granted temporary residence permit (for example, as a victim or a damaged party).

**Measure 1: Victim’s Needs Assessment**

To establish the appropriate measures for assisting the victim, it is necessary to conduct a needs assessment.

**WHAT**

A needs assessment is made on the basis of the following criteria:

<table>
<thead>
<tr>
<th>Needs Assessment Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CASE FILE DATA</strong></td>
</tr>
<tr>
<td>No.</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td><strong>BASIC NEEDS</strong></td>
</tr>
<tr>
<td>No.</td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
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<tr>
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<tr>
<td></td>
</tr>
<tr>
<td><strong>RISK ASSESSMENT</strong></td>
</tr>
<tr>
<td>No.</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>No.</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
</tbody>
</table>

**HEALTH ISSUES**

<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
<th>citizen/resident</th>
<th>foreigner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mandatory medical examination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Blood test, microbiological examination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Infectious diseases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Gynaecological examination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Dental examination, if needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Significant medical issues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Great stress or anxiety</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Mental illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Physical invalidity or high-risk conditions (heart, epilepsy, asthma)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Learning disability</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**LEGAL/ADMINISTRATIVE NEEDS**

<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
<th>citizen/resident</th>
<th>foreigner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Appointed/identified legal professional</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>UNHCR Asylum</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
WHEN

The needs assessment of the victims is carried out once they have been given information about the services available and conditions and requirements for the provision of such services.

WHO

The case manager:
- Professionals from CSW of MLSP, or
- O from THBS at MIA,
- representative from the NGO from the shelter, or
- O from BAS at MIA

HOW

Before initiating the needs assessment procedure, the case manager should:

- Take into consideration the received information on the case;
- Explain the purpose of the needs assessment procedure to the victim (for example, how it is to be used, why it is useful);
- Explain who will have access to the information;
- Explain the right of the individual to refuse to answer any question.
- The needs assessment of a juvenile victim should be carried out in coordination with the appointed guardian.

Mandatory medical examination should be introduced as an agenda that is to be followed (preferably examination by an internist) – this is in the best interest of the person and is a precaution for the individual, the employees working with him/her and other persons accommodated in the shelter. The individual is confused and under stress and the mandatory examination does not constitute a human rights violation.

The funds for the package of healthcare services shall be reimbursed by the CSW.

Measure 2: Developing an Assistance Plan

WHAT

The assistance plan is a clear and detailed description of the suggested subsequent steps for support of the victim. This is a provisional plan.

WHEN

After the needs assessment procedure of the victim has been completed.
**WHO**

- the case manager (professionals from CSW/ O from THBS/ a representative from an NGO-shelter/O from BAS);
- the victim;
- the support team (professionals of certain profiles), and
- the family or a guardian appointed by the CSW (in case of a minor or a person with problems in the psycho-physical development).

**HOW**

The case manager discusses the plan for assisting the individual with the support team of the victim and with the victim.

The communication should include:

- Information about how the case will proceed with the team;
- The location of the accommodation;
- The time of the following meeting;
- What should be undertaken in case of a safety risk;
- The needs for psychological and social, medical and legal aid.

When assessing the needs of minors, the latter should be allowed to participate in decisions which relate to the programmes intended to help them, with respect for their wishes and their best interest.

**Measure 3: Consent with the Implementation of the Assistance Plan**

**WHAT**

The procedure for obtaining consent is carried out in order for the victim to understand and consent to the offered help, conditions and terms.

**WHEN**

Once the assistance terms and conditions have been explained to the victims; if he/she agrees to them, he/she is be asked to sign a request for assistance.

**WHO**

The case manager: professionals from CSW/ O from THBS/ a representative from an NGO-shelter/O from BAS.
HOW

The authorised institution/organisation that offers the service should produce a consent form which includes the following information:

- List of available services;
- Accommodation conditions;
- Rules to be respected;
- Reasons for termination of the assistance.

The victim should be given a clear description of the services offered in a language comprehensible to the victim. He/she should be given time to read or have the consent form read to them and to review the options and make a decision.

Note: The consent is limited to the services indicated in the request for assistance. According to this request, the victim is not to be subjected to any testing, procedures or aid. For other types of tests (e.g., HIV), interrogation (e.g., police), procedures (e.g., immigration) and providing information for a third party, separate consent procedures are needed.

In case the victim is a foreign national, the BAS notifies: the THBS, IOM, Interpol (if the individual has no identity) and MLSP, the Ministry of Foreign Affairs and NGOs.

The following are notified in case of domestic victims: THBS, MIA, NRM within MLSP, NGOs, the family.

Measure 4: Adjustment and Stabilisation

WHAT

The adjustment and stabilisation process includes:

- Package of medical services and required medical aid;
- Psycho-social assistance and support with a view to:
  - Boosting the victim’s feeling of independence and self-confidence;
  - Providing social and educational activities;
  - Acquiring knowledge and skills;
  - Preparing him/her for re-socialisation and reintegration;
  - Safety risk assessment;
  - Individual psychological support;
- Legal aid;
- Financial aid (in accordance with the legal regulations); and
- Opportunities for education/vocational training/regular education for minors.
WHEN

It should follow the initial care.

WHO

This level of care is often provided by numerous governmental and non-governmental service providers, including:

- Psychologists from CSW of MLSP and NGOs;
- Social workers for support from CSW of MLSP and NGOs;
- Authorised persons from the NRM of MLSP.
- Medical professionals.

The adjustment and stabilisation care should be multi-sectoral and is proposed in cooperation and coordination with the competent authorities.

HOW

- Coordinated team meetings/discussions with members of the support team;
- Assessment of progress in various fields;
- Notification of the victim about the team’s assessment;
- Risk assessment for people who plan to stay in the country of destination/to return to their environment;
- Support mechanisms for people who wish to stay/to return home;
- Communication with other institutions; and
- Developing plans for further steps in the key areas.

The victim may submit an objection to the case manager and/or to the competent authorities related to any remarks they have concerning the services and procedures offered. The objection may be submitted: anonymously, verbally or in writing. The case manager and/or competent authorities are required to examine the allegations in the objection in the shortest period possible, and to inform the victim about the same. The allegations shall be reviewed institutionally. The submission of an objection should in no way have negative impact on the provision of services.

Note: The assessment results should be reviewed with the victim. The plans for the “following steps” should be designed together with the victim, investing all efforts to encourage the victim to take an initiative.
The return process should be voluntary and safe. Victims should be given the possibility to assert whether, when and how they would wish to return home.

The options are as follows:

For victims – citizens of the country:

- Through the NRM office in cooperation and coordination with THBS at MIA and NGOs; or
- Individual return at one’s own expense.

For victims – foreign citizens:

- Government to government; - Competent bodies in the Republic of Macedonia are: BAS, THBS, MLSP (in case of juveniles) and MFA;
- NGO to NGO;
- International Organisation to International Organisation (e.g., through the Integrated Assisted Voluntary Return Programme of IOM);
- Mixed systems, e.g., government to NGO, government through IOM, etc.;
- Individual return at one’s own expense;

A juvenile foreigner must not be returned to his/her country of origin or to a third country, which has consented to accept him/her, until this country has conducted a thorough assessment of his/her family (see Annex 4 – Family Assessment Form – MLSP) and until appropriate accommodation conditions have been provided. Until appropriate conditions are provided, the minor should remain on the territory of the Republic of Macedonia.

The minor must not be returned to a third country where his return would be contrary to the Convention on the Rights of the Child, Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and the Convention for the Protection of Human Rights and Fundamental Freedoms.

**Measure 1: Decision-making Process for the Return of a Victim**

**WHAT is an informed return decision?**

An informed decision to return is a decision freely made by the victim after being thoroughly informed of the options and risks which relate to
his/her prolonged stay in the country of destination, returning home or change of residence/habitat.

WHEN

The victim should be asked about his/her decision to return home on several occasions during the assistance process, but especially:

(a) immediately before the identification itself; and
(b) before the end of the decision-making period.

WHO consults the victim about his/her return decision?

In case of domestic victims, the competency for this activity falls within the scope of the NRM Office and the competent NGO.

In case of foreign victims, the competency for this activity falls within the scope of the THBS and the BAS of MIA and the NGO working with the victim. In case of a victim’s voluntary return within the frames of the programmes of international organisations, the international organisation shall also be consulted on the decision and details related to the victim’s return.

HOW is the victim prepared to reach a return decision?

The victim should be given the following information orally and in writing in the language that the victim understands.

<table>
<thead>
<tr>
<th>Providing information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information</strong></td>
</tr>
<tr>
<td>Information on the legal possibilities to stay in the country of destination</td>
</tr>
<tr>
<td>• Residence permit</td>
</tr>
<tr>
<td>• Possibility for asylum</td>
</tr>
<tr>
<td>• Information on available social services</td>
</tr>
<tr>
<td>• Possibilities for psychological and social support</td>
</tr>
<tr>
<td>• Possibilities for medical aid</td>
</tr>
<tr>
<td>• Possibilities for language courses</td>
</tr>
<tr>
<td>• Possibilities for education and vocational training</td>
</tr>
<tr>
<td>• Information on the situation of the labour market</td>
</tr>
<tr>
<td>• Accommodation possibilities (shelter, apartments)</td>
</tr>
</tbody>
</table>
### Measure 2: Risk Assessment and Possibilities for Social Inclusion

#### WHAT

The risk and safety assessment before the return is of essential importance for ensuring the safety of the victim and his/her family.

#### WHEN

Immediately after the victim decides to return home.

#### WHO

The assessment of the safety of the return is conducted on the basis of the information provided by:

- a) the victim;
- b) NRM at MLSP and THBS at MIA;
- c) Non-governmental organisations;
- d) Ministry of foreign affairs - the diplomatic and consular missions (DCM) of the victim’s country of origin and the DCM of the rm in the victim’s country of origin.
- e) International organisations

---

<table>
<thead>
<tr>
<th>2</th>
<th>Information on possibilities in the country of origin</th>
<th>Contacts to be called and provided with additional information about the functioning of the services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Information on the available social services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Information on available specialised aid, e.g., psychological and social support, legal aid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Possibilities for medical aid</td>
<td></td>
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<tr>
<td></td>
<td>- Accommodation possibilities</td>
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<td></td>
<td>- Possibilities for further education and vocational training</td>
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<tr>
<td></td>
<td>- Information on possible legal consequences in the country of origin</td>
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</tr>
</tbody>
</table>

The type of information provided to the victim shall depend on whether the person is a domestic or a foreign citizen.

After information is provided, the victim may make a decision in the course of the decision-making period. The decision should be documented by a signed consent (Annex 5).
## HOW

The risk and safety assessment is carried out by asking the following questions:

### Risk and safety assessment of the return

<table>
<thead>
<tr>
<th>Suggested questions</th>
<th>Details/Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Questions for the victim</strong></td>
<td>The Case Manager</td>
</tr>
<tr>
<td>• How would you feel if you went home?</td>
<td></td>
</tr>
<tr>
<td>• Where would you feel safe?</td>
<td></td>
</tr>
<tr>
<td>• Has anyone threatened your family/friends?</td>
<td></td>
</tr>
<tr>
<td>• Has anyone threatened you?</td>
<td></td>
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<tr>
<td>• Do the perpetrators know where you/your family live?</td>
<td></td>
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<tr>
<td>• Are the perpetrators part of your family, friends or close social groups?</td>
<td></td>
</tr>
<tr>
<td>• What could be done to make you feel safe?</td>
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</tr>
<tr>
<td>• How will your family/friends react when you return home?</td>
<td></td>
</tr>
<tr>
<td>• Do you want to go back to school, at work, university, etc.?</td>
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</tr>
<tr>
<td>• What is the worst thing that could happen when you return home? How will you deal with it? What can you do or what could be done to avoid this?</td>
<td></td>
</tr>
<tr>
<td><strong>2 Risk assessment by the police:</strong></td>
<td>Conducted by THBS</td>
</tr>
<tr>
<td>• Have the perpetrators threatened the family or friends?</td>
<td></td>
</tr>
<tr>
<td>• Are the perpetrator’s acquaintances part of the family, friends or social group?</td>
<td></td>
</tr>
<tr>
<td>• Do the perpetrators know of the place of residence of the person?</td>
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<tr>
<td>• Is the police in the country of origin capable and ready to protect the victim from possible repressions or violence (in case of a foreign victim)?</td>
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<tr>
<td>• Have criminal charges been raised against the perpetrator?</td>
<td></td>
</tr>
<tr>
<td>• Is it one perpetrator or is it an organised group of perpetrators? What are his/their relations with the victim?</td>
<td></td>
</tr>
<tr>
<td>• Risk assessment through police records, as well as through information obtained from third parties.</td>
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</tr>
</tbody>
</table>
### Social inclusion risks:
- Threat of criminal prosecution or misdemeanour proceedings for acts performed during the exploitation;
- Infrastructure conditions – accessibility of place of residence;
- Possibilities for being protected by the local police;
- Stigmatisation, marginalisation, social isolation;
- Inclusion in the witness protection programme;
- Access to social services, institutions that provide accommodation;
- Providing medical, psychological, legal counselling;
- Possibility to resume professional training or education;
- Possibility for permanent accommodation.

### Quality:
- Possibility for long-term, independent financial security;
- Possibility for return to the family. Family condition (violence, etc.?)
- Condition in the community
- Civil unrest
- Physical and psychological condition of the victim

---

After the assessment, the victim should immediately be informed of the results.

Note: The victim should be returned to the country of origin only if it is established that this is not a threat for his/her safety. If this cannot be done, the options for change of residence or accommodation in a third country should be looked into (in line with the provisions of the Law on Witness Protection).

### Measure 3: Developing a Risk Management Plan

**WHAT is a risk management plan?**

A document in which the risks that the victim and the victim’s family/close ones may face upon return have been established. The purpose of the plan is to minimise the risk and manage it effectively.

---

NRM, the police, NGOs, international organisations, the Diplomatic and Consular Missions (of the victim’s country of origin and the DCM of the RM in the victim’s country of origin)
WHEN

After a risk and safety assessment has been done, as along with an assessment of the possibility of social inclusion of the victim.

WHO

- THBS at MIA;
- NRM/CSW at MLSP.
- NGOs;
- Competent bodies and organisations in the country of origin.

HOW

A plan is developed, summarizing the various findings. Meanwhile, the THBS designs the part of the plan which relates to the risk and safety assessment, while the NRM designs the part relating to the social inclusion risks.

After the plan has been developed, the victim should be informed of the risks that he/she could encounter and the measures undertaken to protect him/her and his/her close ones.

Note: The plan should be revised and updated in the country of origin after the victim’s return.

Measure 4: Finding the Family

WHAT

If the victim has lost contact with his/her family and has expressed a wish to return, steps should be undertaken to establish a contact.

WHEN

In parallel with the safety and risk assessment process.

WHO

- THBS at MIA;
- In case of foreign victims, the IPCD at MIA requires that the competent authorities for international police cooperation from the country of origin of the victim do a check up;
- NRM/CSW of MLSP;
- MFA;
- An international organisation, depending on the circumstances of the case;
- Diplomatic and consular missions in the RM;
- NGO.

**HOW**

The institutions/organisations involved shall use all available means (conversations with the victim, phone contacts, third parties, police records, etc.)

**Measure 5: Documentation**

**WHAT**

When the victim does not have identification papers and/or a passport, it is necessary to provide them.

**WHEN**

The documents are provided when there are conditions for return. The period of time for issuing the papers depends on the particulars of each individual case.

**WHO**

The process for providing the documents is initiated by the case manager, who conducts it in cooperation with the competent authorities within the MIA, as well as with other institutions and diplomatic and consular offices.

**HOW**

If the victim has made a voluntary decision to return to the country of origin, the case manager should get in touch with the appropriate embassies or consulates and/or other competent institutions in order to find out how appropriate travelling papers may be obtained.

The BAS shall prepare and carry out the return procedure for the victim in the country of his/her nationality or in the country in which he/she had legal residence until the moment of entry in the territory of the Republic of Macedonia.

If the victim has no passport or if a passport may not be obtained from the country of his/her nationality, the local organisational unit of the MIA where the foreigner’s residence is, shall issue the victim a travel document for a foreigner following an approval from the Foreign Nationals Unit of the MIA.
Note: The travel paper should not state that the person is a victim or an illegal migrant. The embassy and consular missions should not be contacted if the victim has expressed a wish to seek asylum, i.e. during the course of the asylum seeking procedures.

**Measure 6: Sharing Information with the Victim**

**WHAT**

The sharing of information with the victim is to ensure that the victim is fully informed about the return process in order to secure his/her reintegration and avoid his/her re-victimisation.

**WHEN**

Immediately after the decision to return is arrived at.

**WHO**

- The Case Manager;
- THBS at MIA;
- NRM/CSW at MLSP;
- NGOs.

**HOW**

The victim is informed of and consulted about the following:

- Assessment results (risk and safety, as well as social inclusion);
- Identity status and travel papers;
- How the transport from one country to another, or within the country, is to take place:
  - With or without escort;
  - Transportation means;
  - Access to food and beverages;
  - Money-related issues;
  - Assistance during the transit;
  - Who shall receive the victim upon the arrival;
  - How to recognise the representative of the receiving organisation/institution during transit and after arrival;
  - Safety risks.

- Information about the first days in the country of origin or the place of residence:
  - Rights and options for the returning victim;
  - Accommodation possibilities;
- Assistance possibilities;
- Contact information on appropriate organisations /institutions;
- Safety risks;
- Reintegration information.

**Measure 7: Sharing of Information on the Victim Before Departure**

**WHAT**

The sharing of information between the country of origin and that of destination should define the needs of assistance for the victim in the country of origin.

**WHEN**

At least 8 days before the return.
In extraordinary circumstances when the victim’s safety is endangered, this timeframe can be shorter (but not shorter than 48 hours).

**WHO**

- The person assigned to the case;
- THBS at the MIA;
- NGO;
- The receiving organisation/the institution.

**HOW**

In order to provide prompt and appropriate assistance after the arrival in the country of origin, the country referring the victim should establish a contact with the country of origin, in order to ensure coordination of the return process.

The information on the victim’s assistance requirements is given in the form of a recommendation produced by the case manager.

The notification should go as follows:

- Request for return assistance (transit and/or acceptance) by the referring institution/organisation;
- Confirmation of the request for return assistance (transit and/or acceptance) by the institution/organisation that refers to the receiving institution /organisation;
• Request for assistance at reintegration by the referring institution/organisation;
• Confirmation of the assistance at reintegration by the receiving institution/organisation.

The information furnished by the referring organisation to the receiving one should contain:

• Name of the victim;
• Date of birth and place of residence in the country of origin (if the person returns to the country of origin);
• Current health condition or condition which is suspicious or vulnerable for the person;
• Safety and risk assessment;
• Short overview of the needs of assistance;
• Anticipated date and time of departure (if any);

On the basis of the information received and the consultation with the referring institution/organisation, the receiving organisation/institution should decide whether the individual referred will receive assistance.

In order to ensure the safety of the victim, there must be flow of information between the referring and receiving organisations, as well with as other possible organisations in the course of the transit and at border crossings. Such flow of information should cover the following:

• Travel data (transportation means, name of transporter, etc), date and the time of arrival at the final destination;
• The receiving organisation is to be notified immediately after the departure of the victim;
• Name (names) of the accompanying person, if any;
• Confirmation that the victim shall be met and who will meet her/him;
• Confirmation that the victim arrived and was met.

The receiving organisation shall be selected from among the ranks of the governmental and/or non-governmental actors, taking into account the following aspects:

• The assessment of the risks to the victim’s safety;
• The victim’s place of origin;
• The victim’s age, gender and education;
• The assistance programmes that individual organisations/service providers offer in the country of origin vis-a-vis the victim’s specific assistance needs.
Measure 8: Safe Transport/Transfer

WHAT

The transport of the victim from the shelter center to the place of residence or to the country of origin should be safe.

WHEN

After the return decision and the provision of conditions for safe return.

WHO

- for domestic victims: NRM/CSW at MLSP, THBS and the Witness Protection Unit at MIA, NGO;
- for foreign victims: The BAS, THBS and the Witness Protection Unit at MIA, NGO and International organisation.

The Witness Protection Unit accompanies the victim/witness from the safe location in which the latter is accommodated to the necessary place (court, prosecutor’s office, health institution, police station...) if the victim-witness is included in a witness protection program.

HOW

The victim should be provided with all the basic means necessary for his/her return:

- Travel and/or identification documents;
- Travel ticket;
- Telephone numbers in case of emergency;
- Information on how to recognise the person meeting the victim upon arrival and during the transit;
- Personal belongings;
- Accompanying person.

Note: If the risk assessment shows that there is no need of an accompanying person during the transport, the victim shall be accompanied to the place of departure, as well as from the place of arrival.
SOP – Reintegration

Having in mind the special physical, psychological and social consequences that the victims suffer as a result of their abuse and exploitation, we need to undertake relevant measures and procedures for their reintegration in the family, home and the local community.

Appropriate support for their resocialisation in the environment of their return shall be ensured through practical design and implementation of individual programs for each person individually, based on the victim’s age and needs.

The resocialisation and reintegration shall take place in centres specialised for that purpose, in cooperation with specialised NGOs.

Measure 1: Preparation for Reintegration

WHAT

The measures for assistance include services of support and training programs that are provided in:

- the place of residence, in case of domestic victims;
- the country of origin of the victim upon her/his return; or
- the destination country if the person was granted license for temporary residence.

The reintegration support includes:

- Psychological counseling;
- Legal advice;
- Language learning;
- Education and/or vocation training;
- Counseling and assistance regarding employment;

The reintegration involves support for the victim, their family, their home-family and preparation of the local community to support the victim.

WHEN

The recommendations/guidelines on reintegration shall be prepared before the victim returns to the place of residence and should be made available immediately after his/her arrival.

The duration of the care for domestic victims is defined individually, depending on the needs in each individual case.
The care for foreign victims is available up to the expiry of the temporary residence.

**WHO**

- The competent CSW where reintegration takes place/NRM at MLSP;
- THBS at MIA;
- NGO carrying out the reintegration.

**HOW**

The plans for reintegration are developed on the basis of the individual needs and abilities of each individual victim. The person responsible at the shelter should prepare all the relevant information about the victim and submit it to the CSW responsible for that victim (Annex 3-Form 2).

The reintegration assistance is provided by designing individualised programs or plans for re-socialisation and reintegration of human trafficking victims, based on services offered and contained in:

- The Program for re-socialisation and reintegration of victims of human trafficking;
- The Program for re-socialisation and reintegration of children victims of human trafficking;
- The Program for resocialisation and reintegration of persons (adults and juveniles) with special needs – victims of trafficking in human beings.

Individual plans will be developed depending on the needs, interests and abilities of the victim in each individual case and in line with the existing programs for re-socialisation and reintegration of the victims of human trafficking.

The victims are actively involved in the development of these plans.

**Measure 2: Reintegration Plan**

**WHAT**

The sharing of information should define the needs of assistance for the victim in the country of origin. The plan for reintegration of domestic victims should be based on the victim’s needs and should be developed together with the latter and with the competent institution or organisation in the place of residence.

In cases involving victims of trafficking in human beings who are foreign
nationals, the recommendations and guidelines for reintegration will be forwarded to the country of origin.

WHEN

For domestic victims who were not accommodated in the Shelter, the reintegration plan is designed immediately after the needs assessment has been done by the team of experts in the competent CSW. If they are accommodated in a shelter, the reintegration plan is designed 7 days before their departure.

In the case of foreign victims accommodated in a shelter in the destination country, in order to ensure that the development of the reintegration plan meets the victims’ needs more efficiently, the information about the victim will be prepared by the responsible person in the shelter and will be forwarded to the country of origin to serve in the development of an appropriate reintegration plan. The information should be delivered at least 7 days before the return from the destination country to the one of origin, except in extraordinary circumstances when the safety of the victim is endangered.

WHO

- The case manager;
- Appointed guardian;
- The victim;
- THBS at MIA;
- CSW/NRM at MLSP;
- NGO;
- Local community representative.

HOW

The reintegration plan before departing should be developed only if the victim wants to receive additional assistance. If the case concerns a juvenile victim of trafficking in human beings, the development of a reintegration plan is mandatory.

If the victim does not want to be included in a reintegration program, he/she shall receive information on institutions and organisations that he/she can approach.

The information provided by the destination country to the country of origin should contain:

- Name of the victim;
- Date of birth and place of residence in the country of origin (if the person returns to the country of origin);
• The victim’s current health and psychological;
• Safety and risk assessment;
• Short overview of the needs of assistance;
• Recommendations/guidelines on the development of a reintegration plan in the country of origin.
• Anticipated date and time of departure, if any.
The victim who is a foreign national is involved in the criminal proceedings if he/she decides to cooperate with the police and the competent judicial authorities.

The victim has the right to claim indemnity in the criminal proceedings.

According to the provisions of the LCP, each person - including the victim of human trafficking summoned as a witness - is obliged to appear and give a statement. If there is a likelihood that, by giving such a statement or by answering certain questions, the witness would expose himself/herself to danger for his/her life or personal integrity, he/she may refrain from presenting personal information. The witness is not obliged to respond to certain questions if it is likely that -by answering such questions - he/she would expose himself/herself or a close relative to grave disgrace, significant material damage or criminal prosecution.

Human trafficking is a criminal act of a transnational nature and therefore numerous international agreements provide for centralisation of the data. For these reasons, the courts are obliged to provide data to the Ministry of Internal Affairs on the criminal act, the perpetrator and the effective decision under international legal aid procedures.

**Measure 1: Collecting Evidence with the Victim’s Support**

**WHAT**

After the period for making a decision, a foreign national can decide:

a) Not to cooperate with THBS at MIA;

b) To cooperate with THBS at MIA and to be available for questioning.

In case of (b), the THBS at MIA can conduct conversation with the victim. The victim can give statements and verbally initiate criminal charges with the Public Prosecutor’s office regarding the crime and the perpetrator. The minutes compiled at the Public Prosecutor’s office in compliance with the provisions from the LCP may be used as evidence in the proceedings. In case there is a danger of delay or in case when the perpetrator is unknown, an investigative judge can hear the witness/victim before the start of the criminal proceedings.

**WHEN**

In case of domestic victims, from the moment of initiation of the proceedings until its end.
In case of foreign victims, from the moment of the informed consent to cooperate is given until the end of the court proceedings, unless the victim reverses her/his decision to cooperate.

**WHO**

- THBS at MIA;
- the Public Prosecutor;
- the investigative judge.

In case of minors, this requires the presence of a representative from the CSW or a guardian for special cases through the NRM at MLSP. The judges, public prosecutors and official persons can act only if they possess relevant education, special knowledge and experience in the field of children rights and criminal and legal protection of minors.

**HOW**

Before the conversation starts, the victim should be informed of:

- The rights and responsibilities during the conversation with the official from the THBS at MIA;
- The rights and responsibilities related to giving a statement in front of an investigative judge and at the main hearing;
- The possibilities for claiming indemnity in the criminal proceedings;
- The personal safety and the safety of her/his family or other persons close to the victim;
- The confidentiality of the process and risk of disclosing information;
- The possibility to have the perpetrator physically removed during the court proceedings;
- The possibility to exclude the public during the course of the court proceedings;
- It is recommended that all previously made assessments are considered before conducting the interview;
- No contacts are to be established with the native countries nor the consular offices in order to collect evidence without the consent of the victim to do so and if this can endanger her/his safety before, during or after the court trial.

If there is a need of additional information and the foreign victim is gone back to the place of residence before the trial, the THBS at MIA shall submit a request through SECI for locating the victim (confirmation of the identity and submitting information about the hearing), while the court, by sending a request for international legal aid, directly addresses the competent court or the Ministry of Justice, which forwards the request to the MIA or directly to the institutions in the country of origin for further processing and actions.
Note: The safety and welfare of the victim are of the highest importance and have a priority in the process of collecting evidence!

**Measure 2: Preparation of the Victim before the Trial**

**WHAT**

The goal of the preparatory phase before the trial is to ensure:

- That the victim is aware of his/her rights;
  1. the right to attend the main hearing;
  2. the right of adequate interpretation;
  3. the right not to respond to certain questions;
  4. the right to propose new evidence and to pose questions to witnesses, court experts and defendants (if he/she is also the injured party);
  5. the right to elaborate the indemnification claim;
  6. the right to a closed trial;
  7. the right to have an attorney to represent him/her in the criminal proceedings.

- That the victim is completely informed about the court proceedings;
- That the victim is aware of the roles of different persons included in this process;
- That the victim is provided psychological support.

**WHEN**

Before the trial.

**WHO**

- The attorney in the communication with the public prosecutor;
- The team for psychosocial support appointed by the non-governmental organisations; and
- Representatives of governmental institutions.

If the victim is back in the native country and the trial is held in the country of destination, the victim is prepared in the country of origin at the request of the Public Prosecutor/investigative judge from the destination country. The request is sent to the competent MIA in the country of origin through the SECI, NGOs or international organisations.

**HOW**

- Before the date of the trial, the attorney or the person assigned to the case explains the course of the court proceedings;
It is desirable to have a support person accompanying the victim-witness throughout the entire court proceedings;
- If possible, the victim-witness should be reminded of all her/his statements given previously. This should be done in an informal environment;
- The victim is prepared to give a statement and he/she is informed of her/his role in the criminal proceedings.

If the victim has returned to the country of origin, the preparation for the trial is an obligation of the institutions in the country of origin.

**Measure 3: Support to the Victims During the Trial**

**WHAT**

To obtain a relevant statement from the victim, it is important to create circumstances which shall:

a) minimise the safety risks; and  

b) minimise the risk of repeated traumatisation /re-victimisation.

Minors who – due to their age and level of mental development - are not able to understand the meaning of the right not to appear as witnesses may not be heard as such. Minor victims may only be heard as witnesses if this has no harmful effect on their psychological and physical development. Minors may be heard not more than twice in the capacity of a witness; this may be done for a third time as an exception, if the special circumstances of the case require so. Depending on their age and level of development, hearings of minors take place in the presence of psychologists, pedagogues or experts.

A juvenile person under 16 years of age may be summoned as a witness through his/her parents or through his/her legal representative, except when that is not possible due to a need for urgent action or due to other circumstances.

**WHEN**

During the trial.

**WHO**

- An official person from WPU at MIA;  
- The Public Prosecutor;  
- The Judge;  
- The attorney;  
- An accompanying person from an NGO.
HOW

☑ When needed so during the procedure, the hearing takes place on the basis of a video recording, i.e. statements are given in a special court room in order to avoid the victim’s personal presence or the accused may be removed from the main hearing;

☑ Should the need arise, recorded testimonies, video testimonies, statements given in separate court premises should be used during the trial in order to exempt the victim from appearing in person, or use should be made of the LCP provision allowing for the accused to be removed from the trial.

☑ Avoiding contacts with the perpetrator or individuals closely affiliated to the perpetrator when entering the building, using a separate entrance, room etc.;

☑ The support persons should stand beside the victim while he/she testifies;

☑ Closing the proceedings for the public;

☑ Protection can be provided to the witnesses who are victims by including them in the Witness Protection Programme.

In case of victims who had been repatriated in their native country and there is a need of their appearing as witnesses in front of the competent courts in the Republic of Macedonia, the MIA submits through SMPS a request for locating and ensuring the presence of the witness. The SMPS request is submitted to the SECI center, which forwards it to the country of origin of the victim, where measures are undertaken to locate/ensure their presence. To this end, the request should contain detailed data about the victim, the place and time of the court proceedings, and the accused, to enable the victim/witness to prepare for the trial.

If the victim needs to appear as a witness, activities are undertaken to organise their arrival in Macedonia, i.e. an approval for financial support (travel, visas and accommodation) and organisation of the trip is obtained from the SECI center and - upon arrival in RM - the entire security of the witness/victim becomes an obligation of the Witness Protection Unit.

In cases when there are technical possibilities, foreign victims of human trafficking can be heard by means of video-conferencing or hearing of the victim via telephone; (LCP, Second Additional Protocol to the Convention for Mutual Legal Aid in Criminal Cases).
Measure 4: Support for the Victim-Witness after the Trial

WHAT

Subject to the risk assessment, the victim-witness who is a foreign national may be returned to the native country/another country or, provided that he/she is included in a witness protection program, the following measures may be applied:

- confidentiality concerning the victim’s identity;
- providing personal protection;
- change of identity;
- change of place of residence/temporary residence.

WHEN

After the trial and until such time as there is a risk to the safety of the victims and their close relatives or there is a significant threat to their life, health, freedom, physical integrity or property.

WHO

- WPU at MIA;
- NGO.

HOW

- Change of the personal data of the witness;
- Provision of a safe place for living or residence;
- Informing the victim and her/his family in advance of the perpetrator’s release from prison.

Domestic victims of trafficking in human beings who will not enter the Witness Protection Programme can use the services of the NGOs.

The victim is to be observed for a period of one year after the trial with a view to assessing the risk of re-victimisation.

Measure 5: Support for the Victim in the Indemnification Claim in Criminal Proceedings

WHAT

The victim has the right to be compensated by the perpetrator on the grounds of the damage incurred.

The compensation of the victim is realised upon submission of an indemnification claim in criminal proceedings. The indemnification claim is sub-
mitted to the body before which the criminal proceedings are initiated or to the court conducting the proceedings.

Indemnification claims are decided upon by the criminal court. That is, the conviction verdict also contains a complete or partial ruling on the indemnification claim. If the evidence in the criminal proceedings fails to provide sufficient grounds for a complete or partial decision on the indemnification claim and the additional securitisation of those claims could unjustifiably delay the proceedings, the court shall in its decision grant the principal only or the principal and a portion of the amount of the claim, issuing an additional decision on the amount of the indemnification claim or the remainder thereof.

To secure indemnification claims in the course of the criminal proceedings, temporary measures may be imposed to safeguard indemnification claims resulting from the execution of criminal acts. Temporary securitisation of property or assets includes temporary freeze, confiscation, or retention of funds, bank accounts and financial transactions or proceeds from the crime.

If the amount of the indemnification claim cannot be determined through other evidence or if the presentation of such evidence would lead to significant delay of the proceedings, the court shall issue an additional decision regarding the amount of the indemnification claim or a part thereof, defining fair compensation.

In case of a decision of acquittal, the court advises the damaged party to have her/his indemnification claim resolved in a civil dispute.

Minor victims of human trafficking have the right to compensation from the Indemnification Fund.

WHEN

Not later than by the conclusion of the main hearing at a first instance court.

Juvenile victims can submit an indemnification request to the Fund when the indemnification claim may not be enforced even after the second hearing from the property of the perpetrator due to factual or legal impediments and when more than six months have passed after the date on which the decision on the indemnification claim became effective.

WHO

The claim is submitted by the victim or by her/his attorney.

In case of juvenile victims, the request may be submitted by his/her parents, guardians and legal representatives.
HOW

- By informing the victim of his/her rights to compensation through court proceedings and to active participation in such proceedings;
- By providing free legal aid in the course of the proceedings;
- By informing the foreign victim through his/her attorney on the progress of the civil procedure conducted in the destination country.
## ANNEX 1
### List of bodies responsible for the SOP

<table>
<thead>
<tr>
<th>SOP</th>
<th>Competent Body</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification and Referral</td>
<td>- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA</td>
<td>Phone: ++389(0)23116280 Fax: ++389(0)23142201</td>
</tr>
<tr>
<td></td>
<td>- Office of the National Referral Mechanism, MLSP</td>
<td>Phone: ++389(0)23129308 Fax: ++389(0)23129308</td>
</tr>
<tr>
<td></td>
<td>- IOM Skopje- Department for Combating Human Trafficking</td>
<td>Phone: ++389(0)23088100 Fax: ++389(0)23088101</td>
</tr>
<tr>
<td>Initial Care and Mid-Term Assistance</td>
<td>- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA</td>
<td>Phone: ++389(0)23116280 Fax: ++389(0)23142201</td>
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<td>- NGO Open Gate</td>
<td>Phone/Fax: ++389(0)2700107</td>
</tr>
<tr>
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<td>- NGO For a Happy Childhood</td>
<td>Phone: ++389(0)2615628 ++389(0)2622491 Fax:+389(0)23118143</td>
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<tr>
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<td>- IOM Skopje- Department for Combating Human Trafficking</td>
<td>Phone: ++389(0)23088100 Fax: ++389(0)23088101</td>
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<tr>
<td>Return</td>
<td>- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA</td>
<td>Phone: ++389(0)23116280 Fax: ++389(0)3142201</td>
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<tr>
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<td>- Border Affairs Sector</td>
<td>Phone: ++389(0)23238034 Fax:+389(0)3143335</td>
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<td>- Transit Centre</td>
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</tr>
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<td>Phone: ++389(0)23088100 Fax: ++389(0)23088101</td>
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| Reintegration | - Office of the National Referral Mechanism, MLSP  
- NGO Open Gate  
- NGO For a Happy Childhood  
- IOM Skopje- Department for Combating Human Trafficking | Phone: ++389(0)23129308  
Fax: ++389(0)23129308  
Phone/ Fax: ++389(0)2700107  
Phone: ++389(0)2615628  
++389(0)2622491  
Fax: ++389(0)23118143  
Phone: ++389(0)23088100  
Fax: ++389(0)23088101 |
|---|---|
| Criminal Procedure | - Public Prosecutor’s Office  
- Organised Crime Unit  
- Witness Protection Unit, MIA  
- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA | Phone: ++389(0)23219850  
Fax: ++389(0)23219866  
Phone: ++389(0)23225765  
Fax: ++389(0)23142277  
Phone: ++389(0)23116280  
Fax: ++389(0)23142201 |
### Contact List for Transnational Collaboration

#### Albania – TRM country resource contact details

<table>
<thead>
<tr>
<th>TRM Measures</th>
<th>Responsible Body</th>
<th>Contact Details</th>
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<tr>
<td>Identification</td>
<td>Inspector, Anti-trafficking Sector, Border and Migration Police, MoI, Tirana</td>
<td>Mrs. Anila Trimi Tel.:+ 355 4 279 303 Fax.:+ 355 4 273 447 Cel.:+ 355 69 24 55030 Email: <a href="mailto:trimia@mrp.gov.al">trimia@mrp.gov.al</a></td>
</tr>
<tr>
<td>Crisis Intervention Care</td>
<td>Specialist, Social Services Directorate, MLSAEEO, Tirana</td>
<td>Mrs. Ilda Poda Tel.:+355 4 226132/ex.243 Cel.:+ 355 68 23 48001 Email: <a href="mailto:ildapoda@yahoo.com">ildapoda@yahoo.com</a></td>
</tr>
<tr>
<td>Rehabilitation and Reintegration Assistance</td>
<td>Executive Director, Different &amp; Equal, Tirana</td>
<td>Mrs. Marjana Meshi/Muslia Tel.:+ 355 4 254532 Cel.:+ 355 69 20 88696 Email: <a href="mailto:mmeshi@yahoo.co.uk">mmeshi@yahoo.co.uk</a></td>
</tr>
<tr>
<td>Return</td>
<td>Chief, Readmission Sector, Border and Migration Directorate, MoI, Tirana</td>
<td>Mr. Ylli Kumrija Tel.:+ 355 4 279 251 Fax.:+ 355 4 279 263 Cel.:+ 355 69 41 02357 Email: <a href="mailto:kumrijay@mrp.gov.al">kumrijay@mrp.gov.al</a></td>
</tr>
<tr>
<td>Criminal Proceedings and compensation claims</td>
<td>Public prosecutor, General Prosecutor’s Office, Tirana</td>
<td>Mr. Arqilea Koca Tel.:+ 355 4 222950/1069 Cel.:+ 355 69 20 78630 Email: <a href="mailto:akoca@pp.gov.al">akoca@pp.gov.al</a></td>
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#### Regional contact points (state social services) for referral of trafficking cases

<table>
<thead>
<tr>
<th>Name, city</th>
<th>Telephone</th>
<th>Mobile</th>
<th>Fax</th>
</tr>
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<tr>
<td>Vilma Premti, Director General of State Social Services, MLSAEEO, Tirana</td>
<td>+ 355 4 230 719</td>
<td>+ 355 68 40 14614</td>
<td></td>
</tr>
<tr>
<td>Besim MURATI, Tirana</td>
<td>+ 355 4 248 228</td>
<td>+ 355 68 20 20069</td>
<td></td>
</tr>
<tr>
<td>Miltjadh NUSHI, Berat</td>
<td>+ 355 32 35 610/32 34141</td>
<td>+ 355 68 26 37283</td>
<td>+ 355 32 34141</td>
</tr>
<tr>
<td>Panajot LARO, Gjirokastër</td>
<td>+ 355 84 64557/08465331</td>
<td>+ 355 68 40 17733</td>
<td>+ 355 84 65331</td>
</tr>
<tr>
<td>Name</td>
<td>City</td>
<td>Numbers</td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
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<td>---------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Rezmi ALIAJ, Vlorë</td>
<td></td>
<td>+ 355 33 27891 + 355 68 40 41354</td>
<td></td>
</tr>
<tr>
<td>Rita MOÇO, Fier</td>
<td></td>
<td>+ 355 34 24567/34 23638 + 355 68 23 38999 + 355 34 23638</td>
<td></td>
</tr>
<tr>
<td>Alda BIÇOKU, Elbasan</td>
<td></td>
<td>+ 355 68 40 32860 + 355 54 52246</td>
<td></td>
</tr>
<tr>
<td>Petraq KONDURI, Durrës</td>
<td></td>
<td>+ 355 52 26096/52 23363 + 355 69 29 10559 + 355 52 23363</td>
<td></td>
</tr>
<tr>
<td>Shukri MEHMETI, Kukës</td>
<td></td>
<td>+ 355 24 23287/24 24562 + 355 68 20 95610 + 355 24 24562</td>
<td></td>
</tr>
<tr>
<td>Shukri SHEHI, Dibër</td>
<td></td>
<td>+ 355 21 83279/21 82157 + 355 68 27 77856 + 355 21 82157</td>
<td></td>
</tr>
<tr>
<td>Gjergj LULAJ, Lezhë</td>
<td></td>
<td>+ 355 21 52547/21 53586 + 355 68 40 14642 + 355 21 53586</td>
<td></td>
</tr>
<tr>
<td>Mirela SHIROKA, Shkodër</td>
<td></td>
<td>+ 355 22 48907/22 48907 + 355 68 40 14613 + 355 22 48907</td>
<td></td>
</tr>
<tr>
<td>Thanas KOROVESHI, Korçë</td>
<td></td>
<td>+ 355 68 20 70711 + 355 82 42539</td>
<td></td>
</tr>
</tbody>
</table>
**Bosnia and Herzegovina** *

<table>
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<tr>
<th>TRM Measures</th>
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<th>Contact Details</th>
</tr>
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<tbody>
<tr>
<td>Identification</td>
<td>Office of the National Anti-Trafficking Coordinator</td>
<td>Zgrada zajenickih institucija BIH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ured Drzavnog koordinator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office No:58</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Trg BIH 1, 71 000 Sarajevo</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-mail: <a href="mailto:ureddk@bih.net.ba">ureddk@bih.net.ba</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel/fax: + 387 33 710 530</td>
</tr>
<tr>
<td>Crisis Intervention Care</td>
<td>Office of the National Anti-Trafficking Coordinator</td>
<td>Zgrada zajenickih institucija BIH</td>
</tr>
<tr>
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<tr>
<td></td>
<td></td>
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<tr>
<td>Rehabilitation and Reintegration Assistance</td>
<td>Office of the National Anti-Trafficking Coordinator</td>
<td>Zgrada zajenickih institucija BIH</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Tel/fax: + 387 33 710 530</td>
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<tr>
<td>Criminal Proceedings and compensation claims</td>
<td>Office of the National Anti-Trafficking Coordinator</td>
<td>Zgrada zajenickih institucija BIH</td>
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<tr>
<td></td>
<td></td>
<td>Tel/fax: + 387 33 710 530</td>
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* For simplicity and improved operability, due to the complicated administrative structure of BiH and different levels of authorisation and jurisdiction, the Office of the National Coordinator will be the first point of contact for all measures.
<table>
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<tr>
<th><strong>Bulgaria</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Identification</strong></td>
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</table>
| 1. National Commission for Combating Trafficking in Human Beings | Sofia 1797, Blvd. “G.M.Dimitrov” 52A, 1 floor | Tel:+359 2 807 8050  
| | | +359 2 807 8052  
| | | Fax:+359 2 807 8059  
| | | E-mail: d.boeva@antitraffic.government.bg; a.vassileva@antitraffic.government.bg  
| | | Fax:+359 2 988 5902  
| | | E-mail: 170@mvr.bg  
| | 3. Han Krum Street 25 | Tel:+359 2 981 63 65  
| | | Hotline:+359 2 93 94 777  
| | | E-mail: iomsofia@iom.int  
| **Crisis Intervention Care** | **Responsible Body** |
| | | +359 2 807 8052  
| | | Fax:+359 2 807 8059  
| | | E-mail: d.boeva@antitraffic.government.bg; a.vassileva@antitraffic.government.bg  
| 2. Animus Association | 2. Sofia 1000, “Ekzarh Yossif” Street 85 | Tel/fax: +359 2 983 5205  
| | | +359 2 983 5305  
| | | +359 2 983 5405  
| | | Hotline:+359 2 981 7686  
| | | E-mail: animus@animusassociation.org  
| 3. International Organisation for Migration (IOM) | 3. Han Krum Street 25 | Tel:+359 2 981 63 65  
| | | Hotline:+359 2 93 94 777  
| | | E-mail: iomsofia@iom.int  

### Return

1. National Commission for Combating Trafficking in Human Beings
3. International Organisation for Migration (IOM)

### Criminal Proceedings and compensation claims

1. National Commission for Combating Trafficking in Human Beings
2. Supreme Cassation Prosecutor’s Office

### TRM Measures

<table>
<thead>
<tr>
<th>TRM Measures</th>
<th>Responsible Body</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td>Identification</td>
<td>MoI, Organised crime Unit</td>
<td>Sandra Veber, +385 98 369 799 <a href="mailto:sveber@mup.hr">sveber@mup.hr</a></td>
</tr>
<tr>
<td>Crisis Intervention Care</td>
<td>Mobile teams, Croatian Red Cross</td>
<td>Selma Golubović, +385 99 3114 862 <a href="mailto:selma.golubovic@hck.hr">selma.golubovic@hck.hr</a></td>
</tr>
<tr>
<td>Rehabilitation and Reintegration Assistance</td>
<td>Operational Team, Office For Human Rights (National Coordinator)</td>
<td>National Coordinator Office + 385 1 48 77 660 <a href="mailto:stgreif@ljudskaprava-vladarh.hr">stgreif@ljudskaprava-vladarh.hr</a></td>
</tr>
<tr>
<td>Return</td>
<td>MoI, Illegal migration Unit</td>
<td>Lidija Pentavec + 385 1 3788 559 <a href="mailto:lpentavec@mup.hr">lpentavec@mup.hr</a></td>
</tr>
<tr>
<td>Criminal Proceedings and compensation claims</td>
<td>Croatian State Attorney Office</td>
<td>Diana Kovačević Remenarić + 385 98 421 475 <a href="mailto:vedidiana@yahoo.com">vedidiana@yahoo.com</a></td>
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<tr>
<td>Identification and Referral</td>
<td>- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA</td>
<td>Phone: ++389(0)23116280</td>
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<td>Fax: ++389(0)23142201</td>
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<tr>
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<td>- Office of the National Referral Mechanism, MLSP</td>
<td>Phone: ++389(0)23129308</td>
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<tr>
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<td>- IOM Skopje- Department for Combating Human Trafficking</td>
<td>Phone: ++389(0)23088100</td>
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<tr>
<td>Initial Care and Mid-Term Assistance</td>
<td>- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA</td>
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<td>- Border Affairs Sector</td>
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<td>Reintegration</td>
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<td>Fax: ++389(0)23088101</td>
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| Criminal Procedure | -Public Prosecutor’s Office
- Organised Crime Unit
- Witness Protection Unit, MIA
- Trafficking in Human Beings and Smuggling of Migrants Sector, MIA | Phone: ++389(0)23219850
Fax: ++389(0)23219866
Phone: ++389(0)23225765
Fax: ++389(0)23142277
Phone: ++389(0)23116280
Fax: ++389(0)23142201 |
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<tbody>
<tr>
<td><strong>TRM Measures</strong></td>
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</table>
| **Identification** | 1. National Coordination Center of NSR*, Ministry of Social Protection, Family and Child (MSPFC)  
2. Drop in Center, International Center “La Strada” | Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com |
| **Crisis Intervention Care** | 1. National Coordination Center of NSR, MSPFC  
2. IOM Mission to Moldova | Tel.: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |
| **Rehabilitation and Reintegration Assistance** | 1. National Coordination Center of NSR, MSPFC  
2. IOM Mission to Moldova | Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com  
Tel.: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |
| **Return** | 1. National Coordination Center of NSR, MSPFC  
2. IOM Mission to Moldova | Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com  
Tel.: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |
| Criminal Proceedings and compensation claims | 1. National Coordination Center of NSR, MSPFC  
Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com  
Tel.: +373 22 92 02 33, 25 49 89  
Fax: +373 22 28 83 68, 25 49 46  
E-mail: spvm_cctp@yahoo.com  
Tel: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |  
| 2. Centre to Combat Trafficking in Persons, Ministry of Interior  
Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com  
Tel.: +373 22 92 02 33, 25 49 89  
Fax: +373 22 28 83 68, 25 49 46  
E-mail: spvm_cctp@yahoo.com  
Tel: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |  
| 3. IOM Mission to Moldova  
Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com  
Tel.: +373 22 92 02 33, 25 49 89  
Fax: +373 22 28 83 68, 25 49 46  
E-mail: spvm_cctp@yahoo.com  
Tel: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |  
| 4. Center for Prevention of Trafficking in Women (NGO)  
Tel./Fax: +373 22 72 72 74  
Mob: +373 69 87 26 22  
E-mail: coordonator_snr@yahoo.com  
Tel.: +373 22 92 02 33, 25 49 89  
Fax: +373 22 28 83 68, 25 49 46  
E-mail: spvm_cctp@yahoo.com  
Tel: +373 22 23 29 40, 23 29 41, ext.112  
Mob.: +373 69 0000 28  
Fax: +373 22 23 28 62  
E-mail: srotaru@iom.int |  
|  
* (National System of Referral for Assistance and Protection of Victims of Traffic in Human Beings and Risk Group) |
## Montenegro

<table>
<thead>
<tr>
<th>TRM Measures</th>
<th>Responsible Body</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification</td>
<td>Police Directorate Department for Suppressing Organised Crime All signatories of the Memorandum on Understanding including the Office of the National Coordinator *NGO “Montenegrin Women’s Lobby”, Recovery and reflection</td>
<td>Milovan Pavicevic Tel/fax: + 381 81 247 104, mob: + 381 67 284 183, e-mail: <a href="mailto:org.krim@cg.yu">org.krim@cg.yu</a>, address: Bulevar Svetog Petra Cetinjskog 6, 81 000 Podgorica</td>
</tr>
<tr>
<td>Crisis Intervention Care</td>
<td>Aida Petrovic, Coordinator of NGO “Montenegrin Women’s Lobby”, (Tel/Fax: + 381 81 656 166, mob: + 381 69 454 606, <a href="mailto:mnzenskilobi@cg.yu">mnzenskilobi@cg.yu</a>, address: V Proleterske bb, 81 000 Podgorica) Aida Petrovic, Coordinator of NGO “Montenegrin Women’s Lobby”, (Tel/Fax: + 381 81 656 166, mob: + 381 69 454 606, <a href="mailto:mnzenskilobi@cg.yu">mnzenskilobi@cg.yu</a>, address: V Proleterske bb, 81 000 Podgorica)</td>
<td>Goran Boskovic, Senior Commissar of Police Department for Suppressing Illegal Migrations (Tel/fax: + 381 202 895, e-mail: <a href="mailto:sektorzapp@cg.yu">sektorzapp@cg.yu</a>, address: Bul. Svetog Petra Cetinjskog bb, 81 000 Podgorica)</td>
</tr>
<tr>
<td>Rehabilitation and Reintegration Assistance</td>
<td>Aida Petrovic, Coordinator of NGO “Montenegrin Women’s Lobby”, (Tel/Fax: + 381 81 656 166, mob: + 381 69 454 606, <a href="mailto:mnzenskilobi@cg.yu">mnzenskilobi@cg.yu</a>, address: V Proleterske bb, 81 000 Podgorica)</td>
<td>Radule Dragovic, Assistant to the Minister of Health, Labour and Social Welfare (Tel: + 381 81 234 053, fax: + 381 81 242 762, address: Rimski Trg b, 81 000 Podgorica)</td>
</tr>
</tbody>
</table>
| Return | IOM Police Directorate (Unit for Suppressing Illegal Migrations) | Dusica Zivkovic, IOM, dusicazivkovic@yahoo.com, tel: +382 69 317 567 address: Cetinjski put bb, lamela1a, III/45  
Goran Boskovic, Senior Commissar of Police Department for Suppressing Illegal Migrations (Tel/fax: +381 202 895, sektorzap@cg.yu, address: Bul. Svetog Petra Cetinjskog bb, 81 000 Podgorica) |
| Criminal Proceeding and compensation claims | Prosecutor’s Office  
*Police Directorate (Evidence Gathering with the Support of VoT, Victim support during the trial, Victim support after the trial...), NGO or legal representative/psychiatrist for victim support before the trial | Tanja Markovic, Acting Supreme State Prosecutor  
Ljiljana Lakic, Deputy Basic Prosecutor of Podgorica (Tel/fax: +381 81 243 223, mob: +381 67 319 877, e-mail: s_lakic@cg.yu , address: Malo Brdo, Objekat SL1, 81 000 Podgorica) |
| **Romania** |
|---|---|---|
| **TRM Measures** | **Responsible Body** | **Contact Details** |
| Identification | Ministry of Interior and Administration Reform (MIAR), Ministry of Foreign Affairs (MFA) | NAATIP:  
phone: + 40 21 311 89 82  
+ 40 21 31 33 100 (non-stop)  
fax: + 40 21 319 01 83  
mobile: +40 721 60 2001  
e-mail: sfionescu@yahoo.com  
anitp.ci@mira.gov.ro |
| Crisis Intervention Care | National Agency against Trafficking in Persons (NAATIP) | NAATIP:  
phone: + 40 21 311 89 82  
+ 40 21 31 33 100 (non-stop)  
fax: + 40 21 319 01 83  
mobile: +40 721 60 2001  
e-mail: sfionescu@yahoo.com  
anitp.ci@mira.gov.ro |
| Rehabilitation and Reintegration Assistance | NAATIP | NAATIP:  
phone: + 40 21 311 89 82  
+ 40 21 31 33 100 (non-stop)  
fax: + 40 21 319 01 83  
mobile: +40 721 60 2001  
e-mail: sfionescu@yahoo.com  
anitp.ci@mira.gov.ro |
| Return | Ministry of Foreign Affairs and diplomatic missions | MFA  
phone: + 40 21 318 49 49  
fax: + 40 21 319 68 69  
e-mail: cosmin.marinescu@mae.ro |
| Criminal Proceedings and compensation claims | Public Ministry (PM) and Ministry of Justice (MJ) | PM  
phone: +40 21 319 38 28  
fax: +40 21 319 38 58  
MJ  
phone: + 40 21 314 40 19  
fax: + 40 21 315 53 89 |
### Serbia

<table>
<thead>
<tr>
<th>TRM Measures</th>
<th>Responsible Body</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Identification</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Initial referral | Astra, MOI, Agency for Coordination of Protection of VoTs | NGO Astra  
Tel: +381 11 26 35 114  
SOS hotline/fax:  
+381 11 33 47 817  
astranet@sezampro.yu  
www.astra.org.yu |
| Introductory information sharing | Astra, MOI, Agency for Coordination of Protection of VoTs | MOI Border Police Directorate  
Tel: +381 11 311 88 91  
ozs@mup.sr.gov.yu |
| Early Risk Assessment | Astra, MOI, Agency for Coordination of Protection of VoTs | Agency for Coordination of Protection of VoTs  
Tel: +381 11 3096745  
sluzbazak@sezampro.yu  
sluzbab@sezampro.yu |
| Language and Interpretation | Astra, MOI, Agency for Coordination of Protection of VoTs | NGO ATINA  
Tel: +381 11 324 7619  
atinango@eunet.yu  
www.atina.org.yu |
| Recovery and Reflection | Agency for Coordination of Protection of VoTs, ATINA, Counselling Centre Against Violence in the Family | |
| Identification Interview | Agency for Coordination of Protection of VoTs, Astra (and its NGO network), ATINA | |
| Post-identification Information Sharing | Agency for Coordination of Protection of VoTs | |
| **Crisis Intervention Care** | | |
| Information Provision of Assistance Options and Conditions | Agency for Coordination of Protection of VoTs, ATINA, Astra (and its NGO network) | IOM Serbia  
Tel: +381 11 3821704  
jomebeograd@iom.int  
agalognjag@iom.int  
jsknrijug@iom.int |
| Intake and Needs Assessment | Agency for Coordination of Protection of VoTs, Astra (and its NGO network), ATINA | MOI Border Police Directorate  
Tel: +381 11 311 88 91  
ozs@mup.sr.gov.yu |
| Development of an Assistance and Security Plan | MOI, Agency for Coordination of Protection of VoTs, ATINA, Astra, Counselling Centre Against Violence in the Family | Agency for Coordination of Protection of VoTs  
Tel: +381 11 3096745  
sluzbazak@sezampro.yu  
sluzbab@sezampro.yu  
NGO ATINA  
Tel: +381 11 324 7619  
atinango@eunet.yu  
www.atina.org.yu  
NGO Astra  
Tel: +381 11 26 35 114  
SOS hotline/fax:  
+381 11 33 47 817  
astranet@sezampro.yu  
www.astra.org.yu |
### Mid-term Rehabilitation and (Re)integration Assistance

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Providers</th>
<th>Contact Information</th>
</tr>
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<tbody>
<tr>
<td>• Adjustment and Stabilisation Care</td>
<td>ATINA, ASTRA, Counselling Centre Against Violence in the Family, Agency for Coordination of Protection of VoTs</td>
<td>Tel: +381 11 3096745 <a href="mailto:sluzbazak@sezampro.yu">sluzbazak@sezampro.yu</a> <a href="mailto:sluzbab@sezampro.yu">sluzbab@sezampro.yu</a></td>
</tr>
<tr>
<td>• (Re)integration</td>
<td>ATINA, ASTRA</td>
<td></td>
</tr>
<tr>
<td>• Assessment of an Individual’s Decision to Return</td>
<td>Agency for Coordination of Protection of VoTs, IOM</td>
<td>Tel: +381 11 3821704 <a href="mailto:iombeograd@iom.int">iombeograd@iom.int</a> <a href="mailto:agalonja@iom.int">agalonja@iom.int</a> <a href="mailto:jskrnjug@iom.int">jskrnjug@iom.int</a> IOM Serbia</td>
</tr>
<tr>
<td>• Assessment of Risks and Security and Chances for Social Inclusion</td>
<td>Agency for Coordination of Protection of VoTs, MOI</td>
<td>Tel: +381 11 33 47 817 <a href="mailto:astranet@sezampro.yu">astranet@sezampro.yu</a> <a href="http://www.astra.org.yu">www.astra.org.yu</a> MOI Border Police Directorate Tel: +381 11 311 88 91 <a href="mailto:ozs@mup.sr.gov.yu">ozs@mup.sr.gov.yu</a></td>
</tr>
<tr>
<td>• Development of Risk Management Plan</td>
<td>Agency for Coordination of Protection of VoTs, MOI</td>
<td></td>
</tr>
<tr>
<td>• Family Tracing</td>
<td>Agency for Coordination of Protection of VoTs, MOI</td>
<td>Tel: + 381 11 3821704 <a href="mailto:iombeograd@iom.int">iombeograd@iom.int</a> <a href="mailto:agalonja@iom.int">agalonja@iom.int</a> <a href="mailto:jskrnjug@iom.int">jskrnjug@iom.int</a> IOM Serbia</td>
</tr>
<tr>
<td>• Documentation</td>
<td>Agency for Coordination of Protection of VoTs, MOI</td>
<td></td>
</tr>
<tr>
<td>• Information sharing with VoT</td>
<td>Agency for Coordination of Protection of VoTs, IOM</td>
<td></td>
</tr>
<tr>
<td>• Pre-Departure Reintegration Plan</td>
<td>IOM, Agency for Coordination of Protection of VoTs</td>
<td></td>
</tr>
<tr>
<td>• Safe Transport/ Transfer</td>
<td>IOM</td>
<td>Agency for Coordination of Protection of VoTs Tel:+381 11 3096745 <a href="mailto:sluzbazak@sezampro.yu">sluzbazak@sezampro.yu</a> <a href="mailto:sluzbab@sezampro.yu">sluzbab@sezampro.yu</a></td>
</tr>
<tr>
<td>• Arrival Assistance</td>
<td>IOM</td>
<td></td>
</tr>
<tr>
<td>• Resettlement</td>
<td>MOI</td>
<td></td>
</tr>
</tbody>
</table>

**Return**

- **Assessment of Risks and Security and Chances for Social Inclusion**
  - Agency for Coordination of Protection of VoTs, MOI
  - Tel: +381 11 33 47 817 astranet@sezampro.yu www.astra.org.yu
  - MOI Border Police Directorate
  - Tel: +381 11 311 88 91 ozs@mup.sr.gov.yu
- **Development of Risk Management Plan**
  - Agency for Coordination of Protection of VoTs, MOI
  - Tel: +381 11 33 47 817 astranet@sezampro.yu www.astra.org.yu
- **Family Tracing**
  - Agency for Coordination of Protection of VoTs, MOI
  - Tel: + 381 11 3821704 iombeograd@iom.int agalonja@iom.int jskrnjug@iom.int IOM Serbia
- **Documentation**
  - Agency for Coordination of Protection of VoTs, MOI
  - Tel: +381 11 33 47 817 astranet@sezampro.yu www.astra.org.yu
- **Information sharing with VoT**
  - Agency for Coordination of Protection of VoTs, IOM
  - Tel: + 381 11 3821704 iombeograd@iom.int agalonja@iom.int jskrnjug@iom.int IOM Serbia
- **Pre-Departure Reintegration Plan**
  - IOM, Agency for Coordination of Protection of VoTs
  - Tel: +381 11 3821704 iombeograd@iom.int agalonja@iom.int jskrnjug@iom.int IOM Serbia
- **Safe Transport/ Transfer**
  - IOM
  - Tel: +381 11 3096745 sluzbazak@sezampro.yu sluzbab@sezampro.yu
- **Arrival Assistance**
  - IOM
  - Tel: +381 11 3096745 sluzbazak@sezampro.yu sluzbab@sezampro.yu
- **Resettlement**
  - MOI
  - Tel: +381 11 3096745 sluzbazak@sezampro.yu sluzbab@sezampro.yu

Criminal Proceedings and Compensation Claims
| Evidence Gathering with the Support of VoT | MOI, ASTRA, Agency for Coordination of Protection of VoTs, ATINA, Counselling Centre Against Violence in the Family | MOI Border Police Directorate  
Tel: +381 11 311 88 91  
Ozs@mup.sr.gov.yu  
Agency for Coordination of Protection of VoTs  
Tel: +381 11 3096745  
Sluzbazak@sezampro.yu  
Sluzbab@sezampro.yu  
NGO ATINA  
Tel: +381 11 324 7619  
Atinango@eunet.yu  
www.atina.org.yu  
| Preparing the Victim-Witness before the Trial | MOI, ASTRA, Agency for Coordination of Protection of VoTs, ATINA, Counselling Centre Against Violence in the Family |  
| Victim-Witness Support during the Trial | MOI, ASTRA, Agency for Coordination of Protection of VoTs, ATINA, Counselling Centre Against Violence in the Family | NGO ATINA  
Tel: +381 11 324 7619  
Atinango@eunet.yu  
www.atina.org.yu  
| Victim-Witness Support after the Trial | MOI, ASTRA, Agency for Coordination of Protection of VoTs, ATINA, Counselling Centre Against Violence in the Family |  
| Support to VoT in Receiving Compensation | MOI, ASTRA, Agency for Coordination of Protection of VoTs | NGO ASTRA  
Tel: +381 11 26 35 114  
SOS hotline/fax: +381 11 33 47 817  
astranet@sezampro.yu  
www.astra.org.yu  
Counselling Centre Against Violence in the Family  
Tel: +381 11 2769 466  
savet@eunet.yu  
www.savetovalisteprotivnasilja.org |
<table>
<thead>
<tr>
<th>TRM Measures</th>
<th>Responsible body</th>
<th>Contact Detail</th>
</tr>
</thead>
</table>
| Identification                              | Ministry Of Justice Anti Trafficking police Unit | 1. Ramadan Ahmeti shtqnj@gmail.com  
+377 44 506 097  
2. Leonora Krasniqi  
+377 44 505 628  
3. Male Morina  
+377 38 5080 1904  
4. Basri Kastrati |
| Crisis Intervention Care                    | Ministry Of Justice IOM PVPT       | 1. Hamijet Dedolli  
2. Hera Shanaj -hshanaj@iom.ipko.org  
0038138249058  
3. Basri Kastrati  
4. Leonora Krasniqi |
| Rehabilitation and Reintegration Assistance | Ministry Of Justice IOM PVPT       | 1. Hamijet Dedolli  
2. Hera Shanaj -hshanaj@iom.ipko.org  
+38138249058 |
| Return                                      | IOM, Ministry of Labour and Social Welfare, Police, PVPt | 1. Hera Shanaj -hshanaj@iom.ipko.org  
+38138249058  
2. Bajram Kelmandi  
bajram.kelmendi@ks-gov.net  
3. Ramadan Ahmeti  
shtqnj@gmail.com |
| Criminal Proceedings and Compensation Claims| Police, Prosecutor, Court         | 1. Sherbimi policor I Kosovës - Njesia kundër trafikimit,  
2. Prokuroria Publike e Kosovës +38138248018 dhe  
3. Gjykata Supreme e Kosovës +38138243346 |
ANNEX 2 Forms for MIA Officials

MINISTRY OF INTERNAL AFFAIRS
Form No. 1

(name of the organisational unit)
No.____________________
_________________year

Pursuant to Article 9 of the Guidelines for Treating Foreign Victims of Human Trafficking No.______________________, we hereby submit the following

APPLICATION

for accommodation of a foreigner in the Transit Center for Foreigners at the Ministry of Internal Affairs

The application refers to the following individual:
Surname _______________________________________________
Name _______________________________________________
Sex M – F
Date of birth _______________________________________________
Place of birth _______________________________________________
State _______________________________________________
Citizenship _______________________________________________
Nationality _______________________________________________

Does the foreigner possess an identification document YES – NO
Type of document: __________________________________________

Is the foreigner identified as a victim of human trafficking YES – NO
Is a procedure for identification of the foreigner as victim of human trafficking under-way
YES – NO
Has the foreigner been informed of his/her rights pursuant to Article 8 of these Guidelines
YES – NO

Consent of the foreigner with being accommodated at the Transit Center

Consent of the guardian for accommodating a foreign minor at the Transit Center

The foreigner declares that he/she understands the content of this application and agrees with the data entered in the application

Was an interpreter used? YES – NO
Signature of the interpreter

________________________________________________________________

APPLICANT AGREED

____________________    __________________
Pursuant to Article 12 of the Guidelines for Treating Foreign Victims of Human Trafficking No.______________________, we hereby submit the following

REQUEST
For allowing for a decision-making period for the victim of human trafficking

The application refers to the following individual:

Surname ________________________________________________
Name ________________________________________________
Sex М – F
Date of birth ________________________________________________
Place of birth ________________________________________________
State ________________________________________________
Citizenship ________________________________________________
Nationality ________________________________________________

Does the foreigner possess an identification document
YES – NO
Type of document: ________________________________________________

Is the foreigner identified as a victim of human trafficking
YES – NO
Consent of the foreigner
_________________________________________________________________

Consent of the guardian of a minor foreigner
_________________________________________________________________

The foreigner declares that he/she understands the content of this application and agrees with the data entered in the application
_________________________________________________________________

Was an interpreter used?
YES – NO
Signature of the interpreter
_________________________________________________________________

APPLICANT

The foreigner________ from state___________________________
identified as a victim of human trafficking is entitled to a decision –making period in a duration of two months, starting from _____________________ year to ___________ ___________ year.

AGREED

________________________________________
Pursuant to Article 14 of the Guidelines for Treating Foreign Victims of Human Trafficking No.______________________, we hereby submit the following

APPLICATION

for accommodation of foreigners in the Transit Center for Foreigners at the Ministry of internal affairs after the expiry of the decision-making period

The application refers to the following individual:
Surname _______________________________________________
Name _______________________________________________
Sex M – F
Date of birth _______________________________________________
Place of birth _______________________________________________
State _______________________________________________
Citizenship _______________________________________________
Nationality ________________________________________________
Does the foreigner possess an identification document
YES – NO
Type of document:
Has the foreigner been issued a temporary residence permit
YES – NO
Reasons for the extension of the accommodation of the foreigner in the Transit Center
Consent of the foreigner with the extension of the accommodation in the Transit Center
Consent of the guardian with extension of the accommodation of the minor foreigner in the Transit Center
The foreigner declares that he/she understands the content of this application and agrees with the data entered in the application
Was an interpreter used?
YES – NO
Signature of the interpreter
MINISTRY OF INTERNAL AFFAIRS
Form No. 4

__________________________
(name of the organisational unit)
No.______________________
__________________________year

Pursuant to Article 17 of the Guidelines for Treating Foreign Victims of Human Trafficking No.______________________, we hereby submit the following

APPLICATION

for termination of the decision-making period of the victim of human trafficking

The application refers to the following individual:
Surname  ________________________________________________
Name   ________________________________________________
Sex   M – F
Date of birth  ________________________________________________
Place of birth  ________________________________________________
State   ________________________________________________
Citizenship  ________________________________________________
Nationality  ________________________________________________

Does the foreigner possess an identification document

YES – NO
Type of document:  ________________________________________________

Reasons for termination of the decision-making period:
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

______________________________
APPLICANT

The decision-making period starting from  _____________________ year of the for-
eigner____________________________ from the state _____________________ is hereby terminated.

______________________________
AGREED
## ANNEX 3 Forms for Referral between Shelters and SWC

### 1. FORM FOR REFERRAL TO AND ADMISSION IN THE SHELTER

**Identification data of the beneficiary**

<table>
<thead>
<tr>
<th>(Name and surname)</th>
</tr>
</thead>
</table>

**Personal registration number**

<table>
<thead>
<tr>
<th>(Date of birth)</th>
<th>(Place)</th>
</tr>
</thead>
</table>

**Permanent residence**

<table>
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<tr>
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</thead>
</table>

**Family status of the person**

<table>
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</table>

**Marital status**

<table>
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</thead>
</table>

**children**

<table>
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<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Education**

<table>
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</table>

**General data on the problem**

<table>
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<th>________________________________</th>
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</table>

**First assessment of the psycho-physical status of the person**

<table>
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<th>________________________________</th>
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</table>

**Person that he/she agrees to contact**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Capacity / Relation**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Address**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**phone**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Responsible professional from the CSW / guardian**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Reg. no**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Date**

<table>
<thead>
<tr>
<th>________________________________</th>
</tr>
</thead>
</table>

**Professional**

<table>
<thead>
<tr>
<th>(vocation / name and surname)</th>
</tr>
</thead>
</table>
2. FORM FOR TERMINATION OF THE STAY AT THE SHELTER AND TAKING OVER BY THE CSW

Identification data for the beneficiary

( Name and surname)

Personal registration number

(Date of birth ) (Place)

Permanent residence

Education

Marital status children

Date of admission in the shelter

Accompanied by

Period of stay in the shelter (the length of the stay, whether it was continuous or with interruptions)

Date of termination of the stay at the shelter

Reason for termination of the residence

Psycho-physical status at the time of admission and departure from the shelter

Applied measures of intervention/ assistance
Data on the education process and other educational content in which the person was included

Established – realised communication during the stay with the family, friends, partner

Conclusion including an opinion and recommendations for the further work of the CSW

Reg. No. ____________________

Date ____________________

Professionals from the shelter

1. ____________________________
2. ____________________________
3. ____________________________
   (vocation and name and surname)
Annex 4

Assessment of the Family

**Purpose**
The assessment is carried out in order to better understand the young woman’s background and to agree on the changes related to the reintegration (the alternatives) offered to her.

**How**
The safety risk assessment for the person that is being returned and/or the assessment of the family are made by means of a meeting with the family in their place of residence, as well as by collecting information from potential partners in the area.

**Man Principles:**
The assessment of the family is to be made on the basis of the following criteria:

- **Family background**
The intention is to get an in-depth understanding of the background of the beneficiary’s family.

- **Family relations**
The intention is to understand how healthy the family relationships are and whether the family members are honest and whether they live in a decent manner.

- **Family composition**
It is important to establish whether the family is a family in narrow terms or an extended family. In case it is extended, it should be established what the plans for the future are (whether the family members intend to divide into a family in narrower terms). It is important to understand who the “head” of the family is, if there is one, and how decisions are made.

- **Family reputation**
It is desirable to know whether the family has a “good” or a “bad” reputation; this would affect the young woman’s progress in terms of her reintegration, if she decides to return home.

- **The history of the care for children**
Through a conversation and questions guided in a rather natural way, it will be good for reintegration purposes to collect information and understand the mentality of the people, particularly though questions concerning the treatment of children (care, abuse, incest, neglect etc.).
- **Education level**
- **Social status**
- **Economic status**

**The location of the home**
In terms of reintegration, the location of one’s home is important in light of the alternatives and chances for one’s easy integration back to the community. The conversation/interview should focus on the potential for attending professional training, course, entering the education process, finding employment, generating income etc. in line with the individual needs in the particular case.

- **Space available in the home**

- **Will/acceptance**
The assessment deals with the family’s situation and the young woman’s will to return. In case there is no or little acceptance, it is desirable to leave the question open in order to leave room for mediation/counseling in the near future.

- **Safety**
The members of the family are asked whether they have been threatened during the time the young woman was away from the family and whether they fear anyone. In addition, it is essential to find out whether the family/any members of the family have been in any way linked with the trafficking case. This is a very delicate issue to deal with and it is therefore desirable to proceed slowly and very cautiously.

- **Observation**
The social worker monitors the families during the regular meetings. Counseling/mediation is provided if necessary.

**Note:** Based on the particularities/needs of the case, the need may arise to assist the entire family. Concerning this, the above gives a clear framework regarding the needs of the family.
ANNEX 5

Voluntary Return Consent Form

1. I hereby declare that after careful consideration and of my own free will I request to be repatriated in my native country____________.

2. I also declare that I shall return directly to____________ without the possibility of remaining in any of the transit countries.

3. I fully understand the content of this statement.

Responsible person

Name _____________________ Name _______________________
Signature__________________ Signature ____________________
Service____________________ For a juvenile – name and signature of a guardian
Signature _____________________
Place _____________________ Place ________________________
Date ______________________ Date _________________________
Подготовката на овој документ беше поддржана од:

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