



Government of the Republic of Macedonia

National Commission to Combat Trafficking  
in Human Beings and Illegal Migration

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# **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**

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## List of abbreviations

<b>SOP</b>	Standard Operating Procedures for Treatment of Victims of Trafficking in Human Beings
<b>MOI</b>	Ministry of Interior
<b>PO</b>	Police officer
<b>UCTHBMS</b>	Unit for combatting trafficking in human beings and migrant smuggling
<b>SBA</b>	Sector for border affairs
<b>DWP</b>	Department for witness protection
<b>MLSP</b>	Ministry of Labour and Social Policy
<b>CSW</b>	Centre for Social Work
<b>NRM</b>	National Referral Mechanism
<b>CVT</b>	Centre for victims of trafficking in human beings
<b>PPO</b>	Public Prosecution Office
<b>LCP</b>	Law on Criminal Procedure
<b>CC</b>	Criminal Code
<b>NGO</b>	Non-governmental organizations
<b>IO</b>	International organizations
<b>GI</b>	Governmental institutions
<b>OSCE</b>	Organization for Security and Cooperation in Europe
<b>ICMPD</b>	International Centre for Migration Policy Development
<b>IOM</b>	International Organization for Migration
<b>RC</b>	Regional Centre
<b>BA</b>	Border Affairs



## Definitions and terminology

**Assistance and protection:** measures, programs and services intended for rehabilitation of victims as stipulated in Article 6 of the Palermo Protocol. The respective measures, programs and services may be offered by governmental institutions and non-governmental or international organizations in the countries of destination, transit and origin. They may refer to, but not limited to: accommodation/housing, medical care, psychological assistance, education, vocational training, employment, legal assistance and transport.

**Person-in-charge of the case:** this is a person appointed by the NRM/CSW who coordinates the referral activities and provides assistance to the victim during the overall process, whenever needed. The case manager keeps the file about the victim and all other relevant documents. This person works within a team, comprising other professionals as well, when they are expected to reach a decision about the protection plan for each of the victims separately.

**A minor:** any person under 18.

**National Referral Mechanism:** system of cooperation among the competent institutions and organizations (MLSP, MOI, NGO и MD), which act within the territory of the Republic of Macedonia in the field of prevention, protection and referral of victims of trafficking in human beings. The Office of the National Referral Mechanism functions within the Ministry of Labour and Social Policy – Sector for Equal Opportunities.

**Reintegration:** this implies the process of re-socialization of the victim for the sake of his/her re-inclusion in the family or community, or inclusion in a new community. Reintegration also implies the long-term socio-economic solutions for the victim.

**Return:** this implies the process of preparation, transport and acceptance of the victim at the place of origin or another appropriate place.

**Service providers:** these are organizations and institutions that provide assistance and protection to the victim.

**Centre for victims of trafficking in human beings/Shelter for foreigners:** are premises that provide temporary accommodation for the victim. These premises can be of open or closed type.

**Transnational referral mechanism:** mechanisms and systems which are designed for overall assistance and transnational support for the victim. Transnational referral mechanisms encompass the overall referral process starting from identification, return and assistance among the countries of transit, destination and origin, as well as cooperation among the relevant governmental institutions and non-governmental organizations.

**Victim of trafficking in human beings:** this implies victim of the respective crime – Trafficking in human beings - according to Article 418-a, and 418-d of the Criminal Code. In accordance with Article 122, paragraph 22 of the Criminal Code, victim of crime shall mean any person that suffered a damage, including physical or mental injury, emotional suffering, material loss or any other injury or violation of the fundamental freedoms and rights as consequence of the crime. A child as victim of crime shall mean a juvenile person below the age of eighteen years.

**Presumed victim of trafficking in human beings:** person for whom there are indications that he/she may be a victim of trafficking in human beings, but has not been formally identified by the competent bodies.

**Witness protection:** safety measures, which are required to provide for the safety of the witnesses in the legal proceedings. Witness protection may be offered before, during, and/or after the completion of the criminal procedure and may include one or a combination of measures stipulated in the Law on Witness Protection.



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## PART A

### INTRODUCTION

The Standard Operating Procedures for Treatment of Victims of Human Trafficking regulate the procedures and ways of providing assistance and protection to victims of human trafficking through a comprehensive approach based on the human rights and focused on the victim, by means of institutional frameworks of cooperation.

#### Grounds for establishing the SOP

The key documents for SOP introduction include:

- UN Convention against Transnational Organized Crime and its Protocols<sup>1</sup>;
- Council of Europe Convention on Action against Trafficking in Human Beings<sup>2</sup>;
- Convention on the Rights of the Child<sup>3</sup>;
- Criminal Code of RM<sup>4</sup>;
- Law on Criminal Procedure (along with the new legislative provisions – still not in force)<sup>5</sup>;
- Law on Aliens<sup>6</sup>;
- Law on Witness Protection<sup>7</sup>;
- Law on Juvenile Justice<sup>8</sup>;
- Law on Social Protection<sup>9</sup>;
- Law on Family<sup>10</sup>;
- Law on Child Protection<sup>11</sup>;
- National action plan and strategy for combating trafficking in human beings and illegal migration 2009 – 2012;
- Guidelines for transnational referral of victims of trafficking in human beings in South Eastern Europe<sup>12</sup>;

<sup>1</sup> [http://www.unodc.org/pdf/crime/a\\_res\\_55/res5525e.pdf](http://www.unodc.org/pdf/crime/a_res_55/res5525e.pdf)

<sup>2</sup> <http://www.coe.int/trafficking>

<sup>3</sup> <http://www.unhcr.ch/html/menu3/b/k2crc.htm>

<sup>4</sup> Official Gazette of RM, No. 37/96, 80/99, 4/2002, 43/2003, 19/2004, 73/2006, 7/2008

<sup>5</sup> Official Gazette of RM, No. 15/2005, 150/2010

<sup>6</sup> Official Gazette of RM, No. 35/2006, 66/2007

<sup>7</sup> Official Gazette of RM, No. 38/2005, 58/2005

<sup>8</sup> Official Gazette of RM, No. 87/2007

<sup>9</sup> Official Gazette of RM, No. 79/2009

<sup>10</sup> Official Gazette of RM, No. 80/92, 9/96, 38/2004, 33/2006, 84/2008

<sup>11</sup> Official Gazette of RM No. 83/2009

- Guidelines for development and implementation of a comprehensive national response for combating trafficking in human beings published by ICMPD<sup>13</sup>;
- National Referral Mechanism. Joining the rights of trafficked persons. A Practical Handbook published by OSCE<sup>14</sup>;
- Recommended Principles and Guidelines on Human Rights and Human Trafficking (results from the UN Protocol on Human Trafficking) published by the UNHCR;
- Report by the Expert group on human trafficking prepared for the European Commission, as well as the documents of the Working group under the Stability Pact<sup>15</sup>.

### SOP measures include the following areas:

- Identification of the victims of trafficking in human beings;
- Legal status of the victims of trafficking in human beings;
- Assistance for the victims of trafficking in human beings (before the return, as well as reintegration measures at the place of destination);
- Return of the victims of trafficking in human beings;
- Assistance and reintegration of the victims of trafficking in human beings after the return – in the place of origin;
- Criminal proceedings in which victims of trafficking in human beings are involved as witnesses;
- Compensation for the damage suffered.

The guiding principles of the SOP are:

- Human rights based approach;
- Interdisciplinary and intersectoral approach;
- Participation of the civil society;
- Ownership is in the hands of the Government;
- Sustainability; and
- Prevention of trafficking in human beings.

<sup>12</sup> *Guidelines for transnational referral of victims of human trafficking in South-Eastern Europe, ICMPD, 2006*

<sup>13</sup> *Guidelines for development and implementation of a comprehensive national response to combating trafficking in human beings, ICMPD, 2006.*

<sup>14</sup> Kroeger, T. и J. Malkoc, B.H. Uhl, National Referral Mechanism. *Joining the rights of trafficked people. A Practical Handbook*, OSCE/ODIHR, Warsaw, 2004.

<sup>15</sup> See: <http://www.stabilitypact.org/trafficking/>

## How to use the SOP?

SOP contain five procedures:

- Identification and referral;
- Initial care and midterm assistance;
- Return;
- Reintegration; and
- Criminal proceedings.

Each of the procedures contain guidelines on the following:

- **What** are the measures to be implemented;
- **When** are the measures implemented;
- **Who** will be responsible for the proposed measures; and
- **How** will the measures be implemented.

## DESIGN OF A RESOURCE AND REFERRAL NETWORK FOR SOP

### WHICH resources are required for the SOP?

The Standard Operating Procedures rely on adequate resources, trained staff and individual contacts in the governmental/state institutions and non-governmental organizations in the Republic of Macedonia, and in case of foreign victims, on governmental/state institutions and non-governmental organizations in any other country.

### WHEN are the SOP resources identified and provided?

Resources, staff and contacts are identified in this document and need to be monitored and updated on a regular basis by the national coordinator, National commission for combating trafficking in human beings, as well as other organizational units within the MOI (UCTHBMS) and MLSP (NRM).

### WHO should act?

The Standard Operating Procedures refer to the multisectoral services aimed to support and protect the victims of human trafficking. They are designed for the competent authorities within the Ministry of Interior, Ministry of Labour and Social Policy, non-governmental organizations (⇒ **See Annex 1: List of competent bodies for SOP, p.59**). The competent bodies maintain databases – MLSP on victims of trafficking in human beings, and MOI on perpetrators of crimes.

## HOW are resources selected?

Each of the specified and agreed resources should be selected on the basis of the standards and structures as defined in this document. Furthermore, all measures should be adjusted to the specific needs of the victims on a case-by-case basis.

## BASIC PRINCIPLES AND GUIDELINES

- The programs for assistance and protection should be tailored to the individual needs of each victim.
- The victim should give an informed consent on the entire process of assistance and protection.
- The victim has the right to decide whether and when the assistance would be provided.
- Any person presumed to be a victim of trafficking in human beings shall be treated as presumed victim until the final determination.
- All entities involved in the SOP implementation process that have got in - contact with a person - presumed to be a victim of trafficking in human beings should inform the competent bodies by telephone and/or in writing.
- All entities involved in the SOP implementation process that have got in - contact with a person presumed or identified as a victim of trafficking in human beings should act in accordance with the principle of non-discrimination on the grounds of gender, age, social status, race, religion, political affiliation, etc.
- Interviews should be conducted with full respect for the human rights and fundamental human dignity.
- Victims that are involved in the victim support program should be given possibility to express dissatisfaction with the services, problems related to the other participants in the program and other problems they may face.
- All information should be kept confidential, and few people should have access to it.
- If the victim of trafficking in human beings is a juvenile person, the presence of the parent or appointment of a custodian is mandatory.
- The best interest of the child should always be considered when providing assistance and care to juveniles.

## PART B

### I SOP - IDENTIFICATION

#### WHAT is identification?

IDENTIFICATION is a process that provides information through a series of indicators and interviews, which is further used to assess whether the respective person is a victim of trafficking in human beings. The identification process includes:

- Initial referral and establishment of identity: The presumed victim is referred or they approached the competent body for initial referral themselves;
- Language and translation: providing for an interview in a language understandable for the presumed victim;
- Providing preliminary information to the victim: providing basic information to the presumed victim and identifying his/her immediate needs;
- Early risk assessment: identifying the health and safety risks for the victim;
- Identification (in order to establish the status of the victim): asking questions and conducting re-examination of the circumstances in order to identify the presumed victim as a victim of human trafficking or other types of crimes;
- Providing information after the identification: obtaining an informed consent from the victim and involving the victim in the program for assistance; parental/custodian's consent is required for a juvenile person;
- Period for reflection and obtaining a temporary residence permit (for victims who are foreign nationals), which enables them to recover and decide about the possible cooperation with the competent bodies, and gives them the possibility to obtain a temporary residence permit.

A presumed victim may reach the competent authorities in various ways: individually, through mediation or information from other people, based on the findings of the Police, Centres for Social Work, labour inspectors, Public Prosecution Office, educational institutions, health organizations, other trafficked persons, family or acquaintances, non-governmental or international organizations, embassy or consulate officials, transport personnel and others.

The purpose of the identification is twofold: to establish the elements of the crime of 'trafficking in human beings/children' in accordance with the Criminal Code, and to support the victim to access the relevant services/authorities that provide assistance in the shortest and most adequate way.

Person-in-charge is assigned to each of the assumed victims:

- Official from the NRM is assigned to be the person-in-charge for domestic victims of human trafficking;
- Police officer from the UCTHBMS is assigned to be the person-in-charge for victims of human trafficking who are foreign nationals.

The person appointed to be in charge of the respective case as of the moment of having identified the victim, shall remain in charge of the respective victim until the initiation of the reintegration and re-socialization process.

All the elements of this phase are implemented on the basis of a previously obtained consent from the victim. If the victim is a juvenile person, parental/custodian's consent is required.

## **MEASURE 1: INITIAL REFERRAL AND ESTABLISHING THE IDENTITY**

### **WHAT**

Initial referral implies the reporting to the state competent bodies about any person presumed to be victim of trafficking in human beings, and referral of the victim to the Shelter for foreigners or CVT.

If the presumed victim does not possess personal identification documents, the MOI undertakes the responsibility to establish the identity of the domestic or foreign victim of trafficking in human beings.

### **WHEN**

As soon as there are grounds for suspicion, the respective person shall be considered a presumed victim.

### **WHO**

- UCTHBMS/MOI
- NRM/CSW/MLSP
- NGO



## HOW

The referral must not further endanger the health and life of the victim.

Persons who are suspected of having been trafficked should be reported to the competent authorities.

Competent authorities are obligated to refer the presumed victim to the Shelter for foreigners or CVT, by issuing the following decisions:

- Decision on temporary retention of a foreign national at the Shelter for foreigners (➔ See Annex 3, page 81) or
- Decision on temporary placement of persons – victims of human trafficking at the CVT. (➔ See Annex 4 and 5, page 83 and 85)

If the presumed victim is a juvenile, the NRM/CSW shall notify a parent or appoint a custodian.

## MEASURE 2: PRELIMINARY PROVISION OF INFORMATION

### WHAT

Providing information to the presumed victims should be an integral part of the overall referral process. By adequately providing information (verbally or in writing) to the presumed victims, they get in a position to be informed, to restore their self-confidence and to decide independently.

### WHO runs the conversation?

- PO from UCTHBMS/MOI;
- Competent officials from CSW/NRM/MLSP.

### WHEN should information be provided?

The competent authority should provide information immediately and solve the immediate needs of the presumed victims.

### HOW should information be provided?

Initial information should be provided in the shortest possible time. The official who provides the information must ensure that the information is provided in clear, professional and patient manner, thus encouraging the victim to ask questions and understand the intentions of the person that informs him/her. The respective information should also be available in writing in the language understood by the presumed victim.

List of preconditions to run the conversation	
1	Conversation about needs/requirements: <ul style="list-style-type: none"> <li>• Basic/personal needs</li> <li>• Clothing</li> <li>• Rest</li> <li>• Immediate medical care</li> <li>• Use of telephone</li> <li>• Interpreter</li> </ul>
2	Care about the personal safety
3	Information on the available services and next steps for referral and period for reflection within which decision should be made
4	Handing written informative materials to the victim
5	Questions asked by the victim

## MEASURE 3: EARLY RISK ASSESSMENT

### WHAT

The purpose of the preliminary/initial conversation is to learn about any immediate risks to the health and safety of the presumed victim.

The aim is to:

- Assess risks which can constitute a direct threat to the presumed victim's life;
- Assess the need for immediate medical assistance and other immediate needs for support; and
- Jointly determine the next steps required for providing for the safety and well-being of the presumed victim.

### WHEN

The conversation should be started immediately after:

- The basic needs have been met;
- The information about the interviewing process has been provided;
- The victim has been given opportunity to ask questions, state requirements and give consent about the further course of the conversation.

### When should NOT the conversation be initiated?

Conversation should not be initiated if the presumed victim:

- Is at an unsafe location;
- Needs immediate medical care;

- Requests legal advice;
- Requests the conversation to be postponed or refuses to talk;
- Is a juvenile person, and parent/custodian or CSW representative is not present; and/or
- Is accompanied by another person from the place of exploitation.

Any presumed victims who refuse conversation/assistance should be provided with contact details of the competent services in case they decide to ask for assistance in future.

Parent/custodian or CSW representative shall decide for any juvenile presumed victim who refuses to talk.

## WHO

- PO from UCTHBMS/MOI;
- Competent officials from CSW/NRM/MLSP;
- Health workers.

## HOW

Early risk assessment should be made at a safe location. If possible, the conversation should be held at the premises of the MOI, the NRM offices, at the Centres for Social Work and/or Shelter for foreigners/CVT.

General risk assessment	
A. Initial health assessment	
1	Physical condition and signs of violence: <ul style="list-style-type: none"> <li>• Previous and present injuries;</li> </ul>
2	Psychological condition: <ul style="list-style-type: none"> <li>• Insomnia;</li> <li>• Stress/anxiety;</li> <li>• Depression.</li> </ul>
3	Health status – the following was checked on: <ul style="list-style-type: none"> <li>• Mental disorders;</li> <li>• Mental illnesses (supporting document);</li> <li>• Present health condition;</li> <li>• High risk conditions;</li> <li>• Hereditary factors;</li> <li>• Risky life style.</li> </ul>

B. Initial assessment of the safety risk (opinion from the UCTHBMS/MOI and the CSW/MLSP)	
1	Current safety concerns
2	Previous safety threats
3	Concrete persons who may cause problems
4	Concern about safety of family members or friends
5	Risky locations for the person
6	Other

If the risk assessment indicates necessity for safety protection measures, an immediate adequate action must be taken in order to eliminate the risk.

## MEASURE 4: LANGUAGE AND TRANSLATION

### WHAT

For the victims without adequate knowledge of the language, interpreting has the essential importance for the communication with the competent authorities.

### WHEN

The need for an interpreter should be established before initiating the identification process, and it should be provided accordingly.

### WHO

- Authorised court interpreters;
- Interpreter (person that uses the language of signs);
- PO from the MOI;
- Competent officials from the CSW within the MLSP;

In cases when an interpreter who is not an authorised court interpreter has to be hired, the selection should be made carefully in order to avoid any additional risk to the safety of the victim.

The interpreter signs a statement of accuracy and confidentiality of the obtained information (→ See Annex 6, [Interpreter's statement, page 87](#)).

Persons who were found with the victim should not be used as interpreters – even when they claim to be their friends, family members, etc.

The party that ordered the interpretation service is obligated to provide and pay for it.

## HOW

It should be established whether the presumed victim is able to speak the language well enough in order to be able to communicate in an effective and clear manner. Any presumed victims who do not accept an interpreter should sign a statement stating that they understand the language and that they need no interpreting (↪ See Annex 7, **Victim's statement about knowledge of the language, page 88**).

For any presumed victim who is a juvenile, the statement should be signed by a parent/custodian.

Before the conversation, the presumed victims need to be informed about the role of the interpreter, the tasks and obligations of the interpreter, as well as their right and possibility to give up the services of the assigned interpreter at any point of time.

The interpreter should be informed in advance about the nature of the conversations. Preferably, the interpreter should have previous experience, or to be trained for work with highly vulnerable people. The interpreter should be informed clearly about his/her obligations and responsibilities during and after the conversation.

Criteria for selection of interpreters	
1	The interpreter must not know the victim from previous situations.
2	The interpreter should not be from the same place of residence or the same place where the victim was identified.
3	The interpreter must not have any criminal record of crimes punishable by more than 3 years of imprisonment.

## MEASURE 5: IDENTIFICATION

### WHAT

The identification of a person suspected to be a victim of trafficking in human beings should be made through interviews conducted by representatives of the UCTHBMS and/or the NRM/CSW.

### WHEN

The interview should take place when the presumed victim feels prepared and consents to the interview, until the end of the period for adjustment and reflection (making the decision) at the latest.

### When should NOT an interview be conducted?

An interview should not be initiated if noticed that the presumed victim:

- Feels upset, anxious and aggressive;
- Needs medical care and protection;
- Requests legal advice;
- Does not understand the interviewer;
- Requests the conversation to be postponed or refuses to talk;
- Is a juvenile and no parent, custodian or CSW representative is present.

The interview with the presumed victim should take place only after clear information has been provided about the interviewing process.

### WHO

Person-in-charge of the case:

- Representative of the UCTHBMS and/or
- Representative of the CSW/NRM.

The interview, should the need for that arise, shall be conducted in the presence of an interpreter and/or a parent or custodian if the person being interviewed is juvenile or a person divested of the capacity to contract.

### HOW

The following definitions should be taken into account during 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, harbours or accepts persons for the purpose of exploitation through prostitution or other forms of sexual exploitation, pornography, forced labour 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) A person who uses or enables another person to use sexual services or another type of exploitation from persons for whom he knew or was obliged to know that they were victims of human trafficking shall be punished with imprisonment of 6 months up to 5 years.

(4) If the crime referred to in paragraphs (1), (2) and (3) of this article is committed by an official person while performing his/her duties, he/she shall be sentenced to imprisonment of at least eight years.

(5) The consent of the human trafficking victim in relation to the intent for exploitation, as referred to in paragraph (1), shall not bear any importance regarding the existence of the criminal offence as referred to in paragraph (1).

(6) If the action in this article is committed by a legal entity it shall be fined.

(7) The real estate, the items and means of transport used for committing the crime shall be confiscated.

- Article 418 (d) of the Criminal Code:

(1) Any person who recruits, transports, transfers, buys, sells, harbours or accepts a juvenile for the purpose of exploitation by prostitution or other forms of sexual exploitation, pornography, for-

ced labour or servitude, slavery, forced marriage, forced fertilization, illegal adoption or similar relationship, or illegal transplantation of human organs, shall be sentenced to imprisonment of at least eight years.

(2) Any person who commits the crime as referred to in paragraph (1) by using force, serious threats, delusion, or other forms of coercion, abduction, deception, or abuses his or her position or conditions of pregnancy, disability or physical or mental incapability of another person, or by giving or taking money or other benefits in order to get consent from a person who has control over another person, shall be sentenced to imprisonment of at least ten years.

(3) Any person who uses or enables another person to use sexual services or other type of exploitation of a juvenile person, for whom he or she knew or was obliged to know that the person is a victim of human trafficking, shall be sentenced to imprisonment of at least eight years.

(4) Any person who takes away or destroys a personal identification card, passport or other identification document that belongs to another person, for the purpose of committing the crime as referred to in paragraphs (1) and (2), shall be sentenced to imprisonment of at least four years.

(5) If the crime referred to in paragraphs (1), (2), (3) and (4) of this article is committed by an official person while performing his/her duties, he/she shall be sentenced to imprisonment of at least ten years.

(6) The consent of the juvenile person in relation to the activities as referred to in paragraph (1), shall bear no importance regarding the existence of the criminal offence as referred to in paragraph (1).

(7) If the crime referred to in this article has been committed by a legal entity, it shall be punished with a fine.

(8) Any real estate and the items or transport vehicles used to commit the crime shall be seized.

- Article 122 of the Criminal Code:

A victim of a criminal offence shall imply every person who suffered some kind of damage, including physical or mental injuries,



emotional suffering, material loss or other violation or endangerment of the person's fundamental rights and freedoms, as a consequence of the committed crime. A child victim of a criminal offence shall imply a juvenile, under 18 years of age.

Persons who are in charge of the case are obligated to keep files about the victims and to keep all the relevant documents, as well as to provide for their protection, in accordance with the Law on Classified Information. Persons who are involved in the work with victims must possess a safety certificate classified as 'strictly confidential'.

If a Macedonian national is returned from a third country, and was identified as a victim by the competent authorities, the competent authorities should notify the country of exploitation in order to take adequate measures and detect/identify the perpetrator.

Person-in-charge of the case conducts the interview in accordance with the attached form. This data is used for creating a uniform database and for monitoring the case. (→ See Annex 8: [Victim Identification Form for victims of trafficking in human beings, page. 89](#)).

## MEASURE 6: PROVIDING INFORMATION FOLLOWING THE IDENTIFICATION

### WHAT

Once identified (regardless of whether the person was identified as a victim of trafficking in human beings or not), the person will be given additional information about their rights during the information-sharing phase, including information on the respective conditions and obligations, as well as an opportunity to express personal concerns and ask questions.

The victim's consent should be based on information about the overall process of assistance and protection, which is provided by the competent authorities in advance. The victims cannot be referred to the competent authorities without having been informed in detail about their rights and without their consent.

## WHEN

Immediately after having established the status of victim, the person should be provided with clear information about the services and the procedures.

## WHO

The person-in-charge of the case provides the victim with information about the services and the procedures.

If the victim wants to contact the embassy of the country of origin, the person-in-charge shall contact the embassy and notify them of the victim's request.

## HOW

All information deemed necessary should be provided through the persons-in-charge in verbal or written form.

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

- Information about the risk assessment prior to the return;
- Information about the options for return;
- Information about the assistance available and the conditions for such assistance.

### **b) If the victim decides to testify, he/she is given information about:**

- Temporary residence;
- Process of collecting evidence;
- Court proceedings and the right to claim non-material indemnification;
- Options for testimony and protection;
- Available assistance and conditions for such assistance.

## **MEASURE 7: PERIOD FOR REFLECTION (MAKING A DECISION) AND TEMPORARY RESIDENCE PERMIT**

### WHAT

Victims should be offered a certain time to make a decision (verbally or in writing) so that they have time to recover, stabilize and decide whether they will cooperate with the competent authorities. Victims should be given certain period of time for making this decision regard-

less of their decision to cooperate as witnesses and whether the perpetrators of crime will be prosecuted or not. This period of time should be offered to both foreign and domestic victims of trafficking in human beings.

**Services offered during the reflection period:**

- Adequate and safe accommodation;
- Medical and psycho-social support;
- Advice and information about their legal rights given in an understandable language;
- Legal assistance for the victim during the criminal or other procedure, in which the victim exercises his/her rights;
- Information about respective court or administrative proceedings, as well as the right of foreign nationals to seek asylum;
- Information about the possibilities and the procedure for their return to the country of their citizenship or the county where they had legal residence prior to entering the territory of the Republic of Macedonia;
- Access to education.

If the foreign national victim decides to cooperate with the competent authorities, this victim may be issued a temporary residence permit after the reflection period. Temporary residence permit may be issued to victims of trafficking in human beings if:

- Their presence in the country is necessary for conducting the court proceedings;
- They demonstrate a clear intention to cooperate with the competent authorities in the efforts to uncover the criminal offences and the 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“.

**Request for issuing/extension of the temporary residence permit** should be submitted by the PO from the UCTHBMS at the MOI to the Department for foreigners at the RC for BA-north. (➡ [See Annex 9, page 93](#)).

**WHEN**

The reflection period for domestic victims is up to 2 months, counted from the day when the victim was placed in a shelter. In cases when

the victims of trafficking in human beings are juveniles, the reflection period may be extended.

For foreign victims – counted from the date of the initial referral - the presumed victim of trafficking in human beings is allowed a period for reflection of two months; this period may be extended when the victims are juvenile persons. Temporary residence permit is issued for a period of 6 months, with a possibility for extension for additional 6 months.

## WHO

- PO from the UCTHBMS;
- PO from the SBA;
- Competent official from the CSW/NRM.

## HOW

The first step when organizing the reflection period is that the person-in-charge of the case informs the victim that consent is required for any further activities. Accordingly, the victim must not be interrogated and should be informed in the language that he/she understands.

A victim who is a foreign national is placed at the special premises of the Shelter for foreigners on the basis of a previously adopted decision for temporary retention of the foreign national at the Shelter by the UCTHBMS.

During the reflection period, the foreign national may not be deported from the Republic of Macedonia, unless:

- The victim voluntarily, actively or upon their own initiative has renewed the contacts with the people who are reasonably suspected of being involved in the commission of the crime “Trafficking in human beings”; or
- This is required for reasons of public order and national security of the Republic of Macedonia.

UCTHBMS is authorised to submit the request for a temporary residence permit for a foreign national victim. The temporary residence permit is issued by the Department for foreigners at the RC for BA-North, Skopje. The temporary residence permit is valid for a period of 6 months, and it can be extended if needed. The right to temporary residence shall be deprived if:

- The victim voluntarily, actively or upon their own initiative has renewed the contacts with the people who are reasonably suspected of being involved in the commission of the crime “Trafficking in human beings”;
- This is required for reasons of public order and national security of the Republic of Macedonia;
- The victim no longer cooperates with the competent state authorities in the efforts to uncover crimes and perpetrators;
- The competent state authorities decide to stop the procedure.

## II SOP: INITIAL CARE AND MID-TERM ASSISTANCE

*Initial care* is the first step in the procedure for providing assistance to victims of trafficking in human beings, which is undertaken during the reflection period. The purpose of the initial care is to satisfy the immediate and basic needs of the person and to provide for his/her safety:

- Accommodation;
- Food;
- Clothes and other basic needs;
- Psychological counselling and psycho-social support;
- Referral to legal assistance; information about the legal provisions related to the temporary residence permit, requesting information for possible legal problems after the return to the country of origin;
- Facilitating the contacts with the consular office on the basis of an informed consent by the victim;
- Providing documents (in cooperation with the consular office);
- Facilitating the contacts with the authorities in the country of origin with the informed consent from the victim;
- Medical examination and medical care;
- Safety measures; ➔ see **Early risk assessment**
- Contact with the family and/or close people, if the victim requests so;
- Notifying the competent authorities.

The initial care and assistance should be based on the previously made needs assessment. The assessment should be carried out by the person-in-charge of the case.

During the phase of mid-term assistance for the victim, the service providers are obligated:

- To provide security;
- To provide medical services;
- To provide psychological assistance and support;
- To give legal assistance;
- To assist the victims to restore their self-confidence and stability; and
- To cooperate with the victim regarding the planning and preparation of future steps.

The mid-term assistance shall be provided:

- In Macedonia, if the victim is national of the country; or
- In the country of origin, once the victim has returned (if the victim is a foreign national); and/or
- In the country of destination, if the victim stays for a longer period than the reflection period, based on the granted temporary residence permit (e.g. as a witness or injured party).

## MEASURE 1: ASSESSMENT OF VICTIM'S NEEDS

In order to find out what would be adequate measures to help the victim, it would be necessary to carry out needs assessment.

### WHAT

Needs assessment is carried out on the basis of the following criteria.

CRITERIA FOR NEEDS ASSESSMENT	
<b>CASE FILE DATA</b>	
1	Name and surname and/or case file number
2	Country of origin
3	Language
<b>BASIC NEEDS</b>	
1	Accommodation
2	Food
3	Medicaments
4	Communication with the family
<b>RISK ASSESSMENT</b>	
1	Present concerns about personal safety
2	Individuals who may create problems for the person
3	Concern about family members or close people
4	Location which may not be safe for the person to go to or visit
5	Whether the person was followed in certain time period and when?
<b>HEALTH NEEDS</b>	
1	Mandatory medical examination
2	Blood test, microbiological examination
3	Infectious diseases

4	Gynaecological examination
5	Dental services
7	Psychological and mental problems
9	High-risk conditions (heart diseases, epilepsy, asthma)
10	Disabilities

## WHEN

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

## WHO

Person-in-charge of the case:

- Competent official from the NRM/CSW at the MLSP; or
- PO from the UCTHBMS at the MOI;
- Medical professional;
- NGO representative (CVT); or
- PO from the SBA at the MOI.

## HOW

Before initiating the needs assessment procedure, the person-in-charge of the case should:

- Take into consideration all received information about the respective case;
- Explain the purpose of the needs assessment procedure to the victim (e.g. the use, the benefits);
- Explain who can have access to the information;
- Explain the possibility for the person to refuse to answer any of the questions;
- To carry out the mandatory medical examination;
- Needs assessment for a juvenile victim should be made in coordination with a parent/appointed custodian.

## MEASURE 2: DEVELOPING AN ASSISTANCE PLAN

### WHAT

The assistance plan is a clear and detailed description of the proposed steps to be taken within the care for the victim.



## WHEN

Once the procedure for assessment of the victims' needs has been completed.

## WHO

- Person-in-charge at the Shelter for foreigners/CVT;
- Victim;
- Team for support (professionals of adequate backgrounds);
- Parent/custodian.

## HOW

The person-in-charge coordinates the activities from the assistance plan together with the support team and the victim.

The communication should include:

- Information on how to proceed with the team work on the respective case;
- Accommodation;
- Time of the next meeting;
- What to be done in case of a safety risk;
- Needs for psychosocial, medical and legal assistance.

During the assessment of the needs of juveniles, they should be allowed to participate in the decision-making related to the programs for assisting them, while respecting their wishes and their best interest.

## MEASURE 3: CONSENT FOR IMPLEMENTING THE ASSISTANCE PLAN

### WHAT

The procedure for obtaining consent is carried out so that the victim can understand and consent to the offered assistance, requirements and time frames.

### WHEN

Once the victim has been given explanation about the requirements and time frames for the offered assistance.

### WHO

Person-in-charge for the case.

**HOW**

The victim should be given clear description of the services offered, in a language understood by the victim. Accordingly, the victim should give his/her consent.

**MEASURE 4: ADJUSTMENT AND STABILIZATION****WHAT**

The adjustment and stabilization process includes:

- Package of health services and necessary medical assistance;
- Psychosocial assistance and support for the following reasons:
  - Enhance the victim's feeling of independence and self-confidence;
  - Socio-educational activities;
  - Acquiring of knowledge and skills;
  - Preparations for re-socialization and reintegration;
  - Assessment of the safety risk;
  - Individual psychological assistance.
- Legal assistance; and
- Possibilities for education / vocational training / regular education for juveniles.

**WHEN**

It should follow up the initial care.

**WHO**

The care for adjustment and stabilization should be multisectoral, and should be proposed in cooperation and coordination with the competent authorities:

- Social workers, psychologists and pedagogues from the CSW under the MLSP and NGO;
- Authorised person from the NRM at the MLSP;
- Health workers/Red Cross.

**HOW**

- Coordinated team meetings/discussions with the members of the support team;
- Progress assessment in different areas;

- Notifying the victim of the team's assessment;
- Risk assessment for the people who plan to stay in the country of destination/return in their own country;
- Mechanisms to support the people that want to stay/return home;
- Communication with other institutions.

The victim can lodge a complaint to the person-in-charge and/or to the competent bodies regarding any remarks related to the offered services and procedures. The complaint may be lodged verbally or in writing. The person-in-charge of the case and/or the competent authorities are obliged to investigate the allegations in the complaint in the shortest possible period, and notify the victim accordingly. Complaints are reviewed institutionally. In any case, the lodging of the complaint should have no negative impact on service provision.

### III SOP – RETURN

The return process should be voluntary and safe. Victims should be given the opportunity to state whether, when and how they would like to return home.

Options:

For victims – nationals of the country:

- Through the NRM office, in cooperation and coordination with the UCTHBMS at the MOI and NGO; or
- Individual return, at one's own expense.

For victims – foreign nationals:

- Governmental institution to governmental institution – the competent authorities in the Republic of Macedonia are: the MOI, the MLSP (in case of juveniles) and the MFA;
- In a combined manner, for instance, governmental institution to NGO, governmental institution through IOM, etc.;
- Individual return, at one's own expense.

A juvenile foreign national must not be returned to the country of origin or to a third country that agrees to accept the juvenile until such time as a thorough assessment of the family is made in that country (➔ [See Annex 10: Family assessment, page 98](#)) and until adequate conditions for acceptance are provided. Until adequate conditions are provided, the juvenile must stay in the Republic of Macedonia.

A juvenile must not be returned to a third country, where such return is contrary to the Convention on the Rights of the Child, the Convention for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment, and the European Convention for the Protection of Human Rights and Fundamental Freedoms.

## MEASURE 1: DECISION-MAKING PROCESS REGARDING THE RETURN OF THE VICTIM

### WHAT is an informed decision on return?

An informed decision on return is the decision reached by the victim after having been thoroughly informed about the options and risks

related to the continuation of the stay in the country of destination, the return home or the change of residence.

### WHEN

The victim should be asked about his/her decision to return home during the process of providing assistance, in particular:

- Immediately after the identification; and
- Before the expiry of the reflection period.

### WHO consults the victim about his/her decision to return?

If the victim is a national of the country – the NRM and the responsible NGO shall have this responsibility.

If the victim is a foreign national, the UCTHMMS at the MOI and the NGO that works with the victim shall have this responsibility. In cases of a voluntary return of the victim under the programs of international organizations, the respective international organization shall also be consulted about the decision and the details regarding the victim's return.

### HOW is the victim prepared to make a decision about the return?

The victim should be provided with the following information, both verbally and in writing, in the language that he/she understands.

<b>PROVIDING INFORMATION</b>	
	<b>Information</b>
1	<p>Information about the legal possibilities to stay in the country of destination</p> <ul style="list-style-type: none"> <li>• Residence permit</li> <li>• Possibility to be granted asylum</li> <li>• Available social services</li> <li>• Possibilities for psycho-social assistance</li> <li>• Possibilities for medical assistance</li> <li>• Possibilities for language courses</li> <li>• Possibilities for education and vocational training</li> <li>• Information about the labour market</li> <li>• Possibilities for accommodation (shelter)</li> <li>• Persons and organizations to contact</li> </ul>
2	<p>Information about the possibilities in the country of origin</p> <ul style="list-style-type: none"> <li>• Information about available social services</li> <li>• Information about available specialized assistance, e.g.</li> </ul>

	<p>psycho-social support, legal assistance etc.</p> <ul style="list-style-type: none"> <li>• Possibilities for obtaining medical assistance</li> <li>• Possibilities for accommodation</li> <li>• Possibilities for further education and vocational training</li> <li>• Information about possible consequences in the country of origin</li> <li>• Persons and organizations to contact</li> </ul>
<p>The type of information provided to the victim depends on whether the victim is a national of the country or a foreign national.</p>	

## MEASURE 2: RISK ASSESSMENT AND POSSIBILITIES FOR SOCIAL INCLUSION

### WHAT

Risk and safety assessment before the return is of major importance in order to ensure the safety of the victim and of his/her family.

### WHEN

As soon as the victim has decided to return home.

### WHO

The assessment of the safety of return shall be made on the basis of the information obtained from:

- The victim;
- The NRM under the MLSP and the UCTHBMS under the MOI;
- Non-governmental organizations;
- The Ministry of Foreign Affairs – Diplomatic and consular representative offices (DCRO of the victim's country of origin and DCRO of the Republic of Macedonia in the victim's country of origin);
- International organizations.

### HOW

The risk and safety assessment shall be made on the basis of the following questions from the questionnaire.

<b>SUGGESTED QUESTIONS</b>	
1	<p>Questions for the victim</p> <ul style="list-style-type: none"> <li>• If you go home, how would you feel?</li> <li>• Where would you feel safe?</li> <li>• Has anyone threatened your family/friends?</li> <li>• Has anyone threatened you?</li> <li>• Do the perpetrators know where you/your family live?</li> <li>• Are the perpetrators part of your family, friends or close social groups?</li> <li>• What could be done to make you feel safe?</li> <li>• How will your family/friends react when you return home?</li> <li>• Do you want to go back to school, work, university, etc?</li> </ul>
2	<p>Risk assessment by the Police:</p> <ul style="list-style-type: none"> <li>• Have the perpetrators threatened the family or friends?</li> <li>• Are the perpetrator's acquaintances part of the family, friends or social group?</li> <li>• Do the perpetrators know the place of residence of the person?</li> <li>• Is the Police in the country of origin able and prepared to protect the victim from possible repression or violence (when the victim is a foreign national)?</li> <li>• Have criminal charges been brought against the perpetrator?</li> <li>• Is it one perpetrator or an organized group of perpetrators? What are his/their relations with the victim?</li> <li>• Risk assessment through Police records, as well as through information obtained from third parties.</li> </ul>
3	<p>Social inclusion related risks:</p> <ul style="list-style-type: none"> <li>• Threat of criminal prosecution or misdemeanour procedure for offences committed during the state of exploitation;</li> <li>• State of the infrastructure – access to the place of residence;</li> <li>• Possibilities for protection through the local Police;</li> <li>• Stigmatisation, marginalization, social isolation;</li> <li>• Involvement in the program for victim-witness;</li> <li>• Access to social services - institutions that provide accommodation;</li> </ul>

- Provision of medical, psychological, and legal counselling;
- Possibility to continue with the vocational training or education;
- Possibility for permanent accommodation;
- Possibility for a long-term, independent economic security;
- Possibility for returning to the family; family situation (violence, etc.?);
- Situation in the community;
- Civil unrest;
- Physical and psychological condition of the victim.

Following the assessment, the victim should be informed about the results.

**Note:** Victims should be returned to their country of origin only if established that it would not pose any threat to their safety. If that is not possible, the options for change of residence or accommodation in a third country should be considered (in accordance with the Law on Witness Protection).

### MEASURE 3: DEVELOPING THE RISK MANAGEMENT PLAN

#### WHAT is a risk management plan?

A plan which specifies the risks that the victim and family members/close people may encounter upon return. The aim of this plan is to minimize the risk and to manage it effectively.

#### WHEN

Once the assessment of the risk and safety, as well as the assessment of the social inclusion of the victim have been completed.

#### WHO

- UCTHBMS at MOI;
- NRM/CSW at MLSP;
- Non-governmental organizations;
- Competent bodies and organizations in the country of origin.



## HOW

A plan is to be developed, summarizing the various findings. At the same time, the UCTHBMS designs the part of the plan which refers to the risk and safety assessment, whereas NRM develops the part which refers to the risks in the social inclusion area.

Once the plan has been developed, the victim should be informed about the risks which may be encountered, and about the measures to be undertaken in order to protect the victim and the people close to the victim.

**Note:** The plan needs to be re-examined and updated in the country of origin once the victim has returned.

## MEASURE 4: FINDING THE FAMILY

### WHAT

In case the victim has lost contact with the family, and has expressed willingness to return, procedures need to be initiated in order to establish contact with the family.

### WHEN

In parallel to the risk and safety assessment.

### WHO

- UCTHBMS at MOI;
- NRM/CSW at MLSP;
- MFA;
- International organization, depending on the circumstances of the case;
- Diplomatic consular offices in the Republic of Macedonia;
- NGO.

### HOW

Involved institutions/organizations shall make use of all the means available (conversations with the victim, telephone contacts, third parties, Police records, etc.)

## MEASURE 5: IDENTIFICATION DOCUMENTS

### WHAT

WHEN the victim does not possess any identification documents and/or passport, it is necessary to provide the respective documentation.

### WHEN

These documents are provided when the victim does not possess the identification documents and/or when conditions are created for the victim's return. The duration of this process depends on the specifics of each case separately.

### WHO

The process of providing the documents is initiated by the person-in-charge at the UCTHBMS, and is carried out in cooperation with the competent authorities within the MOI as well as other institutions and diplomatic-consular representative offices.

### HOW

If the victim decided voluntarily to return to the country of origin, the person-in-charge of the case should contact the respective embassies or consular offices and/or other competent institutions, and figure out how to provide the passport.

The responsible person at the UCTHBMS shall initiate the procedure for return of the foreign victim before the SBA – Department for foreigners, within the RC for BA North, which shall initiate a formal procedure for return of the foreign victim.

**Note:** The passport should not contain any data that the person is a victim or an illegal migrant. If the victim expressed willingness to seek asylum, the embassies or the consular representative offices should not be contacted during the asylum procedure.

## MEASURE 6: SHARING INFORMATION WITH THE VICTIM

### WHAT

The purpose of sharing information with the victim is to provide complete information to the victim about the return and to enable reintegration and avoid any further victimization.

### WHEN

Immediately after reaching the decision about the return.

### WHO

- Person-in-charge of the case
- UCTHBMS at MOI
- NRM/CSW at MLSP
- NGO

### HOW

The victim is informed and the following is discussed:

- Assessment results (risk and safety, as well as social inclusion);
- Status of the identity and passport;
- How the transfer to the other country or within the country will be carried out:
  - Accompanied or not;
  - Means of transport;
  - Money;
  - Assistance during the transit;
  - Who will receive the victim upon arrival;
  - How to recognize the representative of the receiving organization/institution while in transit and upon arrival;
  - Safety risks.
- Information about the first days in the country of origin or place of residence:
  - Rights and possibilities for the returning victim;
  - Possibilities for accommodation;
  - Possibilities for assistance;
  - Contact details of respective organizations/institutions;
  - Safety risks;
  - Information about reintegration.

## MEASURE 7: SHARING INFORMATION WITH THE VICTIM BEFORE DEPARTURE

### WHAT

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

### WHEN

At least 10 days before the return.

In extraordinary circumstances, when there is threat to the safety of the victim, this timeframe may be shorter (but not shorter than 48 hours).

### WHO

- Person-in-charge of the case;
- UCTHBMS at MOI;
- NGO;
- The receiving organization/institution.

### HOW

For the sake of a fast and adequate assistance upon arrival in the country of origin, the country which refers the victim should establish contact with the country of origin for the purpose of coordinating the process of return.

The duties of compiling a report and giving recommendations to the receiving organization/institution on how to provide assistance to the victim are vested in the person-in-charge.

The communication flow should be as follows:

- Request for assisting the victim upon her arrival (transit and/or acceptance) should be made by the referring institution/organization;
- Confirmation of the assistance provided to the victim upon her return (transit and/or acceptance) should be communicated by the receiving institution/organization to the referring institution/organization;
- Request for providing the victim with assistance for the purposes of reintegration should be made by the referring institution/organization;

- Confirmation of the assistance provided for reintegration should be communicated by the receiving institution/organization.

The information that the referring organization provides to the receiving organization should contain:

- Name of the victim;
- Date of birth and place of residence in the country of origin (if the victim returns to the country of origin);
- Present health condition of the victim, including any doubts or vulnerabilities;
- Safety and risk assessment;
- Short overview of the needs for assistance;
- Foreseen date and time of departure (if any).

Based on the received information and the consultations with the referring institution/organization, the receiving institution/organization shall decide whether the referred person will receive assistance.

In order to ensure the safety of the victim, there should be a flow of information between the referring and the receiving organization, as well as other organizations that may become involved along the transit line or at the border crossings. The information should include the following:

- Travel data (transportation means, name of the carrier, etc.), date and time of arrival at the final destination;
- After the departure of the victim, the receiving organization should be immediately notified;
- Name(s) of people that accompany the victim, if any;
- Confirmation that the victim will be received and by whom;
- Confirmation that the victim arrived and was received upon arrival.

The receiving organization shall be selected from among the governmental institutions and/or non-governmental organizations, upon taking into consideration the following aspects:

- Assessment of the safety risks faced by the victim;
- The victim's place of origin;
- The victim's age, sex and education;
- Programs for assistance that certain organizations/service providers are offering in the country of origin *vis-à-vis* the victim's specific needs for assistance.

## MEASURE 8: SAFE TRANSPORT/TRANSFER

### WHAT

The transport from the Shelter for foreigners/CVT to the place of residence, i.e. country of origin, should be safe.

### WHEN

Once the decision on return was made and the conditions for safe return were fulfilled.

### WHO

- For domestic victims: NRM/CSW at MLSP, UCTHBMS and Department for witness protection at MOI, NGO;
- For victims – foreign nationals: SBA – Department for foreigners, UCTHBMS and Department for witness protection at the MOI.

UCTHBMS accompanies the victim/witness from her safe place of accommodation to wherever necessary (court, public prosecution office, health institution, police station), whereas the Department for witness protection is involved only in cases when the victim was given the status of protected witness.

### HOW

The victim should be provided with all the necessary items for the return:

- Passport and/or identification documents;
- Travel ticket;
- Telephone numbers in case of emergency;
- Information on how to recognize the person who will receive the victim upon arrival and during the transit;
- Personal belongings;
- Accompanying/responsible person;
- Money.

**Note:** If the risk assessment indicates that there is no need to accompany the victim during the transport, the victim will be accompanied to the place of departure as well as from the place of arrival. If the victim is juvenile, such company is mandatory.

## IV SOP – Reintegration

Considering the special physical, psychological and social consequences that the victims experience as a result of the abuse and exploitation, adequate measures and procedures need to be undertaken so as to provide for their reintegration in the family, home and community.

The practical design and implementation of individual programs for each person separately, based on the age and the needs of the victim, shall enable adequate support for their re-socialization and reintegration in the community in which they return.

### MEASURE 1: PREPARATIONS FOR REINTEGRATION

#### WHAT

Measures aimed to assist the reintegration include services/activities to support the victim.

For domestic victims, it implies introducing the victim into the place of residence or any other place where the victim can be reintegrated; reintegration includes support for the victim and the family/foster-family and preparation of the victim to become involved in the community.

The same refers to foreign nationals in the country of destination, if temporary residence permit has been granted.

Recommendations should be given to the respective country of origin regarding the reintegration of the foreign victims that are nationals of that country.

#### WHEN

The recommendations/instructions for reintegration shall be prepared before the victim returns to the place of origin, and they should be available immediately upon the return along with the overall documentation, which should be submitted to the competent CSW.

The reintegration process for domestic victims is determined individually, on a case by case basis.

For victims that are foreign nationals, the reintegration process starts in the country of destination and is at victim's disposal until the expiry of the temporary residence permit, and then continues in the country of origin.

### WHO

Competent CSW where the reintegration is carried out/NRM at MLSP and NGO, if the victim is a citizen of the country.

For victims that are foreign nationals, the preparations for the reintegration are carried out by the person-in-charge at the Shelter for foreigners.

### HOW

The preparation of the reintegration plan is based on the following programs, in conformity with the individual needs and capabilities of each of the victims:

- Program for reintegration of victims of trafficking in human beings;
- Program for reintegration of children - victims of trafficking in human beings;
- Program for reintegration of people with disabilities (both adults and children) - victims of trafficking in human beings.

## MEASURE 2: REINTEGRATION PLAN

### WHAT

The reintegration plan stipulates the following:

- Psycho-social support;
- Legal assistance;
- Language course;
- Education and/or vocational training;
- Counselling and assistance for employment.

The plan should be based on the needs of the victim and should be developed together with the CSW at the place of origin.

The plan is flexible and may be amended if needed.

### WHEN

**For domestic victims who were not placed at the CVT** – the reintegration plan is developed once the professional team at the



competent CSW has finalized the needs assessment. **For victims who were placed at the CVT**, the reintegration plan is developed 8 days before their departure.

**For foreign victims, who have been placed at the Shelter for foreigners**, the information necessary for the preparation of the reintegration plan at the country of origin is submitted within 8 days before the return of the victim to the country of origin at the latest.

## WHO

- Person-in-charge of the case;
- Parent/custodian;
- Victim;
- NGO;
- CSW/NRM at MLSP; in cooperation with:
  - Representative of the local community;
  - Employment Service Agency;
  - Regional office of the Ministry of Education.

## HOW

Prior to the departure of the victim from the CVT, the reintegration plan should be developed following the victim's consent to be provided with additional assistance. If the victim of human trafficking is a juvenile, the preparation of the reintegration plan is mandatory.

If the victim refuses to be involved in the reintegration program, he/she will be offered information about certain institutions and organizations, which the victim can approach in the future.

Information provided by the country of destination to the country of origin should contain:

- Data about the victim (if the victim returns to the country of origin);
- Date of birth and place of residence in the country of origin (if the victim returns to the country of origin);
- Health and psychological status of the victim;
- Safety and risk assessment;
- Short overview of the needs for assistance;
- Recommendations/guidelines for development of a reintegration plan in the country of origin;
- Projected date and time of departure, if any.
- Type and means of transport for the victim.

## V SOP – CRIMINAL PROCEEDINGS

The foreign national victim shall be involved in the criminal proceedings, if he/she decides to cooperate with the Police and the competent judicial authorities.

In accordance with the provisions of the Law on Criminal Procedure, any person, including the victim of human trafficking, summoned to be a witness, is obligated to appear and make a statement. If there is possibility that by giving such a statement or by answering certain questions, the witness exposes himself/herself to danger to his/her life or personal integrity, he/she may refrain from presenting personal information. The witness is not obliged to answer certain questions if there is likelihood that he/she would expose himself/herself or a close relative to grave disgrace, significant material loss or prosecution.

The witness is entitled to claim damages in the criminal procedure.

### MEASURE 1: COLLECTING EVIDENCE WITH THE VICTIM'S SUPPORT

#### WHAT

After the reflection period – a foreign national may decide:

- Not to cooperate with the judicial authorities;
- To cooperate with the judicial authorities and to participate in the criminal proceedings.

If the victim consents to cooperate with the judicial authorities, and after the victim has been prepared by a professional team beforehand, the representatives from the UCTHBMS shall conduct an interview regarding the exploitation of the victim and aiming at identifying the perpetrators of the crime of trafficking in human beings.

While conducting the interview, it must be ensured that the interviewer is of the same sex as the victim. Following the interview with the victim, the criminal charges report will be compiled if there are elements of the crime of trafficking in human beings. The victim signs the criminal charges report.

## WHEN

If the victim is a citizen of the country, evidence will be collected from the moment of initiating the procedure until its completion.

If the victim is a foreign national, evidence will be collected from the point of time when the victim gave an informed consent for cooperation until the end of the court proceedings, unless the victim reverses his/her opinion for cooperation.

## WHO

- UCTHBMS at MOI;
- Public prosecutor;
- Investigating magistrate.

If the victim is a juvenile person, then a parent/custodian, representative of the NRM/CSW and other professionals should be involved.

## HOW

Before the start of the interview, the victim should be informed about:

- Rights and obligations during the interview with the PO from the UCTHBMS at the MOI;
- Rights and obligations while making a statement in front of the public prosecutor, investigating magistrate and during the main hearing;
- Possibilities to claim damages during the criminal proceedings;
- Personal safety and the safety of his/her family and of other people who are close to the victim;
- Confidentiality and risk of disclosure of information;
- Special requirements for making a statement at the main hearing;
- Possibility to exclude the public during the trial;
- The victim-witness is entitled to request postponing of the hearing/giving statement throughout the criminal procedure.

If other information is required, and the foreign national victim returned to the place of origin before the court proceedings were initiated, the UCTHBMS at the MOI shall submit a request for finding the victim (establishing her identity and notifying her of the court hearing) through the international police cooperation, while the court - through

a Letter Rogatory for international legal assistance - shall directly address the competent court or the Ministry of Justice, which forwards the request to the Ministry of Foreign Affairs or directly to the institutions in the country of origin for further processing and action.

Note: The safety and the well-being of the victim are of highest priority during the process of collecting evidence.

## MEASURE 2: PREPARATION OF THE VICTIM BEFORE THE MAIN HEARING

### WHAT

The purpose of the preparation phase prior to the trial should ensure that the victim:

- Is aware of the following rights of his/hers:
  - Right to be present at the main hearing;
  - Right to adequate translation/interpretation;
  - Right to refuse to answer some questions;
  - Right to actively participate at the main hearing, to propose new evidence and to pose questions to witnesses, experts and defendants (if he/she is the injured party at the same time);
  - Right to claim damages for the inflicted material/non-material damage;
  - Right to a closed session;
  - Right to an attorney who will represent him/her and will actively participate in the criminal procedure.
- To be fully informed about the court proceedings;
- To be aware of the roles of the different people who are involved in the respective process;
- To be provided with psychosocial assistance and support.

### WHEN

Before, during and after the trial.

### WHO

- The attorney in the communication with the public prosecutor;
- Team for psycho-social support at the CSW/CVT and NGOs; and
- Representatives of other relevant governmental institutions.

If the victim had been returned to the country of origin, and the court proceedings are conducted at the country of destination, the victim shall be prepared in the country of origin at the request submitted by the public prosecutor/investigating magistrate from the country of destination. The Ministry of Justice should initiate the procedure for international legal assistance.

## HOW

- Before the date of the trial, the attorney or the responsible person for the case should explain how the court proceedings will be conducted;
- The victim-witness should be accompanied and supported throughout the court proceedings;
- If possible, the victim-witness should be reminded of all previously given statements. This should be done in an informal manner;
- The victim should be prepared for the act of giving the statement, and should be informed about his/her role in the criminal procedure.

If the victim had been returned to the country of origin, the preparation for the trial is an obligation of the competent authorities in the country of origin.

## MEASURE 3: SUPPORT FOR THE VICTIM DURING THE MAIN HEARING

### WHAT

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

- Minimize the safety risks and intimidation;
- Minimize the risk of experiencing trauma again/re-victimization.

A juvenile victim is entitled to measures of special protection, thus ensuring the best interest of the juvenile. It is desirable that the procedure be urgent.

### WHEN

During the trial.

## WHO

- PO from DWP, UCTHBMS at MOI;
- Public prosecutor;
- Judge;
- Attorney;
- NGO representative that accompanies the victim.

## HOW

- With a court decision made during the proceedings, the hearing is conducted on the basis of video recording, i.e. the statements are given in a special court room in order to avoid the victim's personal presence, or the defendant may be removed from the main hearing;
- Avoiding any contacts with the perpetrator, or people close to the perpetrator when entering the building, use of a special entrance, special room, etc.;
- Persons appointed to support the victim should stand in the victim's immediate proximity while he/she testifies;
- Closing the proceedings for the public;
- Another way of providing protection to the witnesses – victims is by including them in the Program for witness protection.

When the victim has been repatriated to his/her country of origin, and he/she is required to testify in front of the competent courts of the Republic of Macedonia, the Public Prosecution Office submits a request for locating and ensuring the presence of the victim-witness through the Ministry of Justice.

If the victim needs to appear as witness, activities are undertaken to organize the victim's arrival in the Republic of Macedonia.

In cases when there are technical possibilities, the witness-victim of trafficking in human beings, who is a foreign national, may be heard by means of video-conferencing and via telephone (Law on Criminal Procedure, Second Additional Protocol to the Convention on Mutual Assistance in Criminal Matters).

## MEASURE 4: SUPPORT FOR THE VICTIM – WITNESS AFTER THE MAIN HEARING

### WHAT

Depending on the risk assessment, the victim-witness, who is a foreign national, may be returned to the country of origin/third country. If the victim witness (foreign national/national of the Republic of Macedonia) is introduced into the program for witness protection, the following measures may be applied:

- Keeping the victim's identity confidential;
- Providing personal protection;
- Change of identity;
- Change of place of residence/temporary residence.

### WHEN

After the trial, for as long as there is risk for the safety of the victims and of the people close to them, or any type of threat to their life, health, freedom, physical integrity or property.

### WHO

- DWP at MOI;
- UCTHBMS;
- NGO.

### HOW

- Changing the personal details of the witness;
- Providing safe place for living, i.e. shelter;
- Notifying the victim and his/her family in advance of the time when the perpetrator will be released from prison.

Following the completion of the court proceedings, the victim will be monitored for security reasons in order to reduce the risk of re-victimization.

## MEASURE 5: SUPPORT FOR THE VICTIM TO CLAIM DAMAGES IN THE CRIMINAL PROCEDURE

### WHAT

The victim is entitled to receive indemnification from the perpetrator for the inflicted non-material damage.

The compensation of the victim shall be realized upon submission of an indemnification claim in the criminal procedure. The proposal for realization of the indemnification claim shall be submitted to the court that tries the case.

The criminal court decides upon the indemnification claims. Therefore, with the verdict of guilty, the court also decides on the indemnification, fully or partially. If the evidence in the criminal proceedings fails to provide sufficient ground for a complete or partial adjudication of the indemnification amount, and any further adducing of evidence can unjustifiably delay the criminal procedure, the court shall, in its verdict, adjudicate only the ground for the indemnification, or the ground and partially the amount of the indemnification, to be followed by an additional judgment on the amount of the indemnification or on the remainder thereof.

To secure the indemnification claims, temporary measures may be adopted in the course of the criminal procedure to safeguard the indemnification claims arising as a result of the commission of the crime. Securing temporarily property or assets includes temporary freezing, seizing or withholding funds, bank accounts and financial transactions or criminal proceeds.

If the amount of the indemnification claim cannot be established through other evidence or if adducing such evidence would lead to a significant delay in the procedure, the court shall render an additional judgment on the amount of the indemnification claim or a part thereof, by adjudicating a fair compensation.

If required, the provisions of the Criminal Code on confiscation shall be applied.

In cases when the court acquits the defendant, the injured party is advised to have his/her indemnification claim resolved through civil proceedings.



## WHEN

Until the completion of the main hearing before the first-instance court at the latest.

## WHO

The victim submits the claim through his/her attorney.

When the victim is juvenile, the request may be submitted by the parents, custodians and legal representatives.

## HOW

- By informing the victim about his/her rights to get compensation through court proceedings and about the right to actively participate therein;
- By providing the victim with free legal assistance during the proceedings;
- By informing the foreign national victim about the course of the civil procedure in the country of destination through his/her legal representative.



## PART C

## ANNEX 1: LIST OF COMPETENT BODIES FOR SOP

Macedonia		
Measures	Responsible body	Contact details
Identification and referral	Unit for combating trafficking in human beings and migrant smuggling; Ministry of Interior Skopje	Sande Kitanov Head of unit Address: Dimche Mirchev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk
	National Referral Mechanism Office; Ministry of Labour and Social Policy; Skopje	Elena Grozdanova State advisor Address: Dame Gruev 14, 1000 Skopje Tell: +389 2 3129308 Mob:+389 75 311726 E-mail: egrozdanova@mtsp.gov.mk  Svetlana Cvetkovska NRM Coordinator Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3 106443 Mob: +389 76 456795 E-mail: scvetkovska@mtsp.gov.mk; nmuofficemk@yahoo.com
Initial care and mid-term assistance	Unit for combating trafficking in human beings and migrant smuggling; Ministry of Interior Skopje	Sande Kitanov Head of unit Address: Dimche Mirchev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk
	National Referral Mechanism Office; Ministry of Labour and Social Policy; Skopje	Elena Grozdanova State advisor Address: Dame Gruev 14, 1000 Skopje Tell: +389 2 3129308 Mob:+389 75 311726 E-mail: egrozdanova@mtsp.gov.mk  Svetlana Cvetkovska NRM Coordinator Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3 106 443 Mob: +38976456795

	<p>NGO “Open Gate“, Skopje</p> <p>NGO “For Happy Childhood“, Skopje</p>	<p>E-mail: scvetkovska@mtsp.gov.mk; nmuofficemk@yahoo.com</p> <p>Maja Varoshlija Tel/Fax:+389(0)2700107 Mob.: +38970367639 E-mail: mvaroslija@lastrada.org.mk; lastrada@on.net.mk</p> <p>Verica Stamenkova Trajkova Tel: +389 2 2615628 +389 2 2622491 Fax: +389 2 3118143 Mob.: +389 70 227289 E-mail: za.srekno.detstvo@gmail.com; vericatrajkova@gmail.com</p>
Return	<p>Unit for combating trafficking in human beings and migrant smuggling; Ministry of Interior Skopje</p> <p>Sector for border affairs; Ministry of Interior; Skopje</p> <p>International Organization for Migration – IOM</p> <p>Shelter for foreigners; Skopje</p>	<p>Sande Kitanov Head of unit Address: Dimche Mirchev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk</p> <p>Jovanche Asprovski Address: Dimche Mirchev bb, 1000 Skopje Tel: +389 2 3238034 Fax:+389 2 3143335 Mob:+389 70 364370 E-mail: jovance_asprovski@moi.gov.mk</p> <p>Ivona Z.Todorovska Counter Trafficking Focal Point Tel: +389 2 3088100 E-mail: izakoska@iom.int</p> <p>Pero Shareski Tel/Fax:+389 2 3142613 Mob: ++389 70 276022</p>
Reintegration	<p>National Referral Mechanism Office; Ministry of Labour and Social Policy; Skopje</p>	<p>Elena Grozdanova State advisor Address: Dame Gruev 14, 1000 Skopje Tell: +389 2 3129308 Mob:+389 75 311726 E-mail: egrozdanova@mtsp.gov.mk</p> <p>Svetlana Cvetkovska NRM Coordinator Address: Dame Gruev 14, 1000 Skopje</p>

	<p>NGO “Open Gate“, Skopje</p> <p>NGO “For Happy Childhood“, Skopje</p>	<p>Tel: +389 2 3 106443 Mob: +389 76 456795 E-mail: scvetkovska@mtsp.gov.mk; nmuofficemk@yahoo.com</p> <p>Maja Varoshlija Tel/Fax:+389 2 2700107 Mob.: +389 70 367639 E-mail: mvaroslija@lastrada.org.mk; lastrada@on.net.mk</p> <p>Verica Stamenkova Trajkovska Tel: +389 2 2615628 +389 2 2622491 Fax: +389 2 3118143 Mob.: +389 70 227289 E-mail: za.srekno.detstvo@gmail.com; vericatrajkova@gmail.com</p>
<p>Criminal procedure</p>	<p>Public Prosecution Office; Basic Public Prosecution Office for combating organized crime and corruption, Skopje</p> <p>Witness Protection Department; Ministry of Interior; Skopje</p> <p>Unit for combating trafficking in human beings and migrant smuggling; Ministry of Interior Skopje</p> <p>National Referral Mechanism Office; Ministry of Labour and Social Policy; Skopje</p>	<p>Vlatko Georgievski Tel: +389 2 3219850 Fax:++389 2 3219866 Mob:+389 70 397822 E-mail: vlatko.georgievski@jorm.gov.mk</p> <p>Ljupco Fidanovski Tel: +389 2 3225765 Fax: +389 2 3142277 Mob: +389 70 330347 E-mail: ljupco_fidanovski@moi.gov.mk</p> <p>Sande Kitanov Head of Unit Address: Dimche Mirchev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk</p> <p>Lenche Kocevka Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3129308 Mob:+389 76 456119 E-mail: lkoceva@mtsp.gov.mk</p>

## ANNEX 2: LIST OF BODIES FOR TRANSNATIONAL COOPERATION

Contact details will be exchanged among the competent organizations and institutions for treatment of victims of human trafficking.

Albania		
TRM Measures	Responsible Body	Contact Details
Identification	Sector Against Illegal Trafficking; Directorate against Organized Crime; Border and Migration Police; Ministry of Interior; Tirana	Mrs. Anila Trimi Tel.:+355 4 2279303 Fax:+355 4 2273447 Mob:+355 69 4102005 E-mail: trimia@mrp.gov.al
Crisis Intervention Care	Social Services Directorate; Ministry of Labour, Social Affairs and Equal Opportunities; Tirana	Mrs. Ilda Poda Tel.:+355 4 2243947 Mob:+355 68 2348001 E-mail: ildapoda@yahoo.com
Rehabilitation and Reintegration Assistance	Executive Director; Different & Equal (D&E) NGO; Tirana	Mrs. Marjana Meshi/Muslia Tel:+355 4 2254532 Mob:+355 69 2088696 E-mail: mmeshi@yahoo.co.uk
Return	Chief; Readmission Sector- Border and Migration Directorate; Ministry of Interior; Tirana	Mr. Ylli Kumrija Tel:+355 4 2279251 Fax:+355 4 2279263 Mob:+355 69 4102357 E-mail: kumrijay@mrp.gov.al
Criminal Proceedings and Compensation claims	Prosecutor; General Prosecutor's Office; Tirana	Mr. Arqilea Koca Tel:+355 4 2222950/1069 Mob:+355 69 2078630 E-mail: akoca@pp.gov.al
	Prosecutor; Serious Crimes Court; Tirana	Mr. Ened Nakuci Tel: +355 4 2254326 Mob: +355 69 2076220 E-mail: enakuci@pp.gov.al

<b>Regional contact points (state social services) for referral of trafficking cases</b>			
<b>Name, city</b>	<b>Telephone</b>	<b>Mobile</b>	<b>Fax</b>
Mr. Mihal Naçi Director; General of State Social Services; Ministry of Labour, Social Affairs, and Equal Opportunities; <b>Tirana</b>	+355 42 230719	+355 68 20 82050	+355 4 2230719
State Social Services, (Mr. Lulzim Konçi); <b>Tirana</b>	+355 42 348645	+355 68 21 35136 +355 69 20 74135	+355 4 2348645
State Social Services (Ms. Luljeta Tavani); <b>Berat</b>	+355 322 35610 322 34141	+355 68 26 37 283	+355 32 234141
State Social Services (Mr. Emil Buka); <b>Gjirokastër</b>	+355 84 264557 84 265331	+355 69 21 65116	+355 84 265331
State Social Services (Mr. Ylber Brahimaj); <b>Vlorë</b>	+355 33 227891	+355 69 20 94089	
State Social Services (Ms. Rita MOÇO); <b>Fier</b>	+355 34 22567 34 23638	+355 68 23 38999	+355 34 223638
State Social Services (Mrs. Brunilda Dulaj); <b>Elbasan</b>	+355 54 252246	+355 69 54 24095	+355 54 252246
State Social Services (Ms. Marjana Hamiti); <b>Durrës</b>	+355 52 26096	+355 69 37 98602	
State Social Services (Mr. Shukri MEHMETI); <b>Kukës</b>	+355 24 23287 24 24562	+355 68 20 95610	+355 24 24562
State Social Services (Mr. Shukri SHEHI); <b>Dibër</b>	+355 21 83279 21 82157	+355 68 27 77856	+355 21 82157
State Social Services (Mr. Gjergj LULAJ); <b>Lezhë</b>	+355 21 52547 21 53586	+355 68 20 86778	+355 21 53586

State Social Services (Ms. Mirela SHIROKA); <b>Shkodër</b>	+355 22 48907 22 48907	+355 68 40 14613	+355 22 48907
State Social Services (Mr. Ilir Frasher); <b>Korçë</b>	+355 82 24 2539	+355 68 20 85949	+355 82 24 2539

<b>Bosnia and Herzegovina</b>		
<b>TRM Measures</b>	<b>Responsible Body</b>	<b>Contact Details</b>
Identification	Office of the National Anti-Trafficking Coordinator; Sarajevo	Office of State coordinator for combating trafficking and illegal migration in BIH Address: Greece and Bosnia and Herzegovina friendship Building 12th floor; Office nr 1224 Trg BIH 1, 71000 Sarajevo Tel/fax:+387 33 492454; +387 33 710531 E-mail: uredk@msb.gov.ba
Crisis Intervention Care	Office of the National Anti-Trafficking Coordinator; Sarajevo	Office of State coordinator for combating trafficking and illegal migration in BIH Address: Greece and Bosnia and Herzegovina friendship Building 12th floor; Office nr 1224 Trg BIH 1, 71000 Sarajevo Tel/fax:+387 33 492454; +387 33 710531 E-mail: uredk@msb.gov.ba
Rehabilitation and Reintegration Assistance	Office of the National Anti-Trafficking Coordinator; Sarajevo	Office of State coordinator for combating trafficking and illegal migration in BIH Address: Greece and Bosnia and Herzegovina friendship Building 12th floor; Office nr 1224 Trg BIH 1, 71000 Sarajevo Tel/fax:+387 33 492454; +387 33 710531 E-mail: uredk@msb.gov.ba
Return	Office of the National Anti-Trafficking Coordinator; Sarajevo	Office of State coordinator for combating trafficking and illegal migration in BIH Address: Greece and Bosnia and Herzegovina friendship Building 12th floor; Office nr 1224 Trg BIH 1, 71000 Sarajevo Tel/fax:+387 33 492454; +387 33 710531 E-mail: uredk@msb.gov.ba



<p>Criminal Proceedings and compensation claims</p>	<p>Office of the National Anti-Trafficking Coordinator; Sarajevo</p>	<p>Office of State coordinator for combating trafficking and illegal migration in BIH                  Address: Greece and Bosnia and Herzegovina friendship Building 12th floor; Office nr 1224                  Trg BIH 1, 71000 Sarajevo                  Tel/fax:+387 33 492454;                  +387 33 710531                  E-mail: uredk@msb.gov.ba</p>
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<p><b>Bulgaria</b></p>		
<p><b>TRM Measures</b></p>	<p><b>Responsible Body</b></p>	<p><b>Contact Details</b></p>
<p>Identification</p>	<p>National Commission for Combating Trafficking in Human Beings; Sofia</p> <p>Sector "Trafficking in Human Beings"; Directorate "Combating organised and serious crime"; Chief Directorate "Criminal police"; Ministry of Interior; Sofia</p> <p>International Organization for Migration (IOM); Sofia</p>	<p>Address: Blvd. "G.M.Dimitrov" 52A, 1 floor, 1797 Sofia                  Tel: +359 2 8078050;                  +359 2 8078052                  Fax: +359 2 8078059                  E-mail: office@antitraffic.government.bg</p> <p>Address: 133 Tsarigradsko Shose blvd, 1707 Sofia                  Tel: +359 2 9828038                  Fax: +359 2 9885902                  E-mail: 170@mvr.bg</p> <p>Address: 145 b Knyaz Boris I st, 1000 Sofia                  Tel: +359 2 9394774                  fax: +359 2 9394788                  Hotline: +359 2 9394777                  E-mail: iomsofia@iom.int</p>
<p>Crisis Intervention Care Rehabilitation and Reintegration Assistance</p>	<p>National Commission for Combating Trafficking in Human Beings; Sofia</p> <p>NGO Animus Association; Sofia</p>	<p>Address: Blvd. "G.M.Dimitrov" 52A, 1 floor, 1797 Sofia                  Tel: +359 2 8078050;                  +359 2 8078052                  Fax:+359 2 8078059                  E-mail: office@antitraffic.government.bg</p> <p>Address: "Ekzarh Yossif" Street 85, 1000 Sofia                  Tel/fax: +359 2 9835205;                  +359 2 9835305; +359 2 9835405                  Hotline: +359 2 9817686                  E-mail: animus@animusassociation.org</p>

	International Organization for Migration (IOM); Sofia	Address: 145 b Knyaz Boris I st, 1000 Sofia Tel:+359 2 93 94774 fax:+359 2 93 94788 Hotline:+359 2 9394777 E-mail: iomsofia@iom.int
Return	National Commission for Combating Trafficking in Human Beings; Sofia	Address: Blvd. "G.M.Dimitrov" 52A, 1 floor, 1797 Sofia Tel: +359 2 8078050; +359 2 8078052 Fax:+359 2 8078059 E-mail: office@antitraffic.government.bg
	Sector "Trafficking in Human Beings"; Directorate "Combating organised and serious crime"; Chief Directorate "Criminal police"; Ministry of Interior; Sofia	Address: 133 Tsarigradsko Shose blvd, 1707 Sofia Tel: +359 2 9828038 Fax: +359 2 9885902 E-mail: 170@mvr.bg
	International Organization for Migration (IOM); Sofia	Address: 145 b Knyaz Boris I st, 1000 Sofia Tel:+359 2 9394774 fax:+359 2 9394788 Hotline:+359 2 93 94 777 E-mail: iomsofia@iom.int
Criminal Proceedings and compensation claims	National Commission for Combating Trafficking in Human Beings; Sofia	Address: Blvd. "G.M.Dimitrov" 52A, 1 floor, 1797 Sofia Tel: +359 2 8078050; +359 2 8078052 Fax:+359 2 8078059 E-mail: office@antitraffic.government.bg
	Supreme Cassation Prosecutor's Office; Sofia	Address: 2, "Vitosha" Blvd, 040 Sofia Tel: +359 2 9219235 Fax: +359 2 9219452

<b>Croatia</b>		
<b>TRM Measures</b>	<b>Responsible Body</b>	<b>Contact Details</b>
Identification	Organized Crime Unit; Ministry of Interior; Zagreb	Ms. Katrin Gluić Tel: +385 99 7320242 E-mail: kgluic@mup.hr
Crisis Intervention Care	Mobile teams; Croatian Red Cross; Zagreb	Ms. Selma Golubović Tel: +385 99 3114862 E-mail: selma.golubovic@hck.hr
Rehabilitation and Reintegration Assistance	Operational Team; Office For Human Rights (National Coordinator); Zagreb	National Coordinator Office Ms. Maja Buksa; Secretary of National Committee for Combating THB Tel: +385 1 4877660 Fax: +385 1 4813430 E-mail: mbuksa@ljudskaprava-vladarh.hr
Return	Illegal Migration Unit; Ministry of Interior; Zagreb	Ms. Lidija Pentavec Tel: +385 1 3788559 Fax: +385 1 37 88158 E-mail: lpentavec@mup.hr
Criminal Proceedings and compensation claims	Croatian State Attorney Office; Zagreb	Ms. Andrea Šurina Marton Tel: +385 98 466695; +385 49 426900 Fax: +385 49 467650 E-mail: andrea.surina@zg.t-com.hr; zdo-zlatar@kr.htnet.hr

<b>Kosovo</b>		
<b>TRM Measures</b>	<b>Responsible body</b>	<b>Contact Details</b>
Identification	Anti Trafficking police Unit; Ministry of Interior; Pristina	Mr. Ramadan Ahmeti Lieutenant, KPS /Chief of THB Tel:+377 44 506097 E-mail: shtqnj@gmail.com Ms. Leonora Krasniqi THBS Kosovo Police Tel:+377 44 505628
	Ministry of Justice; Pristina	Ms. Male Morina THBS Kosovo Police Tel:+377 38 50801904  Mr. Basri Kastrati Victims Support and Training Officer Tel: +377 44 345357 E-mail: Basri.Kastrati@ks-gov.net;
Crisis Intervention Care	PVPT -Centre for protection of Victims of Trafficking in Human Beings; Pristina	Ms. Hamijet Dedolli Executive Director Tel:+377 44 167395 E- mail: Hamijet_dedolli@yahoo.com
	Ministry Of Justice; Pristina	Mr. Basri Kastrati Victims Support and Training Officer Tel: +377 44 345357 E-mail: Basri.Kastrati@ks-gov.net;
	Anti Trafficking police Unit; Ministry of Interior; Pristina	Ms. Leonora Krasniqi THBS Kosovo Police Tel:+377 44 505 628
	IOM Mission to Kosovo, Pristina	Mr. Petrit Sopjani Project Coordinator Tel: +377 44 112545 E-mail: psopjani@iom.int; PSopjani@iom.ipko.org
	Social Services Department, Ministry of Labour and Social Welfare	Mr.Bajram Kelmendi Social Services Department, Ministry of Labour and Social Welfare Tel: +377 44 118664 E-mail: bajram_k@yahoo.com
	Terre des hommes, Mission to Kosovo	Tel: +81 38 244574 www.tdh.ch

<p>Rehabilitation and Reintegration Assistance</p>	<p>PVPT -Centre for protection of Victims of Trafficking in Human Beings; Pristina</p> <p>Ministry Of Justice; Pristina</p> <p>IOM Mission to Kosovo; Pristina</p> <p>Terre des hommes, Mission to Kosovo</p>	<p>Ms. Hamijet Dedolli Executive Director Tel:+377 44 167395 E- mail: Hamijet_dedolli@yahoo.com</p> <p>Ms. Valbona Jaha ISF Manager E-mail: vali3210@gmail.com</p> <p>Mr. Petrit Sopjani Project Coordinator Tel: +377 44112545 E-mail: psopjani@iom.int; PSopjani@iom.ipko.org</p> <p>Tel: +81 38 244574 www.tdh.ch</p>
<p>Return</p>	<p>Anti Trafficking police Unit; Ministry of Interior; Pristina</p> <p>Migration Directorate Ministry of Interior, Kosovo Police,</p> <p>Department for Social Welfare, Ministry of Labour and Social Welfare; Pristina</p>	<p>Mr. Ramadan Ahmeti Lieutenant, KPS /Chief of THB Tel:+377 44 506097 E-mail: shtqnj@gmail.com</p> <p>Mr. Refki Morina Director of Migration Directorate Tel: +377 44 158408 E-mail: refki.morina@kosovopolice.com</p> <p>Mr. Bajram Kelmendi Head of Social Department Tel: +377 44 118664 E-mail: bajram_k@yahoo.com</p>
<p>Criminal Proceedings and Compensation Claims</p>	<p>Anti Trafficking police Unit; Ministry of Interior; Pristina</p> <p>State Public Prosecutor Office; Pristina</p> <p>Supreme Court; Pristina</p>	<p>Mr. Ramadan Ahmeti Lieutenant, KPS /Chief of THB Tel:+377 44 506097 E-mail: shtqnj@gmail.com</p> <p>Mr. Besim Kelmendi Tel:+38138248018 E-mail: besim_kelmendi@yahoo.com</p> <p>Mr. Fejzullah Hasani Tel: +38138243345;8243346</p>

<b>Contact list of Child Protection Social Workers</b>		
<b>Center for social work</b>	<b>Name of CPSW</b>	<b>Contact details</b>
Prishtina Bregu I Diellit	Sevidje Brahimi	Tel: +377 44 989559
Prishtina Qafa	Mevlan Hyseni	Tel: +377 44 916879
	Edona Haxhiu- Myftari	Tel: +386 49 165862
Peja	Vera Kolgjeraj	Tel: +377 44 267110 E-mail: vera_kolgjeraj@hotmail.com
Ferizaj	Hamdije Selmani	Tel: +00377 44 544213 E-mail: hamdije.selmani@gmail.com
	Ismajl Bekteshi	Tel: +00377 44 761940 E-mail: ismajlbekteshi.ko@hotmail.com
Gjakove	Rexhep Qarri	Tel: +377 44 188626
Mitrovice	Fikrije Sylejmani	Tel: +377 44 293552
Fushe Kosove	Hafije Kastrati	Tel: +377 44 229769
<b>Contact list for Protection Victim Officers</b>		
<b>Region</b>	<b>Name of PVO</b>	<b>Contact details</b>
Mitrovice	Burhan Maxhuni	Tel: +00377 44 310466 E-mail: burhanmaxhuni@yahoo.com
Peje	Deme Hasanaj	Tel: +00377 44 117518 E-mail: dema-h81@hotmail.com
Ferizaj	Ibrahim Terstena	Tel: +00377 44 352937 E-mail: ibrahimterstena@hotmail.com
Prishtina	Shenaj Berisha	Tel: +00377 44 345356

<b>Macedonia</b>		
<b>TRM Measures</b>	<b>Responsible Body</b>	<b>Contact Details</b>
Identification and referral	Unit for combating trafficking in human beings and migrant smuggling; Ministry of Internal affairs; Skopje	Mr. Sande Kitanov Head of the Sector Address: Dimce Mircev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk
	Office of the National Referral Mechanism; Ministry of Labour and Social Policy; Skopje	Ms. Elena Grozdanova State Councillor Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3129308 Mob:+389 75 311726 E-mail: egrozdanova@mtsp.gov.mk  Ms. Svetlana Cvetkovska NRM Coordinator Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3 106443 Mob: +389 76 456795 E-mail: scvetkovska@mtsp.gov.mk; nmuofficecmk@yahoo.com
Initial care and mid-term assistance	Unit for combating trafficking in human beings and migrant smuggling; Ministry of Internal affairs; Skopje	Mr. Sande Kitanov Head of the Sector Address: Dimce Mircev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk
	Office of the National Referral Mechanism; Ministry of Labour and Social Policy; Skopje	Ms. Elena Grozdanova State Councillor Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3129308 Mob:+389 75 311726 E-mail: egrozdanova@mtsp.gov.mk

	<p>NGO Open Gate; Skopje</p> <p>NGO For Happy Childhood; Skopje</p>	<p>Ms. Svetlana Cvetkovska NRM Coordinator Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3 106443 Mob: +389 76 456795 E-mail: scvetkovska@mtsp.gov.mk; nmuofficecmk@yahoo.com</p> <p>Ms. Maja Varoslija Tel/fax:+389 2 2700107 Mob: +389 70 367639 E-mail: mvaroslija@lastrada.org.mk; lastrada@on.net.mk</p> <p>Ms. Verica Stamenkova Trajkova Tel: +389 2 2615628 +389 2 2622491 Fax: +389 2 3118143 Mob: +389 70 227289 E-mail: za.srekno.detstvo@gmail.com; vericatrajkova@gmail.com</p>
Return	<p>Unit for combating trafficking in human beings and migrant smuggling; Ministry of Internal affairs; Skopje</p> <p>Sector for Border Affairs; Ministry of Internal Affairs; Skopje</p> <p>International Organization for Migration (IOM); Skopje</p> <p>Reception Centre for Foreigners; Skopje</p>	<p>Mr. Sande Kitanov Head of the Sector Address: Dimce Mircev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +389 70 323497 E-mail: sande_kitanov@moi.gov.mk</p> <p>Mr. Jovance Asprovski Address: Dimce Mircev bb, 1000 Skopje Tel: +389 2 3238034 Fax:+389 2 3143335 Mob:+389 70 364370 E-mail: jovance_asprovski@moi.gov.mk</p> <p>Ms.Ivona Z. Todorovska Counter Trafficking Focal Point Tel/fax: +389 2 3088100 E-mail: izakoska@iom.int</p> <p>Mr. Pero Sareski Tel/fax:+389 2 3142613 Mob: ++389 70 276022</p>



<p>Reintegration</p>	<p>Office of the National Referral Mechanism; Ministry of Labour and Social Policy; Skopje</p> <p>NGO Open Gate; Skopje</p> <p>NGO For Happy Childhood; Skopje</p>	<p>Ms. Elena Grozdanova State Councillor Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3129 308 Mob:+389 75 311 726 E-mail: egrozdanova@mtsp.gov.mk</p> <p>Ms. Svetlana Cvetkovska NRM Coordinator Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3 106 443 Mob: +389 76 456795 E-mail: scvetkovska@mtsp.gov.mk; nmuofficemk@yahoo.com</p> <p>Ms. Maja Varosljija Tel/fax:+389 2 2700107 Mob: +389 70 367639 E-mail: mvarosljija@lastrada.org.mk; lastrada@on.net.mk</p> <p>Ms. Verica Stamenkova Trajkova Tel: +389 2 2615628 +389 2 2622491 Fax: +389 2 3118143 Mob: +389 70 227289 E-mail: za.srekno.detstvo@gmail.com; vericatrajkova@gmail.com</p>
<p>Criminal proceedings</p>	<p>Public Prosecution; Department for prosecution of perpetrators for criminal acts concerning Organized Crime and Corruption; Skopje</p> <p>Department for Protection of Witnesses; Ministry of Internal Affairs; Skopje</p>	<p>Mr. Vlatko Georgievski Tel: +389 2 3219850 Fax: +389 2 3219866 Mob:+389 70 397822 E-mail: vlatko.georgievski@jorm.gov.mk</p> <p>Mr. Ljupco Fidanovski Tel: +389 2 3225765 Fax: +389 2 3142277 Mob: +389 70 330347 E-mail: ljupco_fidanovski@moi.gov.mk</p>

	<p>Unit for Fight against Trafficking in Human Beings and Smuggling Migrants; Ministry of Internal affairs; Skopje</p> <p>Office of the National Referral Mechanism; Legal Support; Ministry of Labour and Social Policy; Skopje</p>	<p>Mr. Sande Kitanov Head of the Sector Address: Dimce Mircev bb, 1000 Skopje Tel: +389 2 3116280 Fax: +389 2 3142201 Mob: +38970323497 E-mail: sande_kitanov@moi.gov.mk</p> <p>Ms. Lence Kocevaska Address: Dame Gruev 14, 1000 Skopje Tel: +389 2 3129308 Mob: +389 76 456119 E-mail: lkoceva@mtsp.gov.mk</p>
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Moldova		
TRM Measures	Responsible Body	Contact Details
Identification	<p>National Coordination Unit of NRS*; Ministry of Social Protection, Family and Child; Chisinau</p> <p>Drop in Center; International Center "La Strada"; Chisinau</p>	<p>Ms. Diana Donoaga Address: 1, Alecsandri str. Chisinau, MD 2009 Tel/Fax: +373 22 727274 Mob: +373 69 056661 E-mail: coordonator_snr@yahoo.com; coordonator.snr@mpsfc.gov.md</p> <p>Ms. Victoria Dochitcu Address: p.a.box 259 Chisinau, MD 2012 Tel: +373 22 233309 (Hotline) Fax: +373 22 234907 E-mail: hotline@lastrada.md</p>
Crisis Intervention Care	<p>National Coordination Unit of NRS*; Ministry of Social Protection, Family and Child; Chisinau</p> <p>IOM Mission to Moldova; Chisinau</p>	<p>Ms. Diana Donoaga Address: 1, Alecsandri str. Chisinau, MD 2009 Tel/Fax: +373 22 727274 Mob: +373 69 056661 E-mail: coordonator_snr@yahoo.com; coordonator.snr@mpsfc.gov.md</p> <p>Mr. Alexandru Sofroni Address: 36/1, Ciuflea str. Chisinau, MD 2001 Tel: +373 22 232940/232941, ext.119 Mob: +373 60 247222 Fax: + 373 22 232862 E-mail: asofoni@iom.int</p>

Rehabilitation and Reintegration Assistance	<p>National Coordination Unit of NRS*; Ministry of Social Protection, Family and Child; Chisinau</p> <p>IOM Mission to Moldova; Chisinau</p>	<p>Ms. Diana Donoaga Address: 1, Alecsandri str. Chisinau, MD 2009 Tel/Fax: +373 22 727274 Mob: +373 69 056661 E-mail: coordonator_snr@yahoo.com; coordonator.snr@mpsfc.gov.md</p> <p>Mr. Alexandru Sofroni Address: 36/1, Ciuflea str. Chisinau, MD 2001 Tel: +373 22 232940/232941, ext.119 Mob: +373 60 247222 Fax: + 373 22 232862 E-mail: asofoni@iom.int</p>
Return	<p>National Coordination Unit of NRS*; Ministry of Social Protection, Family and Child; Chisinau</p> <p>IOM Mission to Moldova; Chisinau</p>	<p>Ms. Diana Donoaga Address: 1, Alecsandri str. Chisinau, MD 2009 Tel/Fax: +373 22 727274 Mob: +373 69 056661 E-mail: coordonator_snr@yahoo.com; coordonator.snr@mpsfc.gov.md</p> <p>Mr. Alexandru Sofroni Address: 36/1, Ciuflea str. Chisinau, MD 2001 Tel: +373 22 232940/232941, ext.119 Mob: +373 60 247222 Fax: + 373 22 232862 E-mail: asofoni@iom.int</p>
Criminal Proceedings and Compensation Claims	<p>National Coordination Unit of NRS*; Ministry of Social Protection, Family and Child; Chisinau</p> <p>Centre to Combat Trafficking in Persons; Ministry of Interior; Chisinau</p>	<p>Ms. Diana Donoaga Address: 1, Alecsandri str. Chisinau, MD 2009 Tel/Fax: +373 22 727274 Mob: +373 69 056661 E-mail: coordonator_snr@yahoo.com; coordonator.snr@mpsfc.gov.md</p> <p>Mr. Alexandru Besleaga Address: 1, Alecsandri str. Chisinau, MD 2009 Tel: +373 22 254904 Mob: +373 68 377717 Fax: + 373 22 238368 E-mail: alexcctp@mail.ru</p>

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<b>Montenegro</b>		
<b>TRM Measures</b>	<b>Responsible Body</b>	<b>Contact Details</b>
Identification	Police Directorate Department for Suppressing Organized Crime; Podgorica	Mr. Milovan Pavicevic Address: Bulevar Svetog Petra Cetinjskog 6, 20 000 Podgorica Tel/fax: + 382 20 247104 Mob: +382 67 284183 E-mail: org.krim@cg.yu,
	NGO "Montenegrin Women`s Lobby", Recovery and reflection	Ms. Aida Petrovic Coordinator Address: Dalmatinska 5, 20 000 Podgorica Tel/Fax: +382 20 656166 Mob: +382 69 454606 E-mail: mnzenskilobi@cg.yu
Crisis Intervention Care	NGO "Montenegrin Women`s Lobby"; Podgorica	Ms. Aida Petrovic Coordinator Address: Dalmatinska 5, 20 000 Podgorica Tel/Fax: +382 20 656166 Mob: +382 69 454606 E-mail: mnzenskilobi@cg.yu
	Police Directorate; Unit for Suppressing Illegal Migrations; Podgorica	Mr. Goran Boskovic Senior Commissar of Police Department for Suppressing Illegal Migrations Address: Bul. Svetog Petra Cetinjskog bb, 20 000 Podgorica Tel/fax: +382 202895 E-mail: sektorzapp@cg.yu
	Ministry of Health; Podgorica	Mr. Radule Dragovic Assistant to the Minister of Health Address: Rimski Trg b, 20 000 Podgorica Tel: +382 20 234053 Fax: +382 20 242762 Mob: +382 67 548848, +382 67 275560 E-mail: radule.dragovic@gov.me

Rehabilitation and Reintegration Assistance	<p>NGO "Montenegrin Women's Lobby"; Podgorica</p> <p>Ministry of Health; Podgorica</p>	<p>Ms. Aida Petrovic Coordinator Address: Dalmatinska 5, 20 000 Podgorica Tel/Fax: +382 20 656166 Mob: +382 69 454606 E-mail: mzenskilobi@cg.yu</p> <p>Mr. Radule Dragovic Assistant to the Minister of Health Address: Rimski Trg b, 20 000 Podgorica Tel: +382 20 234053 Fax: +382 20 242762 Mob: +382 67 548848, +382 67 275560 E-mail: radule.dragovic@gov.me</p>
Return	<p>IOM Mission to Montenegro; Podgorica</p> <p>Police Directorate; Unit for Suppressing Illegal Migrations; Podgorica</p>	<p>Ms. Dusica Zivkovic, Address: Cetinjski put bb, Iamelala, III/45 Tel: +382 69 317567 E-mail: dusicazivkovic@yahoo.com</p> <p>Mr. Goran Boskovic Senior Commissar of Police Department for Suppressing Illegal Migrations Address: Bul. Svetog Petra Cetinjskog bb, 20 000 Podgorica Tel/fax: +382 202895 E-mail: sektorzapp@cg.yu</p>
Criminal Proceedings and compensation claims	<p>Prosecutor's Office</p> <p>Police Directorate Department for Suppressing Organized Crime; Podgorica</p> <p>NGO "Montenegrin Women's Lobby", Recovery and reflection</p>	<p>Ms. Mira Samardzic Deputy Special Prosecutor for Fight against Organized Crime, Corruption and Terrorism Address: Ul. Slobode 20, 20 000 Podgorica Tel: +382 20 230624</p> <p>Mr. Milovan Pavicevic Address: Bulevar Svetog Petra Cetinjskog 6, 20 000 Podgorica Tel/Fax: +382 20 247104 Mob: +382 67 284183 E-mail: org.krim@cg.yu</p> <p>Ms. Aida Petrovic Coordinator Address: Dalmatinska 5, 20 000 Podgorica Tel/Fax: +382 20 656166 Mob: +382 69 454606 E-mail: mzenskilobi@cg.yu</p>

<b>Romania</b>		
<b>TRM Measures</b>	<b>Responsible Body</b>	<b>Contact Details</b>
Identification	National Agency against Trafficking in Persons (NAATIP)  Ministry of Administration and Interior (MAI), Directorate for Countering Organized Crime (DCOC)– Anti-Trafficking Unit	Tel: +40 21 311 8982 +40 21 313 3100 +40 800 800 678 (non-stop) Fax: +40 21 319 0183 Mobile: +40 723 195959 E-mail: anitp@mai.gov.ro; anitp.ci@mira.gov.ro  Tel./Fax:+40 21 315 0090 E-mail: combating_thb@politiaromana.ro
Crisis Intervention Care	National Agency against Trafficking in Persons (NAATIP)  ADPARE NGO	Tel: +40 21 311 8982 +40 21 313 3100 +40 800 800 678 (non-stop) Fax: +40 21 319 0183 Mobile: +40 723 195959 E-mail: anitp@mai.gov.ro; anitp.ci@mira.gov.ro  Tel: +40 21 253 2904 E-mail: adpare@adpare.eu
Rehabilitation and Reintegration Assistance	NAATIP  ADPARE NGO	Tel: +40 21 311 8982 +40 21 313 3100 +40 800 800 678 (non-stop) Fax: +40 21 319 0183 Mobile: +40 723 195959 E-mail: anitp@mai.gov.ro; anitp.ci@mira.gov.ro  Tel: +40 21 253 2904 E-mail: adpare@adpare.eu
Return	Ministry of Foreign Affairs and diplomatic missions  NAATIP	Tel: + 40 21 319 6870 fax: + 40 21 319 6869  Tel: +40 21 311 8982 +40 21 313 3100 +40 800 800 678 (non-stop) Fax: +40 21 319 0183 Mobile: +40 723 195959 E-mail: anitp@mai.gov.ro; anitp.ci@mira.gov.ro
Criminal Proceedings and	Public Ministry (PM)	Tel: +40 21 319 3833 +40 21 319 3856

compensation claims	Ministry of Justice (MJ)	+40 800 800 886 (non-stop) Fax: + 40 21 319 3858 E-mail: sesizare@mpublic.ro  Tel: +40 37 204 1999 +40 37 204 1079 Fax: +40 37 204 1079 E-mail: relatipublice@just.ro
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Serbia		
TRM Measure	Responsible Body	Contact Details
Identification	Agency for Coordination of Protection of VoTs; Belgrade	Tel:+381 11 309 6745 E-mail: sluzbab@sbb.rs; sluzbazak@sbb.rs
	Border Police Directorate; Ministry of Interior; Belgrade	Tel:+381 11 311 7679 E-mail: ozs@mup.gov.rs
Crisis Intervention Care	Agency for Coordination of Protection of VoTs; Belgrade	Tel:+381 11 3096745 E-mail: sluzbab@sbb.rs; sluzbazak@sbb.rs
Rehabilitation and Reintegration Assistance	Agency for Coordination of Protection of VoTs; Belgrade	Tel:+381 11 3096745 E-mail:sluzbab@sbb.rs; sluzbazak@sbb.rs
	NGO ATINA; Belgrade	Tel: +381 11 3247619; +381 11 3033523 E-mail: atinango@eunet.rs
	NGO ASTRA; Belgrade	Tel: +381 11 2635114 SOS hotline/fax: +381 11 334 7817 E-mail:astrasos@sezampro.rs
	NGO Counselling Centre Against Family Violence; Belgrade	Tel: +381 11 2769466 E-mail: savet@eunet.rs
Return	Agency for Coordination of Protection of VoTs; Belgrade	Tel:+381 11 309 6745 E-mail: sluzbab@sbb.rs; sluzbazak@sbb.rs
Criminal Proceedings and compensation claims	Ministry of Justice <sup>16</sup>	Address: Nemanjina 22-26, Belgrade Tel:+381 11 3616381 Tel:+381 11 3616572

<sup>16</sup> If falling under the provisions of relevant national laws and/or international treaties on bilateral/mutual legal assistance in criminal matters.

	<p>Agency for Coordination of Protection of VoTs; Belgrade</p> <p>NGO ATINA; Belgrade</p> <p>NGO ASTRA; Belgrade</p> <p>NGO Counselling Centre Against Family Violence; Belgrade</p>	<p>Tel:+381 11 3096745 E-mail: sluzbab@sbb.rs; sluzbazak@sbb.rs</p> <p>Tel:+381 11 3247619; +381 11 3033523 E-mail: atinango@eunet.rs</p> <p>Tel: +381 11 2635114 SOS hotline/fax: +381 11 3347817 E-mail:astrasos@sezampro.rs</p> <p>Tel: +381 11 2769466 E-mail: savet@eunet.rs</p>
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### **ANNEX 3: DECISION ON TEMPORARY PLACEMENT OF FOREIGN NATIONALS AT THE SHELTER UNDER THE MINISTRY OF INTERNAL AFFAIRS**

Template No. 13-a

**THE REPUBLIC OF MACEDONIA  
MINISTRY OF INTERNAL AFFAIRS**

Organizational unit \_\_\_\_\_  
Number \_\_\_\_\_  
Place and date \_\_\_\_\_

Pursuant to Article 103 paragraphs 3 and 4 of the Law on Aliens (“Official Gazette of the Republic of Macedonia” no. 35/2006, 66/2007 and 117/2008) the Ministry of Internal Affairs \_\_\_\_\_ on \_\_\_\_\_ issued the following:  
(competent organizational unit)

#### **DECISION ON TEMPORARY PLACEMENT OF FOREIGN NATIONALS AT THE SHELTER UNDER THE MINISTRY OF INTERNAL AFFAIRS**

The following person is TEMPORARILY PLACED at the Shelter:

Surname \_\_\_\_\_ Name \_\_\_\_\_

Father \_\_\_\_\_ Mother \_\_\_\_\_

Date of birth \_\_\_\_\_ Place of birth \_\_\_\_\_

Sex \_\_\_\_\_

Nationality \_\_\_\_\_

Type of identification document \_\_\_\_\_ Number \_\_\_\_\_

Issued at \_\_\_\_\_ on \_\_\_\_\_

Valid until \_\_\_\_\_

**LEGAL GROUNDS for temporary placement of the person at the shelter**

\_\_\_\_\_

**JUSTIFICATION**

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**LEGAL REMEDY**

**Complaint may be lodged against the above decision within 8 (eight) days from the date of the receipt of the decision.**

**The complaint is lodged to the Government of the Republic of Macedonia, Second-Instance Commission for Resolution of Administrative Matters in the field of defence, internal affairs, justice and administration through the decision-making authority.**

**The complaint does not have a suspension effect on the decision, except in the case of Article 103 paragraph 8 of the Law on Aliens.**

**L.S. \_\_\_\_\_  
Signature of authorized official**

## ANNEX 4: DECISION ON TEMPORARY PLACEMENT OF THE PERSON-VICTIM OF TRAFFICKING IN HUMAN BEINGS AT THE CENTER FOR VICTIMS OF HUMAN TRAFFICKING (CVT)

PI Intermunicipal centre for social work

No. \_\_\_\_\_  
 \_\_\_\_\_ year

PI Intermunicipal centre for social work \_\_\_\_\_, acting ex officio on the file for the person \_\_\_\_\_ from \_\_\_\_\_, victim of trafficking in human being, pursuant to article 31 paragraph 2 line 3 and article 182 paragraph 1 of the Law on Social Welfare ("Official Gazette of RM" No. 79/09), article 126 and 205 paragraph 1 of the Law on General Administrative Procedure ("Official Gazette of RM" No.38/05 and 110/08) and the Conclusions reached by the professional team no. \_\_\_\_\_ dated \_\_\_\_\_, reached the following

### DECISION

The person \_\_\_\_\_ from \_\_\_\_\_ with unique identification number \_\_\_\_\_, father's name \_\_\_\_\_ and mother's name \_\_\_\_\_ victim of trafficking in human beings, is TEMPORARILY PLACED at the Centre for people– victims of trafficking in human beings in Skopje, starting from date \_\_\_\_\_.

The decision comes into force on the day of its adoption.

Any appeal filed against this decision shall not postpone the execution in accordance with article 181 paragraph 3 of the Law on Social Welfare.

### Justification

The person \_\_\_\_\_ was reported as victim of trafficking in human beings by the PI Intermunicipal centre for social work \_\_\_\_\_.

Acting ex officio upon the submitted reports, the professional team on \_\_\_\_\_ (date), reached the conclusion that the person \_\_\_\_\_ victim of trafficking in human beings, should be temporarily placed at the Centre for victims of trafficking in human beings in Skopje, starting from \_\_\_\_\_ (date), for the purpose of protecting his/her interests by being isolated from the environment which had a negative impact on him/her as a victim of trafficking in human beings.

Based on this justification, and in accordance with article 31 paragraph 2 indent 3 of the Law on Social Welfare, the decision was reached as stated in the wording of the decision.

LEGAL REMEDY: Appeal may be filed against the decision within 15 days from the day of the receipt, through the PI Intermunicipal centre for social work \_\_\_\_\_, to the Ministry of Labour and Social Policy - Skopje.

The decision should be submitted to:

- \_\_\_\_\_ (Name and surname)
- Centre for persons-victims of trafficking in human beings
- MLSP-NRM-Skopje
- File

PI Intermunicipal centre for social work  
Skopje  
Director

Prepared by: \_\_\_\_\_

## ANNEX 5: DECISION ON TEMPORARY PLACEMENT OF THE JUVENILE PERSON – VICTIM OF TRAFFICKING IN HUMAN BEINGS AT THE CENTRE FOR VICTIMS OF HUMAN TRAFFICKING (CVT)

PI Intermunicipal centre for social work

No. \_\_\_\_\_  
 \_\_\_\_\_ (date)

The PI Intermunicipal centre for social work \_\_\_\_\_, acting ex officio on the file for a juvenile person \_\_\_\_\_ from \_\_\_\_\_, as juvenile person who is victim of trafficking in human beings, based on article 31 paragraph 2 indent 3 and article 182 paragraph 1 of the Law on Social Welfare ("Official Gazette of RM" No. 79/09), article 14 paragraph 1 and 177-c of the Law on Family – consolidated text ("Official Gazette of RM" No.157/08), article 126 and 205 paragraph 1 of the Law on General Administrative Procedure ("Official Gazette of RM" No.38/05 and 110/08) and the Conclusions reached by the professional team no. \_\_\_\_\_ dated \_\_\_\_\_ reached the following

### DECISION

The juvenile person \_\_\_\_\_ from \_\_\_\_\_ with unique identification number \_\_\_\_\_, father's name \_\_\_\_\_ and mother's name \_\_\_\_\_ as juvenile- victim of trafficking in human beings, is TEMPORARILY PLACED at the Centre for victims of trafficking in human beings in Skopje, starting from \_\_\_\_\_ (date).

The decision comes into force on the day of its adoption.

Any appeal filed against this decision shall not postpone the execution in accordance with article 181 paragraph 3 of the Law on Social Welfare.

### Justification

The juvenile person \_\_\_\_\_ was reported as juvenile victim of trafficking in human beings by the PI Intermunicipal centre for social work \_\_\_\_\_.

Acting ex officio upon the submitted reports, the professional team on \_\_\_\_\_ (date), reached the conclusion that the juvenile person \_\_\_\_\_ victim of trafficking in human beings, should be temporarily placed at the Centre for victims of trafficking in human beings in Skopje, starting from \_\_\_\_\_ (date), for the purpose of protecting his/her interests by being isolated from the environment which had a negative impact on him/her as a victim of trafficking in human beings.

Based on this rationale, and in accordance with article 31 paragraph 2 indent 3 of the Law on Social Welfare and article 177-c of the Law on Family, the decision was reached as stated in the wording of the decision.

LEGAL REMEDY: Appeal may be filed against the decision within 15 days from the day of the receipt, through the PI Intermunicipal centre for social work \_\_\_\_\_, to the Ministry of Labour and Social Policy -Skopje.

The decision should be submitted to:

- Parent
- Centre for persons-victims of trafficking in human beings
- MLSP-NRM-Skopje
- File

PI Intermunicipal centre for social work  
Skopje  
Director

Prepared by: \_\_\_\_\_

## ANNEX 6: INTERPRETER'S STATEMENT

NAME OF THE INSTITUTION

Reference number \_\_\_\_\_

### STATEMENT

I \_\_\_\_\_ father's name  
 \_\_\_\_\_ with unique identification number  
 \_\_\_\_\_ from \_\_\_\_\_, in the capacity  
 of authorised interpreter for \_\_\_\_\_ language,  
 under material and criminal responsibility, hereby state that:

I do not know neither the victim of human trafficking, nor his/her identity and place of residence, as well as that I have never committed or been related to any crimes punishable by minimum 3 years of imprisonment.

Furthermore, I shall consider as confidential, in my capacity of interpreter, all the information and data obtained during the interview between the victim of human trafficking (code) and the official \_\_\_\_\_, and I shall never abuse, comment or otherwise publicly expose the respective information after this interview, except in a related court procedure.

Date and place

\_\_\_\_\_

Interviewed person

\_\_\_\_\_

Signature

Official

\_\_\_\_\_

Signature

## ANNEX 7: VICTIM'S STATEMENT ABOUT LANGUAGE KNOWLEDGE

NAME OF THE INSTITUTION

Reference number \_\_\_\_\_

### STATEMENT

I \_\_\_\_\_ father's name \_\_\_\_\_  
born on \_\_\_\_\_ in \_\_\_\_\_, unique identification  
number \_\_\_\_\_, Pi No. \_\_\_\_\_, with regard  
to the interview with the official \_\_\_\_\_ representative  
of \_\_\_\_\_, and with regard to the question whether I speak the  
Macedonian language and whether I consent to the interview to be carried  
out in Macedonian language and whether an interpreter should be provided  
in my mother tongue - \_\_\_\_\_, I hereby give the following  
STATEMENT:

That I SPEAK the language and I AGREE that the interview be conducted in  
Macedonian language.

Date and place

\_\_\_\_\_

Interviewed person

\_\_\_\_\_

Signature

Official

\_\_\_\_\_

Signature



## ANNEX 8: FORM FOR IDENTIFICATION OF VICTIMS OF TRAFFICKING IN HUMAN BEINGS

BASIC DATA ABOUT THE VICTIM		
<b>Name and surname</b>	<b>Nickname and personal characteristics</b>	<b>Date and place of birth:</b>
<b>Unique identification number</b>		
<b>Name and surname of the parents:</b>		
<b>Address</b>	<b>Sex</b> a) male b) female	<b>Language spoken</b>
<b>Telephone contact details:</b>		
<b>Place of residence/country</b>	<b>Citizenship</b>	<b>Ethnicity</b>
<b>Education</b> a) no education b) incomplete primary education c) primary education d) incomplete secondary education e) secondary education f) college/university		
<b>Marital status</b> a) single b) married c) separated d) out of wedlock e) divorced f) widowed		<b>Does he/she have any children?</b> _____ _____
<b>How long ago did he/she leave the place of residence?</b>		
<b>Reasons for leaving the place of residence:</b>		
<b>How did he/she establish contact with the perpetrator? *</b> a) voluntarily b) by force		
<i>*To be filled out only for adults</i>		
<b>Who did the recruiting/mediation?</b> a) family b) friends c) unknown person d) spouse e) other _____		
<b>MANNER OF RECRUITMENT</b> a) threat b) coercion c) abduction d) lies e) deceit f) semi-truth g) use of force h) job advertisement or another way of finding employment.		

<b>MANNER OF TRANSPORT</b>			
a) transport (means of transport) _____			
b) transfer (illegal/legal)			
c) hiding			
d) taking over and harbouring			
<b>TYPE OF EXPLOITATION</b>			
a) sexual exploitation			
<ul style="list-style-type: none"> <li>• forced prostitution</li> <li>• pornography</li> </ul>			
b) forced work/labour exploitation			
<ul style="list-style-type: none"> <li>• slavery</li> <li>• begging</li> </ul>			
c) slavery and practices similar to slavery			
d) forced marriage			
e) forced fertilization			
f) illegal adoption or similar			
g) transplantation of parts of the human body			
<b>INITIAL CONTACT WITH THE VICTIM</b>			
WHO:			
WHERE:			
DATE:			
	<b>YES</b>	<b>NO</b>	<b>COMMENT</b>
The person possesses passport or personal identification documents.			
Documents were kept by the employer/other person.			
Identification documents were forged and/or procured from unknown/third party.			
The person entered the country illegally.			
Has no money or just a small amount of money.			
The person had limited freedom of movement. The person was kept in isolation alone or with other people.			
There was a person that controlled the movement of the victim.			
There are visible injuries on the body – signs of violence.			
The person was raped.			
The person knows where he/she is.			
The person knows the language being used.			
The person knows the final destination of the trip.			

The person gives the impression that the data he/she provides were told by another person.			
<b>MANNER OF ENTRY/EXIT IN MACEDONIA (ONLY FOR FOREIGNERS)</b>			
Other person organized the trip and/or the provision of visa.			
The entry/exit visa application was submitted by another person.			
The working permit was provided on different grounds.			
The person was required to perform other activities under coercion/threat-			
The person travelled accompanied, whereby the transport was paid and instructions were provided on how to behave while crossing the border.			
The person travelled alone/unaccompanied.			
The person fears that he/she will be deported.			
The person entered the country illegally.			
<b>TO BE FILLED OUT FOR EVERYONE – MANDATORY</b>			
Difficult socio-economic situation and lack of outlook in the country-region of origin.			
The family is dependent on the person's income.			
The person was recruited in the country-region of origin through a job advertisement or otherwise and received a job offer.			
Was an employment contract concluded?			
The given promises for the work do 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.			
<b>WORKING CONDITIONS</b>			
The person has limited freedom of movement or communicates under surveillance.			
The working hours are longer than the legal maximum of working hours.			
Should work under all conditions (e.g. must work shortly after an illness of interrupted pregnancy).			
The person does not have or has only limited access to medical care.			

The person is addicted to a) alcohol                      b) drugs c) medicaments			
<b>TYPICAL SITUATIONS OF EXPLOITATION</b>			
The person knew that he/she would be subjected to exploitation.			
The person was punished by means of physical violence (other).			
The person often changed the locations of exploitation.			
<b>MANNER OF PAYMENT</b>			
The person received certain payment.			
The person received part of the agreed sum.			
The person did not receive any payment.			
The person did not receive any payment due to the following reasons:			
Should repay the debts for the travel, the obtained passport, accommodation, etc.			
Should repay a fixed daily or weekly amount for the food and accommodation.			
Certain part of the income should be given to third parties.			
Income was taken away or withheld because of disobedience.			
Was the person identified as a victim?			
<p>COMMENT:</p>          Date _____ Interviewer _____ Interpreter _____ Other people present at the interview (parent/custodian) - _____ - _____			

## ANNEX 9: REQUEST FOR TEMPORARY RESIDENCE PERMIT

### Template No.2

Name of the receiving authority \_\_\_\_\_

Stamp of receipt \_\_\_\_\_

### REQUEST FOR ISSUING/EXTENSION OF A TEMPORARY RESIDENCE PERMIT

- first issuing  
 extension

1. Surname \_\_\_\_\_
2. Previous/maiden name \_\_\_\_\_
3. Name \_\_\_\_\_
4. Gender  male  female
5. Names of parents: Father \_\_\_\_\_  
Mother \_\_\_\_\_
6. Date, place and country of birth \_\_\_\_\_
7. Nationality \_\_\_\_\_
8. Profession \_\_\_\_\_
9. Marital status \_\_\_\_\_  
 single  married  widowed  divorced
10. Address in the Republic of Macedonia \_\_\_\_\_
11. Address abroad \_\_\_\_\_

12. The reasons for which temporary residence permit is requested and the period

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13. Data about the person based on whose status in the Republic of Macedonia the temporary residence permit is requested.

a) Surname and name \_\_\_\_\_

b) Date, place and country of birth \_\_\_\_\_

c) Nationality \_\_\_\_\_

d) Status of the family member

- family union                       date of contract of marriage \_\_\_\_\_  
 family relationship \_\_\_\_\_

e) Does the person based on whose status in the Republic of Macedonia the temporary residence permit is requested have another registered spouse with whom s/he already lives in the Republic of Macedonia?

- Yes                                       No

f) Is the parental right to the child for whom temporary residence permit is requested shared?

- Yes                                       No

g) Data from the passport of the Macedonian citizen/foreigner who has a regulated status in the Republic of Macedonia:

Passport number \_\_\_\_\_

Date of issue \_\_\_\_\_

Valid until \_\_\_\_\_

h) Address of the Macedonian citizen/foreigner in the Republic of Macedonia

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Registered from: \_\_\_\_\_

i) If the same address is not used, please specify the reasons

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j) Information regarding the legal status of the foreigner based on whose status in the Republic of Macedonia the temporary residence permit is requested:

\_\_\_\_\_

\_\_\_\_\_

k) Information regarding the subsistence means of the foreigner based on whose status in the Republic of Macedonia the temporary residence permit is requested:

\_\_\_\_\_

\_\_\_\_\_

l) Information regarding the health insurance of the foreigner based on whose status in the Republic of Macedonia the temporary residence permit is requested:

\_\_\_\_\_

\_\_\_\_\_

14. Travel document of the applicant: \_\_\_\_\_

The issuing competent authority: \_\_\_\_\_

Place and date of issue: \_\_\_\_\_

Number: \_\_\_\_\_ Document valid until: \_\_\_\_\_

15. Period of validity of the last issued \_\_\_\_\_

temporary residence permit

first residence permit requested

16. Date of entry into the Republic of Macedonia \_\_\_\_\_

a) visa requirement  Yes  No

b) visa number \_\_\_\_\_

valid until \_\_\_\_\_ issued by \_\_\_\_\_

17. Information regarding subsistence means of the applicant

\_\_\_\_\_

\_\_\_\_\_

18. Information regarding accommodation in the Republic of Macedonia or possession of means for accommodation

\_\_\_\_\_

\_\_\_\_\_

19. Information regarding health insurance

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20. Information on fulfilment of conditions provided for separate types of temporary residence permit in accordance with the Law on Aliens ("Official Gazette of the Republic of Macedonia" no.35/06 and 66/2007)

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21. Documents enclosed:

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22. Type of education

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23. Period of intended stay: From: \_\_\_\_\_ to: \_\_\_\_\_

24. Reasons for application:

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25. Final statement

a) Hereby I confirm that all information given under items 1-24 are complete, they are true and correspond to the data contained in the documents attached. Certificates made in a foreign language are attached in their Macedonian translation.

b) Hereby I undertake, that I will communicate any change of my personal data to the Macedonian competent authorities through diplomatic or consular missions of the Republic of Macedonia before entering the Republic of Macedonia.

c) I take note that my personal data are electronically processed for the purpose of making minutes and filing.

d) I have been advised that my application may be refused on account of incomplete and inaccurate data.



In \_\_\_\_\_, on \_\_\_\_\_.

Signature of the applicant

\_\_\_\_\_

3 x 3,5 cm  
Photo

To be filled out by the official person of the receiving authority

The resolution is \_\_\_\_\_

Number of decision to grant a temporary residence permit

\_\_\_\_\_

The period of temporary residence is granted until

\_\_\_\_\_

Data of issue/extension of the temporary residence permit

\_\_\_\_\_

Administrative tax

\_\_\_\_\_  
Signature of authorized official

## ANNEX 10: FAMILY ASSESSMENT FORM

### ASSESSMENT OF THE FAMILY

#### Purpose:

The assessment of the family is carried out for the purpose of identifying the eligibility and the capacities of the family to participate in the reintegration and re-socialization of the family member – victim of trafficking in human beings.

#### WHO:

Professional worker from the competent Centre for Social Work.

#### HOW:

The assessment of the family is carried out by using methods, techniques and forms of social work.

Methods: conversation, observation, advisory and counselling work.

Techniques: content analysis, family visit.

Forms of work: individual work and group work with the family.

#### Elements of the assessment:

- Family structure: number of family members/age.
- Housing conditions:
- Educational levels:
- Health status:
- Employment/ income in the family:
- Functioning of the family/family relations:
- Parental style with regard to child raising:
- Use of free time.



