



INTERNATIONAL CENTER FOR WOMEN RIGHTS  
PROTECTION AND PROMOTION "LA STRADA"

# Hotline Service - a decade of activity

Aspects of migration and trafficking in human beings in the Republic of Moldova.

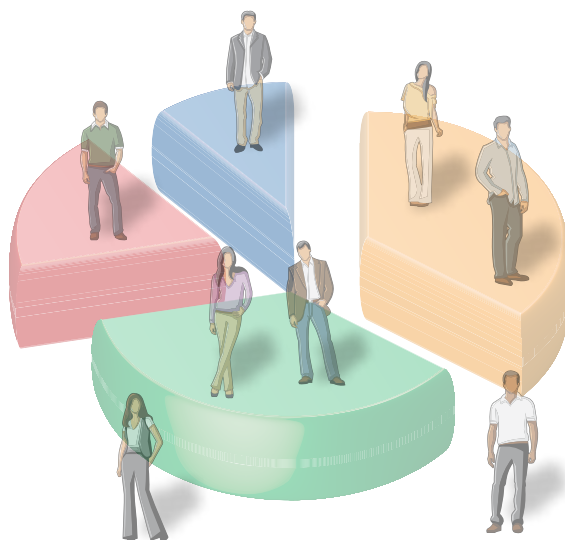
An analytical retrospective



# Hotline Service - a decade of activity

Aspects of migration and trafficking in human beings in the Republic of Moldova.

An analytical retrospective



## Summary paper

### Content

#### Introduction

1. Purposes, principles and beneficiaries of the Hotline
  2. Main types of calls and their characteristics
    - Inform potential migrants about safe migration
    - Facilitate access to assistance for victims of trafficking in human beings
  3. Main features and directions in providing the services
    - Statistical profile of phone calls
    - Directions and metamorphosis in terms of calls to the Hotline
  4. Traffic and migration phenomena in the print media and the calls to the Hotline
  5. The impact of information campaigns in promoting the Hotline
- Conclusions and recommendations

### Introduction

This publication addresses a highly topical theme, focusing mainly on survey of significant aspects of the information accumulated by the Hotline of the International Centre “La Strada” based on the calls recorded over the period of **2001-2013**. The emergence and expansion of the phenomena of migration and trafficking in human beings in the Republic of Moldova has dictated the necessity of creating a service that would ensure the access of the population to relevant information on these phenomena. Thus, the Hotline service has been created with the purpose of informing the people who want to go abroad about the legal procedure of departure, regardless of purpose (work, studies, travel, for the purpose of marriage with a foreigner). Information that contribute to securing the migration phenomenon, about the risks of human trafficking, as well as a tool for identifying cases of trafficking in human beings and assisting victims of this scourge. According to statistics of the International Center “La Strada”, over the last thirteen years, the Hotline helped identify more than 2250 cases presumed to be trafficking in human beings.

This Report brings to the attention of the reader the data of a quantitative and qualitative investigation of migration issues and the phenomena of human trafficking for the period of September 2001-December 2013, making both, a cumulative and comparative analysis, on time segments during a given period.

The authors have set a number of *specific objectives*, as follows:

- qualitative and quantitative analysis of the information offered by the Hotline callers;
- monitoring and analyzing job ads in advertising mass-media;
- evaluation of the impact and the specific of the social campaigns undertaken by the International Center “La Strada” aimed at preventing and combating trafficking in human beings.

The novelty of this Report consists of the researches and analyses carried out related to trafficking in human beings and migration process. The reflection of the phenomena in the light of the calls to the Hotline is a first attempt in this sense. It is an analysis which highlights both the respective phenomena as a whole, as well as new, specific directions observed during the activity. The fact that generated the progress of the research and gave a series of answers, determined a number of conclusions and recommendations.

This research is the result of collective work of the Hotline consultants and other employees of the International Center “La Strada”. Our subscribers, who regardless and despite the situation, had the courage to call the Hotline, have also brought a considerable contribution. Confidential and truthful information collected from them via phone calls or through the Internet has served as a valuable material not only for writing this publication,

but also for the decision act of the different level authorities. The International Center “La Strada” thanks also the donors for the support in managing the Hotline activity, for the confidence they had in our professionalism.

Over the course of 12 years of activity, the Hotline of the International Center “La Strada” has recorded over 38000 calls. It was noted that, people call not only to get information about the procedure of going abroad and assistance on cases of trafficking in human beings. In recent years, there have been registered many callers asking about the issues associated with migration, such as: the procedure for family reunion, visit of family members who have settled abroad, the laws of the country they intend to leave to.

The analysis of the calls according to the callers shows that women are the ones that form the largest share of callers to the Hotline throughout the period of activity of this service. It is necessary to point out that this does not mean they are the ones who constitute the largest share of migrants. Women most commonly ask about the procedure for their families or relatives.

Over the years the age of the Hotline callers underwent essential changes, all the callers have been conventionally grouped into three age categories: up to 18 years of age, 18-30 years of age and over 30 years of age. The rate of the callers aging up to 18 constitutes 3-4% of the total number of calls. In particular, these are calls that refer to prevention of trafficking in human beings or the opportunities of studying abroad. They also seek information/activities/seminars on prevention in the schools they study.

From 2001 to 2006, the number of calls made by people aging 18-30 predominates over the number of calls made by those aging 30. We consider that this fact was determined by the specific of the awareness campaigns carried out during the period concerned. Thus, the campaigns carried out until 2004 emphasized sexual exploitation as a form of trafficking and focused on women aging up to 30 years old. Beginning with 2007, a considerable gap was noticed, as for example the Campaign “New directions of trafficking in human beings in Moldova”, revealed an increased number of calls from people aged over 30.

It has been observed that in the beginning most of the calls were from the capital, as a result of the information activities held in Chisinau. Then, in 2003, the prevention activities in the field were conducted at the regional level, which increased the number of calls from the regions.

### **Directions over time in the light of calls to the Hotline**

The number of calls varies from year to year, depending on several factors, but also reflects the picture of these phenomena: migration and trafficking in human beings.

**The period of 2001-2003** marks the launch of the Campaign “You are not for sale”, which resulted in a broad awareness of the population regarding the phenomena of migration and trafficking in human beings and had a lasting effect, felt until 2003. The calls received during these three years of activity of the Hotline denote a series of specific realities the Moldovan migrants face:

- overseas recruitment agencies require advance payment of considerable sums to arrange the departure, before the applicant signs the individual labor contract or prepares the package of documents;
- the most requested countries for migrant workers from Moldova are Italy, Cyprus, Greece, Japan, Denmark, Switzerland, United Arab Emirates and Lebanon;
- the host countries for trafficking victims are Turkey and the United Arab Emirates, Russia, Greece and the Czech Republic;

- as a rule, victims call to ask for help from the location where they are exploited, the consultants have to identify the location of the victims taking into consideration the view seen through the window or described by the victim;
- some victims call from the host country already after they escaped from the place of exploitation.

### **The period of 2004-2006**

The year of 2004, alongside 2013, is the leader considering the number of calls to the Hotline, distinguished by about 5000 calls. This dynamic is due to, first of all, for the year of 2004, the campaign “Lilia 4-ever” and the project “Active selection of qualified foreign workers”, implemented by the Ministry of Labor of the Czech Republic and IOM Missions in Moldova and the Czech Republic, as well as for the year of 2013, the Agreement signed between the Government of Moldova and the Government of Israel on hiring temporary workers from the Republic of Moldova in the State of Israel.

Since 2004, there is a reduction of the cases in which potential migrants appeal to intermediaries, individuals, choosing the services of intermediary agencies. There is an increase of the people information level on the legal procedure of going abroad. There is also increasing interest for immigrating to Canada, due to many offers of mediation promoted by the Makler newspaper. A specific direction for the period of 2005-2006 constitutes the offers of employment abroad from fashion agencies or dance clubs.

### **The period of 2007-2009 and 2010-2011**

There has been registered a 50 percent increase in the number of calls related to overseas employment with the help of the relatives/acquaintances, as well as calls related to overseas employment, following an offer, it refers to Work and Travel USA, calls received due to the informative campaign on the program.

During all this period, there has been observed a new direction in the Makler newspaper, to wit, the proposals for work on the Internet, with the condition of getting training abroad, with the expenses covered by the intermediaries.

There should be mentioned the calls pertaining to marriages with foreigners. In 2001-2004, the usual way to meet somebody was by using the services of matrimonial agencies, in 2005-2008, the fiances were meeting each other individually, and starting with 2011, it has been observed that the Internet is becoming a popular source of meeting.

There have been observed fluctuations in the calls from the category of facilitation of access to assistance for victims/presumed victims of trafficking in human beings. Thus, if previously, the most common form of exploitation was the sexual one, in the period of 2007-2011, more frequently are reported the cases of trafficking in human beings for the purpose of forced labor exploitation. An impulse for the new direction is the campaign – “New directions of trafficking in human beings in Moldova”, launched in 2007, due to a “new” group of risk, other than the sexual and new ways of recruiting and the ways of recruiting observed during the calls.

In 2011, there was recorded the first case of forced exposure of a minor to making pornographic videos for placing them on the Internet. A new form of sexual exploitation, maintained until 2013. It should be noted that, in 2010-2011 a new campaign was launched, referring to the commercial sexual exploitation of children (CSEC).

Beginning with 2011, the Hotline expands its mandate, which now provides for facilitating the access to support for “migrants in distress”, a group of migrants, vulnerable to exploitation and traffic situations.

Also in 2011, there has been registered an increase in the number of callers having a concrete job offer abroad. As a rule, the callers refer to offers found on the Internet or offers of employment given by the overseas agencies and thus, they become more suspicious, and it becomes necessary to verify the veracity.

### **The period of 2012-2013**

In the year of 2012, the number of cases of labor exploitation becomes equal with the number of cases of sexual exploitation, from 50% to 25% for the first category and from 10% to 25% for sexual exploitation. Due to this, the number of male victims has decreased and there has increased the number of calls, referring to the cases referenced by NGOs and GOs. If we refer to exploitation, 28 cases refer to 2011, and 29 cases we refer to 2008-2011, thus it appears that the cases received at the Hotline, refer to short period of exploitation, particularly about 3-6 months up to 1 year.

In 2012, there are the observed following directions within the prevention calls:

- Poland is on the first place as a host country, followed by the Netherlands, Israel, and United Arab Emirates.
- Calls, referring to offers for departure by means of overseas intermediary companies, found on the Internet. We refer to offers found on such sites like: odnoklasniki.ru with offers in Dubai, on facebook.com, as dancers and consummation in Lebanon or lucru.md with offers in Poland, Netherlands, calls that are also specific in 2013.
- Increased number of calls referring to overseas employment with an offer (8%), due to the offers found on the Internet, so the callers become more suspicious of the legality of the company.
- Calls on marriage/studies/au-pair/family reunion make 1-3%, the same number as in 2011.

In 2013, there have been registered over 5000 calls, a year rich in activities and events, the large number of calls is due to the Israel Project. The directions observed in the calls are the following:

1. Israel Project confirmed that population migration is maintained, reflected by the desire to go abroad to work, through those about 80% of calls.
2. After the Israel Project has started, the calls received especially from women, who either had a job offer or not, referred to their desire to go to work in Israel, as housekeeper. There have been also identified situations of migrants in distress, specific for Israel too.
3. A tendency observed in 2013 for cases of trafficking in human beings was the exploitation of men in the construction business, in Qatar. The offer of employment was received through the Internet, from intermediate agents abroad; we refer, as a rule, to employment agencies in Romania.
4. The tendency is also observed when the recruitment is made by an unknown person, located abroad, via social networking sites. Firstly, you are offered friendship, then, after a more detailed and prolonged discussion, you receive the proposal to work abroad. Recruitment is done through social networks, such as odnoklasniki website.
5. If speaking about a host country for trafficking in human beings, Russia holds the leadership, especially for cases of labor exploitation.
6. When we refer to sexual exploitation, we refer to such host country as Cyprus. It is a country with difficulties in the procedure of cases assistance, especially if referring to the Northern part.
7. Children, especially teenagers continue to face situations of personal data theft via the Internet, solicitation, intimidation and placing of pornographic photos in the Internet by persons unknown.

## 8. Traffic and migration phenomena in the print media and calls to the Hotline.

It should be mentioned that the *Makler* newspaper plays a special part in the phenomenon of trafficking in human beings, particularly considering the prevention calls received on the Hotline. With a very complex and organized structure at the transnational level, the phenomenon is in a continuous evolution and requires a thorough analysis and an evaluation with great discernment. Considering its flexibility and always-new directions, it is necessary to perform an analysis and evaluation of all the existing materials, which can serve as a relevant information support. Exactly for these reasons, we proceeded to the elaboration of a qualitative analysis relating to a particular category of ads inserted in the pages of the advertising newspaper “Makler”.

We used the analysis to identify the evolution and changes occurring in theme of the offers. Following the analysis of the content of the newspaper, it was found that the number and diversity of offerings is growing and changing. This is due to increased demand or growing tendency of the population to go abroad.

Human trafficking is closely related to that of labor migration. Criminals recruit the future victims from among the people looking for a job abroad, tempting them with promising salaries and other rosy expectations. Knowing the method of recruiting the victims of trafficking and continuous monitoring of the specific of job offers is important for effective conceptualization and conduct of the information activities on safe migration and human trafficking prevention, including for the activity of the Hotline operators. Following the long-term examination of the information, gained from the above-mentioned publication, in connection with the activity of the Hotline on promoting safe migration and prevention of trafficking in human beings, it was found that the number and diversity of job offers changes continuously. This indicates, on the one hand, on the increased demand to emigrate abroad for various purposes, and on the other hand, the adaptation of offerers’ strategies by creating the illusion of providing safe intermediation services. During 12 years of activity of the Hotline service, there were investigated over 18 000 ads and intriguing offers for going abroad. From all the offers we selected only direct text ads, containing offers for going abroad. In some cases, there were discovered some advertising announcements, not containing direct offer to go abroad, such as: “*I offer help with preparing the documents*”, “*Transport abroad*”. Checking these offers by calling the number indicated, we identified the direct proposal for employment or traveling abroad. But due to impossibility to check all these types of ads adjacent to leaving abroad, we analyzed only those ads, which contained explicitly a job offer abroad. Thus, we have reasons to believe that, de facto, there were much more proposals for going abroad, but they were veiled by a specific text, tangential to migration. The data obtained reveals that the period of 2001-2003 is not very significant considering the number of ads with job offers. At the same time, if during the period of 2005-2013, we find ads with specific and veiled text; in 2001-2003, the proposals are concrete and opened. Thus, the announcements given in the newspaper showed the situation of vulnerability to trafficking. For example, “*Девушки б/к*” (from Russian – “uninhibited girls”). Or, in recent years we can observe ads containing sign of legality of providing the employment services: “*We offer employment contracts*”, “*Work visas*” etc. Since 2008, there has been a considerable decrease of the announcements on job offers abroad, the reason being, perhaps, the economic crisis that has swept the economies of many countries. In turn, these countries have reduced the number of jobs.

The travel ads constitute the largest number of total offers contained in the newspaper *Makler*. The number representing the total announcements with traveling offers is estimated to around 7 000 advertisements for the period of 2001-2013. Compared to other purposes of leaving abroad, in tourism it is easier for intermediaries to initiate the business, compared with employing people abroad. Thus, some companies make use of this possibility and register as travel agencies. But, however, provide services of overseas employment. The travel offerings through

which people were employing abroad represent about 40% of the total number of ads, in the years 2001-2004. The decrease is observed in 2005, possibly because of numerous restrictions imposed by the host countries, where Moldovan citizens leave to work having the tourist visa. Gradually, in the period of 2006-2008 we attest an increase and in 2008-2013, a gradual decrease, the main reason, mentioned also by callers to the Hotline, being the economic crisis that has led to a decrease in jobs in the countries popular for Moldovan migrants.

The next category of analyzed offerings includes offers of employment. There have been analyzed over 6 000 advertisements of this kind. In 2001-2003, the text of the ads contained also the salary the employee was to receive. Thus, the amount fixed as salary range from \$2,400 to \$4,000, the amounts aiming to draw the attention to the job offer. The offers from 2004-2005 proposing employment abroad were also very concrete, most of the announcements were proposing employment to young girls, without work experience, with pleasant appearance.

The ads, from the period of 2001-2005, contained offers divided by age and gender. Thus, there were many job offers as dancers in nightclubs, in exotic countries such as Japan, Thailand, Tunis, etc. We would be about right saying that the ads appeared in 2001-2005, in the advertising newspaper, were more open in terms of content and the demand for the proposed offer. The ads offering overseas job often addressed to the “*model-likes uninhibited girls*”, etc.

Beginning with 2007, and so far the ads directed at youth, particularly at girls, are vastly more hidden regarding the text included in the offer. To learn more about the job and to analyze the offer, the Hotline operators were calling or accessing the WEB address notified by the employer. When calling the number promoted in the ad, the employer was providing information and using all possible means, was predisposing the person to a subjective approach to the proposal, making him believe it was a great chance to earn money. For the first time, there appear *online* job ads, having a short content: “*Live chat [mobile number]*”. The proposal that involves working with the help of information technologies is described, according to the callers, as an “interesting, easy and convenient” one.

There appear new destinations, where the employers would offer large salaries for qualified specialists, with pleasant appearance, in dancing.

Another subcategory contains the ads with proposals for **general work abroad** in different domains. This category of ads includes offers for unqualified persons, as for example, intended for women to take care of elder persons, for men to work in construction or in food industry. The most promoted host countries for women are Israel, Italy, Spain, Portugal, and for men - Russia, Poland, Ukraine, Czech Republic, Finland, Norway.

As well as the ads, countries can also be classified, depending on the existing demand in the workforce. For example, Russia is highlighted as a country seeking construction laborers, Finland, Norway and Poland solicit workers in food industry, the United Kingdom solicits laborers in agriculture. Ladies for recreational/cultural sphere (dancers, models) are required mainly in Romania, Tunisia, Thailand, Japan, South Africa and Europe.

The ads offering overseas employment were and are an important topic in the lives of our citizens, because both 12 years ago, and currently the offers of employment abroad are subjects of an increased interest for Moldovan citizens. Especially for those who perceive these ads as a “lifeline” in the precarious financial situation they are. Ads with proposals for employment abroad, regardless of the host country and the type of work proposed, are always monitored and accessed. Reading about existing offerings, the population receives information and knowing the Hotline service, call to get additional insurance they will arrive at the place of employment and will only gain by this.

A special category of offerings includes those relating to **marriage** proposals that are also often found through the wide diversity of ads in the newspaper *Makler*. There were considered 2500 of ads with matrimonial proposals during the entire period. These types of proposals, most often, are published on behalf of foreign nationals



who are ready to make acquaintance with the women from Moldova for a serious relationship, i.e. marriage. In some cases the ads are published by the matrimonial agencies, in this case the countries most often mentioned are Italy, France, USA and Germany. Matrimonial ads contain the requirements and wishes set by the applicants regarding the candidates. For example: “*A Greek citizen wants to meet a Moldovan girl for marriage*”.

For people who cannot find their other half, the advertising newspaper offers a number of dating services both individual and through matrimonial agencies. *Makler* offers dating services on a whole page all these years. Matrimonial agencies *place* such kinds of ads: “*Mothers, who want a bright future for their daughters, we have rich grooms with high status and secured future*” etc.

Analyzing the calls received from the subscribers of the Hotline relating to matrimonial agencies and their offers, we can conclude that matrimonial agencies have an extensive activity in the country, offer and arrange marriages everywhere in the world. The grooms are of “the best” category from all points of view: financial, education, social status, etc. The circumstance that the matrimonial agencies have no right to perform their activity in Moldova does not prevent them being present in the media for many years. At the same time, the matrimonial agencies prefer not to provide information by phone, indicating only an *email* where, the interested people can send their CVs and photos. Moreover, all the matrimonial agencies act as sponsors as well for leaving to the said countries and work on the principle of “*helping people to find their partners*” without any refunds and payments made by their customers. Such an approach to the services rendered can be interpreted as a situation in which people are vulnerable to such phenomena as trafficking in human beings.

Another category of analyzed ads includes those offering **emigration services**. During the analyzed period, there were examined about **1500** such offerings/advertisements. In terms of emigration proposals and obtaining the status of the citizen of the desired state, it is necessary to mention that the offers of this kind suggest emigration and settlement in a country available to receive emigrants. Moreover, it was found that some of these ads are offered by the citizens of the host states. For example: “*I offer help with invitations to Canada, with eventual emigration*”, which looks to be a small business generated by big revenues for those offering, but with risky conditions and reality for the beneficiaries.

As mentioned before, the advertising newspaper *Makler* contains offers for all categories of age, therefore it also contains **education offerings**. There were analyzed about 1200 such offerings valid from 2001 to 2013. The education offerings were, in all the identified cases, positioned in the center of the page, highlighted with the border.

Another special emphasis are the ads offering leaving abroad to study through **Au-pair system**. According to callers who have applied to such ads, it was found that the Au-pair program is presented as a work program for young people (sometimes even promising high earnings), thus misleading the young people, whereas the program is not a program that would allow you to earn money as an employee, but it is one of cultural exchange. The ads, offering to go abroad using the Au-pair system, contain a diversified list of countries. For example: “*Au-pair work in Europe, France, Germany*”.

It should be mentioned that although Moldova is not among those countries that have acceded to the Au-pair program, the providers of such offers continue to operate freely. The offerings on education include a number of countries, such as Austria, Canada, Czech Republic, Germany, Ireland, Australia, Norway, Denmark, USA and Spain. In the period of 2006-2009 the list of the countries was steadily growing, being extended by Romania, Bulgaria, Switzerland, Belgium, France, Finland.

The International Center “La Strada” reacted to this situation and to the problematic situations of the subscribers by concluding an agreement with the *Makler* newspaper’s editorial. According to this agreement, since

2003 and by 2013, the newspaper published, in a special and permanent section, the information warning the readers about the existing risks and encouraging them to seek for more information on the Hotline.

Another category of examined ads, less numerous, but unexpected through their content, were **surrogate mothers** search ads. Their content is brief. The announcements specify only the phone number, whether a fixed-site subscriber in Ukraine or a mobile number in Moldova. The ads' text is very loyal. For example: "*Help a poor young couple that cannot have children*". Of course, these people would be of interest to the law enforcement agencies of the Republic of Moldova and of the countries, the phone numbers of which are indicated in the ads.

An important thing that should be mentioned, as being present in all types of ads, is the *language used*. The analysis of the ads throughout the entire period investigated showed that they have a very concrete text, both by language and by targeting the beneficiary. In the period of 2001-2010 the ads' text contained a coded language, full of abbreviations and unclear, at first sight, words, but in essence were very suggestive.

A new direction, noted over the past two years, identifies the fact that ads in print media are constantly decreasing. The **Internet** emerges as an appropriate platform, where you can find everything and can control nothing. In the context of an analysis of specific ads of going abroad it is almost impossible the pursuit the intriguing offerings. The announcements that are suspicious and manifest signs of potential traffic situations appear and disappear very quickly, and are unable to be analyzed or verified. The information found on the Internet is structured and placed on different web pages.

One thing can be certainly observed, the information included in the overseas job ads is wider. A job advertisement contains multiple phone numbers, usually mobile, email, sometimes even a web page.

For example, if mentioning the ads offering a job in **live-chat**, there was no web address in the print media, whereas in Internet such advertisement is accompanied by a web page containing details about the job: salary, conditions of work, hours of work, and the qualities a potential employee shall possess.

The data and information of this analysis demonstrates that the permanent study and evaluation of the offerings to leave abroad is necessary in terms of both identifying the multitude of offers and proposals that appear on the Moldovan market, and identifying the target group of readers, and therefore the future callers to the Hotline. Consequently, it serves as a tool to prevent the situation of vulnerability to the phenomena of illegal migration and trafficking in human beings.

Finally, studying the ads from the *Makler* newspaper and from other publications (print media) for a long period, we find appropriate to impose an Agreement on regulating the activity of the agencies dealing with overseas employment, concluded with the partners/employers from the host country. It shall be submitted to the person who wants to go abroad, as a safety and/or insurance, in order to eliminate the cases in which the person from Moldova goes initially „legal” in the host country, but arriving there is forced/imposed to perform “completely different” services.

## **CONCLUSIONS AND RECOMMENDATIONS**

Over a decade of activity, from 1 September 2001 to 31 December 2011, the Hotline of the International Center “La Strada” has collected a large and valuable volume of information. The analysis of the contents of the recorded calls confirmed that in Moldova, as in other countries, the phenomenon of trafficking in human beings records regularly new metamorphosis. Depending on the measures for the prevention and combat of this phenomenon, the traffickers have changes their methods of recruitment, transportation routes and destination countries, the means of coercion, exploitation conditions and other components of the traffic.

The analysis of information in print media, particularly *Makler* newspaper, containing offers of employment on the formal and informal work market both in Moldova and abroad, have expanded the spectrum and analysis capabilities of the service from the perspective of new directions in the evolution of the phenomena of migration and trafficking in human beings. All of these led us to a series of conclusions and recommendations concerning the development of the phenomena of migration and trafficking in human beings in Moldova.

### **I. Directions in the evolution of the phenomenon of trafficking in human beings**

1. The *Makler* newspaper contains a specific language, which, at first sight, seems to be very unclear, but after an analysis one can discover encoded expressions with an important content, used by those organizing illegal immigration and/or activities associated with trafficking in human beings. Knowing these moments can serve to elucidate new directions in the evolution of illegal migration and trafficking in human beings. It is necessary to investigate further this issue, to know and to keep step with any changes in the recruiting tactics of the traffickers.

2. One of the first new directions observed is the diversification of recruitment methods. If in the early years of the activity of the Hotline, the victims were lead away by the ads from advertising sources and travel agencies or overseas job, in recent years, we see that recruiting has become mostly “the business” of individuals, including growing through new information and communication technologies (Internet, social networks, etc.).

3. The Balkans direction, popular until the year of 2003, was subsequently forced out by two axes - the Middle and the Nearest East (Turkey, Qatar, Saudi Arabia, Jordan, Lebanon, Israel) and to the East (Russia, Ukraine, Poland).

4. In recent years, traffickers have changed the method of transportation of the victims. If in the period of 2001-2007, the recruited persons were transported often illegally, by land or with own cars, with false documents, in recent years (2007-2011), the traffickers prefer more often the air, as being safer, with visas and legal acts. Lastly, if in 2001-2002 the victims were crossing the border fraudulently, in small groups, of 3-5 people, supervised by a guide, in 2006-2009 the victims go by themselves, without a guide or with a guide only to a certain stage, imitating the legality of an actually criminal activity. For example, in order for the victim to arrive in Saudi Arabia or Israel, it is accompanied by the Chisinau airport to one in Moscow or Odessa, where it flies to the final destination without being accompanied, at the endpoint being taken already by the traffickers.

5. If in the period of 2001-2006, there predominated the calls from people aged between 18-30 years old, mostly women, since 2007 it has been noted an increase in the number of calls from people over the age of 30, the callers being mostly men. The increase in the age and the number of males is due mostly to the specific social campaigns performed in this period, which emphasized also forms of exploitation other than sexual (working in construction, agriculture, etc.). The destination of these new forms of exploitation is the Russian Federation, Ukraine, more rarely, the Czech Republic.

6. The conditions of exploitation of victims of trafficking in human beings, the methods of compulsion and control have changed somewhat and became relatively less harsh. Cruel and inhuman treatment against trafficked persons (beating, ill-treatment) was applied by the traffickers mainly in the period of 1998-2002. During the period of 2008-2011 the exploitation conditions had improved somewhat. If before, most of the exploited women were not remunerated at all, then in recent years, about 30 percent of the women, victims of sexual exploitation, have shown that after the recovery of the costs incurred by the dealer (over several months of operation), they were offered a trivial sum for the services rendered as a stimulus to remain in the host country. Victims are no longer taken the identity documents, the traffickers grants them a certain freedom of movement.

7. Beginning with 2008-2009, there were registered, most frequently, calls relating to new destinations, such as the Baltic countries, Kazakhstan and countries of the African continent. At the same time, callers refer to new types of offers, such as dancers, escort girls in Japan, Thailand, China. Such offers appear most frequently in mass media advertising, as well as the unregulated street advertising.

8. A new form of recruitment is the recruitment in groups of victims of trafficking in human beings, particularly with the purpose of labor exploitation. Beginning with 2007, the Hotline registered cases when a person calling to seek help had behind other 10-40 persons, and sometimes even more people subjected to exploitation. Although the number of such calls is not too impressive from the total presumed cases of trafficking in human beings (less than 100), the cumulative number of presumed victims is large enough to be reported as a new form of organization of trafficking in human beings. It is recommended to take account of the emergence of this category of victims as a new target group in drafting and conceptualizing information and public awareness measures.

9. Although the content of calls to the Hotline, managed by the International Center “La Strada”, indicates a negative dynamic of the sexual exploitation of women, and the cases of trafficking in human beings for the purpose of exploitation in begging almost disappeared during the period of 2008-2011, the period of 2010-2011 registers calls/cases where the victims of commercial sexual exploitation are children recruited via the Internet. There have been recorded cases of children solicitation and intimidation through the social networks of the cyberspace, a new direction of *online* abuse with children. Thus, the Hotline consultants face a new challenge in their work - advising beneficiaries about safe browsing online.

10. In recent years, we can observe an increase in the number of children, victims of trafficking in human beings, including children subjected to commercial sexual exploitation, recruited through new information and communication technologies (Internet, mobile phone, etc.). It is imperative to consider the danger of this phenomenon in the future and take some concrete actions towards protecting children from such abuses and promoting children’s safety online.

11. Commercial sexual exploitation of children (CSEC) is becoming an increasingly common and more complex phenomenon, with multiple forms of manifestation (child pornography, child solicitation and forcing children to watch pornographic videos through social networks, etc.). The recorded calls to the Hotline showed that children from Moldova also fall prey to such illicit practices, but their identification and their access to assistance is very complicated, because sexual abuses against children occur in private spaces and they do not self-identify and, for various reasons, do not apply to the specialist services.

12. Over the past five years, there appear alarms relating to internal traffic in human beings (within the territory of the Republic of Moldova). Moldovan citizens are transported from one region to another for the purpose of exploitation. This phenomenon affects mostly people from rural areas, who are subjected to sexual exploitation and labor exploitation in Moldova’s capital and other cities, an aspect that must be taken into account in the identification of cases of trafficking in human beings.

The liberalization of the press, the evolution of information and communication technologies and diversification of information sources, including the electronic press, requires adjusting the legal framework and technical conditions to new realities, the development of levers in response to new challenges in order to combat cyber-crime, sex tourism involving children, both nationally and internationally. It is recommended, also, to impose the contraventional liability for mass-media in case of violation of the legislation in the field of equality between women and men (discrimination based on sex criteria) by placing ads and advertising with inappropriate content (for example, “girls-dancers”, “girls in live-chat”, “surrogate mothers”, etc.), with the obligation of competent authorities to monitor the activity of mass-media in this area.

The results of the analysis show that the risks of trafficking in human beings have not diminished; the phenomenon continues to be latent, being increasingly aided by a pronounced manipulator character, which can generate new difficulties in identifying the cases of traffic in practice. It is recommended to consider this when identifying the cases of traffic in human beings. All these conclusions shall be more actively used in the process of conceptualization of social campaigns on informing the public and countering the trafficking in human beings.

## **II. The vulnerability of migrants and trafficking in human beings**

1. A considerable segment of economically active population from the Republic of Moldova is involved in the emigration process, of which many work illegally abroad. This fact has a negative impact on several aspects of the economic, social sphere and demographic situation. Among the negative effects of this phenomenon are: the divorce, children without parental care, the brains drain etc.

2. An important factor that makes many people decide to go abroad is the phenomenon of domestic violence, complicated relationships with parents or family. In this context, it would be necessary to undertake efforts sustained at the level of state institutions in order to combat domestic violence.

3. The analysis of the calls' content showed that since 2005, with a strengthening of the phenomenon in 2009, people were often going abroad having legal documents, through employment agencies. However, arriving in the host country, they were required to carry out "other type" of services than those stipulated in the contract.

4. The shift of the number of calls from the segment of 18-30 years old to that of over 30 shows that, in recent years, the potential victims of trafficking in human beings were increasingly recruited from among the unemployed or persons displeased with the salary. A revival of the economy and its reorientation to new sectors, other than agriculture (information and communication technologies, infrastructure, industry, services, small and medium-sized businesses, etc.), would create new jobs, better paid and would diminish the migration flow, and the risks of perpetuation of the phenomenon of trafficking in human beings.

5. In the case of trafficking in human beings for the purpose of labor exploitation, it has found that the most common destinations are neighboring countries - Russia, Ukraine. Recruitment takes place mostly in rural areas, among the villagers or acquaintances. Persons are recruited in groups, often accompanied by a so-called brigadier. The phenomenon is accompanied by new ways of handling - incomplete remuneration (or its total lack), with the promise that the migrant workers will receive their payments two or three months later or at the commissioning of the object, by bank transfer to the place of residence or via the brigadier, who often at the final stage was "melting away". In such cases, it is difficult for the law enforcement agencies from the Republic of Moldova to hold the employers liable, the last being from another country.

6. The rights of the migrants in host countries are very often infringed, particularly those working there, because the procedure of regulation of labor force, even if defined, is not carried out properly at the level of implementation. Because of the taxes they have to pay for the migrant workers, and because of the obligation to indicate the need for foreign workers and the availability of jobs for them, most often the employers make migrant workers to accept some unfavorable conditions, such as the lack of the employment agreement (in the country), no work permit or other documents offering them the status of migrant workers.

7. There has been observed a new specific behavior of the migrant, particularly of the person already abroad. Even if he went to work legally, with a contract, with a visa, he nevertheless is vulnerable. Particularly, if the employer basically manipulates him with the fact that he is in a foreign country and, at any time, he can be sent home, if he doesn't perform the works or services not provided for in the contract (additional work hours, unpaid, do much more work than that provided for in the contract, etc.). In this context, it is appropriate to continue, as long as

there is a mobility of population within the borders of different countries, the performance of social campaigns, aimed at promoting, both locally and internationally, the migrant worker's rights, to inform potential migrants about the legal procedure of departure abroad, assistance to persons, presumed victims of trafficking.

8. With respect to the portrait of the victims of trafficking in human beings, related to the statistical average, it should be noted that in the period of 2001-2005, there predominated the victims from vulnerable families, unschooled. In the last 5 years (2006-2011) the content of the calls denotes the emergence of a new category of victims - *migrants in distress*. Increasingly common are the cases when the Hotline is appealed by people (recruited or have emigrated to) with higher education, knowing a foreign language and/or students, who, being abroad, end up in a situation of vulnerability (have to pay for the rent, studies, have health problems). A more difficult aspect is that they do not self-identify as victims, believing that they have a higher professional and social status. Moreover, they do not sense the act of exploitation because of that alleged higher social status; they do not identify themselves as vulnerable, what is thought to be characteristic for victims of trafficking in human beings.

9. As a change of the calls' profile, in 2010-2011, is the fact that the situations identified as SOS calls, can hardly be included within the concept of trafficking in human beings. It is complicated to make a clear delimitation between the notion of trafficking in human beings for the purpose of labor exploitation and forced labor situations, because recruiters no longer use old methods of coercion and control, so that the processes of influencing - one of the elements that defines the phenomenon of trafficking in human beings - is hardly noticed.

*Although our country has adopted legislative acts relating to the management of migration, it does not ensure adequate monitoring and control of observance of the rights of migrants/emigrants. It is recommended to pay particular attention to bilateral agreements with several countries regarding labor migration, because it affects both, the social protection of our citizens who are abroad, as well as the system of social protection of the Republic of Moldova, by the fact that those who are abroad do not contribute to its development. Also, the civil society should be informed about new forms of recruitment, exploitation, manipulation and, the state authorities should conclude bilateral agreements concerning the observance and protection of the rights of migrant workers in host countries and the responsibility of those who exploit their work.*