

Who are we

The anti-trafficking and safe migration hotline was launched by International Center "La Strada Moldova" on the 1st of September 2001. From the 20th of May 2003, the service is free of charge on the territory of the Republic of Moldova, and three calls can be received simultaneously by our hotline consultants who have extensive experience in the field. At the beginning of 2015 we have launched an informational platform **migratiesigura.md**, as a continuous effort of "La Strada" to promote a safe migration for our citizens.

Our mission

Our mission is to help victims of trafficking of human beings (THB) get better access to protection and rehabilitation services; to provide the anti-trafficking community and the society in general with informational support and useful tools to prevent and combat THB.

Who can reach out to us

- Any citizen, from anywhere in the country, interested in additional information about safe migration or working abroad;
- Migrants in difficulty;
- Relatives or friends of presumed victims of THB;
- Victims of THB;
- Presumed victims of THB;
- Representatives of professional groups (social workers, teachers, doctors, mass media, representatives of law enforcement agencies, NGOs, international organizations etc.) looking to get information about the human trafficking phenomenon or to request informational support

Our services

- Informational support regarding safe migration
- Assistance in cases of THB
- Training in establishing and managing telephone counseling services in the field of safe migration and combating THB

Contacts

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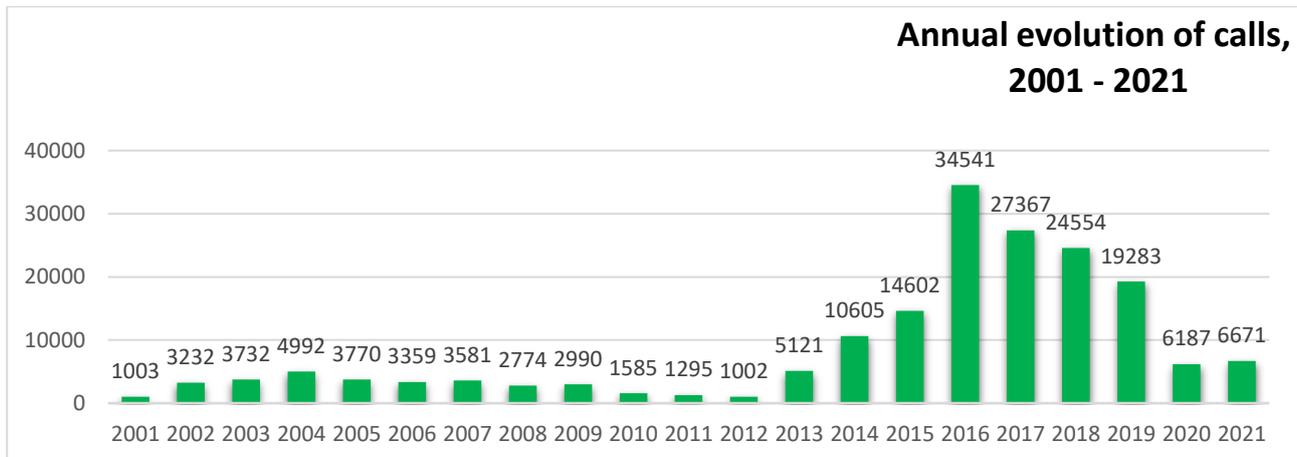
Web: migratiesigura.md

Working hours: **every day, between 8.00 and 20.00.**

All calls are anonymous and confidential.



Dynamic of calls over the last 20 years



In 19 years of activity, since the 1st of September 2001 till the 30th of June 2021, the hotline counselors have received **a total of 186,246 calls**, **159,203** of which were prevention calls, **7,424** were **SOS calls** regarding cases of THB, missing persons, or migrants in difficulty, **3897** were **requests for information or collaboration**, while **11,722 calls** were for **other reasons** (requests for social assistance, other than in cases of THB).

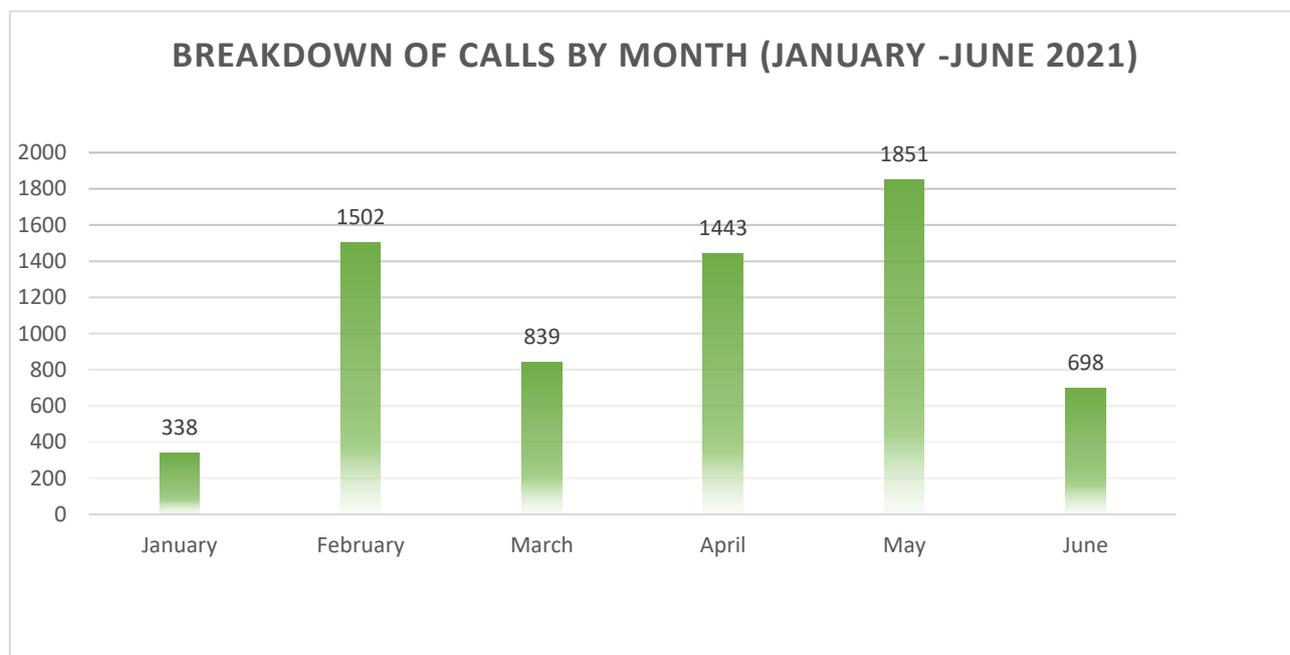
Around 53% of the total number of calls come from rural communities. This is due to the fact that there are less employment opportunities in rural areas than in the capital or in cities.

In the last 5-6 years at least, the percentage of men calling us is much higher than the percentage of women (88% of calls come from men). This distribution is due to the bilateral agreement between the Government of the Republic of Moldova and the Government of the State of Israel regarding temporary employment of Moldovan workers in the construction sector in the State of Israel.

During the last five years, in the Republic of Moldova there is a clear specific form of trafficking in human beings outlined – labour exploitation of citizens, with an increase in the number of male victims. The Hotline statistical data shows **worrying trends regarding the level of information and vigilance** of the Moldovan citizens looking for employment abroad.

There is an erroneous conviction among more and more of our citizens that once the visa regime for the Republic of Moldova was liberalized, legal employment in EU states would be possible based solely on the biometric passport.

2021: data, figures and trends



During 2021, the hotline counselors have received **31 SOS calls (21 cases involving 34 people)**. We registered **1 presumed case of THB, 1 case of disappearance/potential THB, 3 cases of exploitation through labour** and **16 reports from citizens about THB and related activities**. The THB case recorded by the hotline counselors during January-June 2021 refers to the situation of 2 Moldovan citizens with special needs who were exploited through labour in Russia.

The coronavirus pandemic that we are facing in this period has multiple economic and social effects. The restrictive measures imposed by the authorities of all countries, in an effort to limit the spread of the virus, affected the demand and supply in the labour market.

The COVID-19 crisis affected the global economy and it has taken its toll on the Republic of Moldova as well, a country with medium and low incomes, where a significant part of the population earns their living by working abroad. The pandemic has abruptly cut the sources of income for these families, as well as any security for the future.

In this period, tens of Moldovan citizens called the hotline daily in order to find out what possibilities of working abroad are there. Our co-nationals, often desperate and exhausted, have consciously accepted suspicious employment offers from intermediaries.

This is why during 2021, while continuing the [national information campaign](#) (video in Romanian) promoting a safe migration for the citizens of the Republic of Moldova and preventing THB, the hotline specialists continued to constantly inform callers about disguised exploitation methods and steps to follow in crisis situations.

Here are some of the conclusions and trends of concern derived from the qualitative analysis of the hotline calls:

- **The active, able-bodied population migrates in high proportion.** Over 60% are people aged between 27 and 40 years old. Every fourth citizen looking for employment abroad is aged over 41, and young people (18-26) represent 16% of Moldovan migrants. Until 4-5 years ago, the tendency to migrate for work was specifically observed in rural areas, but in the reference period, the number of people based in Chisinau or other cities who have the intention to work abroad has increased. This trend speaks about the general worsening state of all economic fields in the Republic of Moldova
- **Information technologies have an increasingly important role in the recruitment and exploitation of people.** According to hotline data, 86% of callers looking for employment abroad have found job offers through the Internet.
- **Private employment agencies play an important role as facilitators for the citizens looking for a job abroad (87%).** Many agencies work illegally/without license, which represents a high risk for the migrant workers who may be exposed to THB and exploitation.
- **The big majority (82%!) of people calling the hotline intend to leave to work abroad without having signed a contract.**
- **In order to get to the country of destination during the pandemic, the citizens of the RM have paid huge amounts of money to the transport companies that also offered them the necessary documents for travel.** Once at destination, the migrants were forced to work more hours per day in difficult conditions just to make some money, even though the agreement in Moldova was not this. The risk of exploitation in this situation is enormous. Multiple cases have been reported when salaries weren't paid in full, when the migrant worker was offered a different job in the country of destination to the one promised or when citizens work extra hours with no additional pay.
- **Over 69% of people who called the hotline have said that they intend to leave for work abroad using their Moldovan passport (biometric).** Only 22% have been informed about the work visa requirement, while 32% have been briefly told that they would not need a visa since they're going to work for only 3 months, and "they don't give out visas for such a short period".
- **Every fourth caller** told us that they were requested to have dual citizenship, Romanian or Bulgarian citizenship in particular, **in order to have access to the European labour market.**

The COVID-19 pandemic emphasized people's problems and shortcomings. Which is why, despite the pandemic and the closed borders, many Moldovans looked for ways, often illegal or semi-legal, to go abroad. People have taken risks without understanding their gravity and have sometimes gotten themselves into situations that are borderline exploitation.

Month	Unique visits	Total visits	Online consultations			
			Total	Safe migration	SOS	Other topics
January	1262	1324	15	14	0	1
February	1066	1114	15	15	0	0
March	2267	2337	12	10	0	2
April	962	980	6	6	0	0
May	578	581	8	8	0	0
June	862	920	4	4	0	0
Total	6997	7256	60	57	0	3

Statistical data of the platform migratiesigura.md