

GREECE

Greece is primarily a transit and destination country for victims of human trafficking.¹ Perpetrators transport victims into the country to be exploited in mainland Greece or the accompanying islands as the final destination, or via Greece through migration routes with the intent to ultimately traffick individuals into Western Europe.

Although prostitution is legal in Greece, many illegal and unregistered brothels continue to operate, particularly in the larger cities of Athens and Thessaloniki. These illegal brothels operate in private accommodations or in certain commercial premises such as bars, strip clubs and massage parlours. While victims of trafficking can be found both in legal and illegal brothels, the majority of cases of sex trafficking and forced prostitution appear to originate from illegal brothels. One of the most prevalent forms of trafficking in Greece is sex trafficking of women.² Although victims of sex trafficking in Greece come from a broad array of countries including Greece, in A21's experience, most cases of confirmed victims of trafficking originate from Eastern and Southern Europe. Victims of sex trafficking are also reported from China, Iraq, Nigeria, and Russia.³ Traffickers operating in Greece are primarily Greeks and other Western and Eastern Europeans, or from the Caucasus and Central Asia.⁴ The migrant and refugee population, including those who ultimately reside in Greece, as well as those currently residing in Greece seeking employment abroad, are particularly vulnerable to exploitation through false job opportunities. In recent years, there has been a stark rise in unaccompanied minors in Greece, causing considerable safeguarding concerns regarding the potential risk of exploitation.⁵

COVID-19 Impact on Human Trafficking

Greece introduced strict COVID-19 measures in March 2020 at the outset of the pandemic. These measures included the implementation of a national lockdown and the closure of all non-essential businesses. While national restrictions eased slightly over the summer, enforcement of stricter regional restrictions commenced in August 2020, and in November 2020 the government implemented a second national lockdown. The pandemic severely limited domestic and international travel, with travel only permitted for work or other essential purposes.



THE ILLEGAL SEX TRADE CONTINUES

While the COVID-19 pandemic brought most of society to a standstill, the pandemic and ensuing restrictions merely resulted in traffickers seeking alternative methods to recruit and exploit victims. As national lockdown measures mandated the closure of all non-essential businesses, including legal brothels, there were numerous reports that illegal brothels continued to operate in private and temporary accommodations such as rental residences and even in motorhomes.⁶ This corroborates observations from A21 Greece and partner organisations that traffickers continued their exploits despite the lockdown. In fact, traffickers forced victims to provide sexual services during lockdown to compensate for lost finances due to the closure of brothels, notwithstanding the health concerns posed by COVID-19. As the pandemic drove prostitution further underground, this only accentuated the vulnerability and isolation of victims, making it more difficult to escape exploitative situations or for the public to report suspicions. In light of this, the A21 operated national human trafficking hotline ('1109 Hotline') experienced a significant decrease in the usual reports from clients of legal brothels as the closure of brothels left clients unable to report potential trafficking situations. In previous years, clients of brothels accounted for a significant number of reports to the 1109 Hotline. As any brothel operating during the pandemic however was clearly doing so illegally, the 1109 Hotline did not receive reports from these 'clients'.

RESTRICTIONS INCREASE REFUGEE VULNERABILITY TO TRAFFICKING

The 1109 Hotline received many reports and assistance requests concerning the refugee and migrant population where there were significant trafficking and safeguarding concerns. Overpopulation is a particular concern in the refugee camps situated on the Greek islands, with one island housing approximately 13,000 people in a camp designed to host 3,000. Those situated in the camps rely predominantly on assistance from government and non-governmental organisations to provide basic necessities such as food, medicine, and hygiene products. The national lockdown also applied to refugees situated in camps on the islands, limiting their movements under the ensuing travel restrictions. The travel restrictions imposed to combat the COVID-19 pandemic created concerns that potential victims were further isolated and potentially confined in the same location as their traffickers or other potential exploiters.

The pandemic also affected organisations working in the camps as forced staffing reduction caused significant delays in providing services. For example, the COVID-19 restrictions limited the number of government officials permitted to work on-site for issuing or renewing legal papers, causing week or month long delays and postponements on asylum decisions. A devastating fire outbreak in the camps and an earthquake on the islands caused further disruption throughout 2020 that left the population severely under-resourced and requiring the provision of food, shelter, and other necessities. A21 Greece organised specialised support for the refugee and migrant community who entered A21's Aftercare program remotely, with supplies including sleeping bags for those housed in unsuitable accommodation such as containers or tents. While COVID-19 restrictions limited access to the islands, when lockdown restrictions permitted travel, A21 Greece visited Lesbos island to provide professional training to partner organisations working with the refugee population to support the identification and safeguarding of potential trafficked victims situated in refugee camps. During periods of national lockdown throughout 2020, A21 Greece provided this same training via online means to support partner organisations, such as The United Nations High Commissioner for Refugees (UNHCR) and Médecins Sans Frontières, to raise awareness of the 1109 Hotline and its support services.



Over the lockdown period, partner organisations experienced a significant rise in domestic abuse cases resulting in many government service providers operating at full capacity.⁷ Understaffing and reduced capacity operations caused significant delays in services, particularly for trafficking survivors. Suitable housing placement for survivors of human trafficking was increasingly difficult during the COVID-19 pandemic, with resources diverted. In many cases, due to travel restrictions and COVID-19 related health measures, survivors were housed temporarily in hotels and hostels.

A21's Response

A21 has operated in Greece since 2008 and adopts a holistic anti-trafficking strategy: prevention and awareness to reduce the prevalence of trafficking, intervention and identification of victims including through the A21 managed 1109 Hotline, survivor legal representation in both criminal and civil proceedings and restorative after-care services and reintegration support for survivors of trafficking. The COVID-19 pandemic and ensuing restrictions caused unprecedented challenges to outwork this operational strategy and required shifts in approach to enable the delivery of uninterrupted services.

Prevention & Awareness

A21 Greece's prevention and awareness programs aim to educate the general public, students, marginalised and vulnerable populations on human trafficking. As the COVID-19 pandemic and resulting lockdown restrictions disrupted all in-person events and activities, A21 Greece adapted programs to be facilitated online. This strategy focused on utilising online platforms, including web-based video platforms and social media channels, to reach potentially vulnerable groups and increase awareness of human trafficking. A new social media campaign made existing educational resources available in digital formats and helped raise awareness of the 1109 Hotline during the pandemic. In partnership with a marketing company, A21 Greece launched an online survey to gauge the level of understanding of human trafficking in Greece. Notably, one finding showed that out of 300 participants, 49% of the sample considered 'human trafficking' as simply a synonym for sex trafficking, illustrating the need for increased awareness of other forms of exploitation. These results highlighted areas of deficiency in the basic understanding of human trafficking by the general public, and formed in part the basis of A21's public awareness strategy in Greece in 2020 to raise awareness of the lesser known types of human trafficking; current perceptions and misconceptions; and providing information and tools to increase public engagement and reporting. A21 Greece outworked part of its strategy by delivering numerous Facebook-live sessions on the different types of human trafficking,

partnering with the cyber safety organisation Cyberno to host a Facebook-live event on the topic of online safety and human trafficking, and participating in several online community awareness events, including an interview on the topic of sex trafficking for an online festival concerning gender-based violence, reaching 50,000 young people. Given the increased online presence as a result of the pandemic, A21 Greece also utilised social media to raise awareness on child online exploitation and provided accompanying resources such as digital safety guides specifically targeted to parents and teenagers.

A21 Greece also targeted awareness efforts on the people groups most vulnerable to exploitation in Greece, namely female sex workers and the refugee, migrant, and homeless populations. A21 Greece partnered with a well-known cosmetics company to produce 1,000 hand sanitisers displaying the 1109 Hotline, and then distributed these products along with an informational leaflet to homeless individuals, female sex workers, brothel clients, and unaccompanied minors in Athens to raise awareness of the 1109 Hotline's services. A21 Greece received numerous requests from organisations working in the refugee camps for educational material to distribute to vulnerable groups there, resulting in the distribution of anti-trafficking prevention and awareness materials to 3,161 refugee adults and 865 minors.

Identification & Intervention

Efforts

COVID-19 REGULATIONS IMPEDE VICTIM RECOVERY EFFORTS

The COVID-19 pandemic and ensuring restrictions resulted in substantial challenges for identification and intervention efforts, requiring adaptations in strategy and approach. The introduction of new measures requiring isolation and a negative COVID-19 test to access most services for newly identified survivors proved challenging to effectuate successful interventions and provide immediate assistance. The challenges in overcoming COVID-19 related obstacles were evident during A21's efforts to coordinate the safe recovery of a male victim of labour trafficking who contacted the 1109 Hotline for assistance. The national lockdown in Greece restricted the victim's ability to leave the location of exploitation to travel to a police station. When the 1109 Hotline contacted the proper local police to request assistance, the police were unclear on the correct COVID-19 protocols to be able to provide support. Ultimately, the 1109 Hotline had to escalate the case to national law enforcement to resolve the issue. National law enforcement responded by arranging for the survivor to be transported to a hospital to complete the required COVID-19 test. During this interim, A21 Greece supported the basic needs of the now isolated survivor by coordinating with a local organisation to provide short-term assistance of food and clothing.

Upon receipt of a negative COVID-19 test result, the police supported the survivor to safety where A21 Greece then provided legal and medical support for the survivor through its Freedom Centre.



ASSISTING REFUGEES

The 1109 Hotline received numerous calls from partner organisations working with the migrant and refugee communities requesting support during the COVID-19 pandemic. The travel restrictions imposed to reduce the transmission of COVID-19 created significant barriers in facilitating the movement of potential victims of trafficking from the refugee camps on the Greek islands to the mainland and vice versa. A21's 1109 Hotline often received reports that due to the travel restrictions, potential victims of human trafficking were confined within the camp, potentially in the same camp or location as their exploiters. Due to travel restrictions, A21 Greece supported refugee cases remotely and in partnership with other organisations located within the camp on the island. Remote support included regular communication through weekly calls and provision of supply packages with essential toiletries and food parcels to identified refugee-survivors of trafficking. A21 Greece supported two refugee-survivors in its Aftercare program situated in camps who, despite their vulnerability as survivors of trafficking and their specific health issues, experienced significant setbacks due to COVID-19. For example, one of these refugee trafficking survivors was initially denied travel to the mainland despite the need for medical assistance. Only after A21 took legal action and re-applied on behalf of the refugee-survivor, was the transportation restriction lifted.

PROFESSIONAL TRAINING

A21 Greece regularly partners with professionals working in key frontline roles to provide training on identification and response to potential human trafficking situations. Despite the pandemic, A21 Greece facilitated and delivered specialised victim-centred identification training to 250 frontline professionals from a range of different sectors, including law enforcement, social workers, immigration and border officials,

legal, and medical professionals. Due to travel restrictions and lockdown measures limiting in-person gatherings, A21 adjusted the majority of its training sessions to online formats. When restrictions eased however, A21 resumed in-person training, albeit with necessary social distancing measures in place throughout to ensure the safety of all participants. Initially, many organisations expressed reluctance to participate in online training with the belief that the pandemic would be temporary. However, as the pandemic continued well into 2020, the various organisations were more amenable to participating online. Even with the challenges presented in 2020, A21 Greece partnered with seven new organisations to deliver specialist identification and safeguarding training including several non-governmental organisations (NGO), the British Embassy and two municipalities in Athens to raise awareness of the 1109 Hotline and associated services. Interestingly, the normalisation of online webinars allowed A21 Greece the opportunity to engage and provide training to newer physically distant entities that would normally require travel.

Aftercare Services

Through its tiered support model, A21 Greece delivers a range of holistic aftercare programs and services for survivors of human trafficking, including accommodation and counselling support. In 2020, the COVID-19 pandemic impacted all survivors in A21's Aftercare program, albeit in differing ways. A21 Greece supported more survivors with children than ever before, with 12 children supported alongside their parents and one survivor even giving birth during the pandemic. A21 Greece also observed an increase in support of male survivors as compared with previous years, as well as diversity in the types of trafficking experienced by male survivors in A21's Aftercare program to include sexual exploitation, labour exploitation and domestic servitude. From initial operations in 2008 through 2020, A21 Greece has assisted survivors originating from over 45 countries. In 2020, survivors originated from 16 different countries, showing the wide array of source countries of victims trafficked into and through Greece. While 2020 was a challenging year for providing holistic support to survivors, A21 Greece delivered aftercare services to 44 survivors, of which 20 represented new survivors entering into A21's Aftercare program, and 24 continuing on from 2019.

ACCOMMODATION PROGRAMS

A21 Greece's Aftercare program provides three types of accommodation assistance. The first, the 'A21 Home', is an emergency shelter that accommodates survivors of human trafficking in the initial months following their identification and recovery. The A21 Home offers trauma-informed care in a safe and warm environment that enables survivors to rest, stabilise and plan the next steps towards restoration and independence. 'Emergency Accommodation' provides survivors of human trafficking

with safe short-term temporary accommodation. Lastly, A21's 'Long-Term Accommodation' provides survivors with safe and stable affordable housing that includes independent apartments financed and leased by A21 and rent assistance for survivors who had secured their own housing. The Long-Term Accommodation program provides survivors with an extended period of time to focus on establishing health and wellness, build community, and pursue education and employment pathways that will enable them to live a life of freedom and independence without housing concerns.

One significant challenge in 2020 was the placement and housing of survivors, with many shelters limiting the intake of new residents due to COVID-19 government mandated closures or health concerns. This resulted in survivors being transported to shelters in locations further away or being placed in temporary accommodation such as hotels and hostels. Categories of survivors, such as males, who historically had placement challenges pre-pandemic, were having even more difficulty finding accommodations during the pandemic due to the aforementioned restrictions. Despite this, A21 Greece successfully granted 20 accommodation requests in 2020. Four survivors were housed in A21's emergency shelter during the pandemic, with alternative temporary accommodation including hotels and hostels arranged for nine survivors, and seven survivors assisted with long-term accommodation through the provision of an independent apartment rented by A21. In one case, after becoming suddenly homeless, a pregnant survivor received temporary emergency housing in a safe hotel before being transferred to independent long-term housing in an A21 apartment.

SURVIVORS SUPPORTED WITH SELF-CARE PACKAGES TO ASSIST WITH ISOLATION

Throughout 2020, A21 Greece expanded its services to address specific survivor needs created by the pandemic. As the already detrimental financial burden of COVID-19 meant essential products were often outside of survivors' personal budget, A21 Greece took steps to provide personal protective equipment, cleaning and sanitation products to survivors. While A21 Greece has historically provided care packages to survivors according to need, in 2020 this service proved to be even more crucial due to increased isolation and economic hardship on survivors caused by COVID-19. In response to issues caused by the pandemic, A21 Greece distributed 332 emergency support packages containing food, toiletries, and practical wellbeing activities to help ease the financial and emotional burden on survivors living remotely. In addition to basic needs packages, understanding the detrimental psychological effects of lockdown, A21 Greece took preemptive measures by regularly distributing self-care packages every 10 days. The self-care packages helped to maintain regular communication between survivors and A21 caseworkers, and created the positive expectation of packages arriving regularly with the overall purpose to promote and protect the mental health and wellbeing

of survivors. These packages included different practical activities, such as arts and craft kits that would help pass time and advance practical skills during lockdown. Further mental health support was provided through A21's Life Programs in addition to individual sessions with caseworkers offered via phone or video calls. Digital resources were also distributed including updates on the changing COVID-19 regulations and personal support materials such as a daily routine schedule to help individuals keep a positive consistent routine during lockdown. Additionally A21 Greece provided digital devices including phones or tablets and internet data packages to ensure accessibility of online support services to all survivors in its Aftercare program. A21 Greece continued to provide funds and referrals for medical care for survivors, including COVID-19 tests throughout 2020.



THE FREEDOM CENTRE MODIFIED TO PROVIDE REMOTE SUPPORT

In addition to the services above, A21 Greece provides services to survivors through the Freedom Centre, a day centre aiming to support independence, reduce vulnerability and limit the risk of re-trafficking. The COVID-19 pandemic forced the brief closure of the Freedom Centre during the mandatory lockdown periods in 2020; however, A21 ensured continuous contact with survivors in its Aftercare program through remote support. Social isolation and mental wellbeing were a particular concern for the survivors in A21's Aftercare program, as the COVID-19 pandemic removed many of the supportive environments and networks that aid rehabilitation. To remedy this, A21 Greece transferred services including case management, life skills training, peer support programs, language lessons and counselling to be accessible online. The lack of job opportunities as a result of the pandemic was a significant challenge for many survivors who were unemployed. National lockdowns and restrictions significantly decreased employment opportunities, leaving survivors unable to take the necessary steps towards their independence. A21 Greece worked with survivors in A21's Aftercare program to build vocational skills and to support survivors applying for employment. Such support included providing Greek language lessons and facilitating the necessary work documentation including work permits, job search assistance, resume drafting and interview preparation. A21's employment preparation training aims to support survivors in building confidence and vocational skills, and educating through informative sessions on recognising

safe and legitimate employment opportunities. A21 Greece also offers job training where necessary, based on the individual's skills and interests. For example, in 2020 one survivor completed job training in the hospitality industry, and successfully acquired employment with a large hotel chain. Despite the pandemic and the resulting increase in national unemployment, 10 survivors in the A21 Greece Aftercare program successfully obtained seasonal jobs, five of which were a result of partnerships between A21 Greece and potential employers in the hospitality sector, the local manufacturing industry, and the cleaning industry.

ACCESS TO JUSTICE

A21 Greece offers a robust legal assistance program to survivors in A21's Aftercare program. A number of survivors receiving direct services from A21 Greece often have corresponding criminal prosecutions where they are the named victim-witnesses in prosecutions against their traffickers, and often serve as key witnesses in the case. Due to this critical role, and in furtherance of obtaining justice on behalf of survivors enrolled in A21's Aftercare program, A21 Greece provides survivors with an attorney who represents the victim's interests in criminal prosecution. Despite the fact that the victim's interests are often aligned with the prosecutors' role towards the criminal conviction and subsequent imprisonment of the traffickers, in many cases prosecutors may not always be familiar with the details of the relevant legislative framework provided for the offence of trafficking against human beings or the relevant laws governing victims' rights. Hence, the attorney representing the survivors, having specialised knowledge of trafficking in human beings, is able to effectively assist and safeguard their rights during the criminal prosecution proceedings, thus contributing to the enhancement of prosecution and administration of justice. Moreover, A21's attorney works directly with the survivor, with the support of A21 staff to ensure that survivors are prepared in all aspects to provide the court with their testimony. In the current legal system, survivors often bear the full responsibility for arranging travel, accommodation and other support needed for victim-witnesses in a case. Consequently, criminal prosecutions are often dismissed due to a lack of victim testimony. A21 not only provides survivors with a victim's attorney for in-court representation, but also provides all necessary travel and lodging for every court hearing. As court cases can span a number of years, many survivors must travel from their country of origin, back to Greece for their court hearing. A21 Greece provides comprehensive aftercare services simultaneously with legal representation. Understanding the difficulty and trauma that can be triggered by testifying against a trafficker, A21 strives to work with the survivor to ensure that they are in the emotional position to be able to provide testimony. Where possible, A21 provides survivors with the necessary professional therapy services as support throughout the prosecution,

including in preparation for their in-court testimony. In addition to criminal prosecution representation, A21 also provides civil legal representation in Greece, often assisting survivors with immigration and applications for international protection. In 2020, as a result of the pandemic, the court adjourned the majority of criminal proceedings, including human trafficking cases involving A21 survivors. Only cases with defendants in pre-trial detention continued forth in compliance with the laws governing detained cases. In 2020, A21 legally represented 26 survivors as victim-witnesses in pending

prosecutions, notwithstanding the forced postponement of many of the court cases due to the COVID-19 pandemic. During the second lockdown, 12 of the criminal prosecutions that A21 supported were adjourned due to the pandemic. Despite courts being closed in November, cases with detained defendants resumed as required under law. One such case involving A21 represented survivors resulted in the criminal conviction of four defendants on charges of trafficking, forgery and participation in a criminal organisation, with sentences ranging from five to 12 years imprisonment.

Potential Human Trafficking Deterred

In 2020, the Greek police received information from law enforcement in a transnational collaboration, about the strong likelihood of the recruitment and trafficking of two Greek women, for exploitative sham marriages.

In response, the police requested A21's assistance and provided A21 identity and flight information in order to schedule an intervention. On the date of travel, A21 set up an anti-trafficking information booth and organised a prevention and awareness event at the airport. A21 specifically targeted the passengers of this flight, including these two

potential victims, to provide education on human trafficking and recruitment methods as well as to supply safeguarding materials. The Greek authorities were able to alert the police in the destination country to arrange another safeguarding stop on arrival. As a result of the two interventions, one of the women decided not to continue her travels, but to return to Greece. This successful deterrence only occurred through the intergovernmental collaborative efforts of the relevant government entities, as well as with NGOs such as A21, evincing that when stakeholders work collaboratively in their sphere of expertise, human trafficking can be prevented.



¹ European Commission, *Together Against Trafficking in Human Beings, Greece* <https://ec.europa.eu/anti-trafficking/member-states/Greece>

² EU Commission, *Together Against Trafficking in Human Beings, Greece*

³ United States Department of State, *2020 Trafficking in Persons Report, June 2020*, <https://www.state.gov/reports/2020-trafficking-in-persons-report/greece/>

⁴ US State Dep't, *2020 TIP Report (Greece)*

⁵ UNICEF, UNHCR & IOM, *Latest statistics and graphics on refugee and migrant children, Latest information on children arriving in Europe* <https://www.unicef.org/eca/emergencies/latest-statistics-and-graphics-refugee-and-migrant-children>, Accessed 28 April 2021.

⁶ "Ελλάδα: Εμφανίστηκαν Και Οι Αυτοκινούμενοι... Οίκοι Ανοχής." *NewsAuto.gr*, 19 Nov. 2020,

www.newsauto.gr/specials/people/ellada-emfanistikan-ke-i-aftokinoumeni-iki-anochis/, Accessed 24 March 2021.

⁷ Γενική Γραμματεία Οικογενειακής Πολιτικής και Ισότητας των φύλων, *1η Ετήσια Έκθεση για τη Βία κατά των γυναικών, Νοέμβριος 2020*, <https://www.isotita.gr/wp-content/uploads/2020/12/1η-Έκθεση-για-τη-Βία-κατά-των-Γυναικών.pdf>

GREECE ANNUAL HOTLINE REPORT 2020

About the 1109 National Human Trafficking Hotline

The 1109 National Human Trafficking Hotline ('1109 Hotline') is a dedicated service to support victims of human trafficking and provide advice and assistance on human trafficking issues to the general public in Greece. The 1109 Hotline receives enquiries 24 hours a day, seven days a week, and has the ability to respond to calls in over 200 languages through a tele-interpretation service. The 1109 Hotline has been operated by A21 Greece since 2012 and works in close partnership with all national institutions and other service providers to ensure a rapid response in every case.

'During the lockdown, we called 1109 regarding a suspicion we had about one of our persons of concern. After a series of calls that we weren't able to reach the appropriate services, 1109 was there to support us and guide us through the process. The operators answered all our questions and we felt supported to deal with future incidents too.'

—Social Worker from a partner organisation

The Impact of COVID-19

The COVID-19 pandemic resulted in unprecedented challenges for the 1109 National Human Trafficking Hotline in 2020. During the first national lockdown period from March 2020, the 1109 Hotline experienced a decrease in the number of contacts. Several factors are likely to have influenced contact rates throughout the year, including lockdown measures in Greece limiting victims' ability to seek assistance and placing trafficking victims even further out of sight. Notably, one survivor who ultimately entered A21's Aftercare program, explained that she had previously attempted to signal for help from the balcony of the apartment where she was being held captive. However, as lockdown measures restricted people from leaving their homes, there were no passers-by to notice her signals. Despite the limitations caused by COVID-19, 1109 Hotline services operated continuously throughout 2020. Reports continued to be referred to law enforcement leading to the successful identification of victims, trafficked both within Greece and internationally.

Executive Summary

- The 1109 Hotline received a total of **1095 CONTACTS**
- The 1109 Hotline identified & assisted a minimum of 25 confirmed victims of trafficking with **20 SURVIVORS** entering A21's Aftercare program
- Over half of the reports to the 1109 Hotline were regarding **ADULT** victims (77.2%)
- **SEX TRAFFICKING** comprised three-quarters of cases reported to the 1109 Hotline (75%)
- The majority of reports to the 1109 Hotline related to **FEMALE** victims (70%)
- Reports to the 1109 Hotline noted potential victims from **16 DIFFERENT NATIONALITIES**
- **COMMUNITY MEMBERS** constituted the main callers to the 1109 Hotline (46.8%)

'Contacts' to the Hotline include all forms of incoming enquiries, made via various channels, such as by telephone, email or other online means. 'Contacts' include reports on a potential human trafficking situation, related and unrelated crimes as well as more general enquiries about human trafficking, requests for assistance or job vetting requests. Non-substantive 'contacts' are excluded from this report.

'Reports' refer to contacts to the Hotline relating to a potential human trafficking situation, via any communication channel.

The following statistics in this report are based solely on substantive contacts related to human trafficking made to the Hotline from January-December 2020. Substantive contacts exclude hang-ups, missed calls, wrong numbers and instances where the reason for calling is unknown.

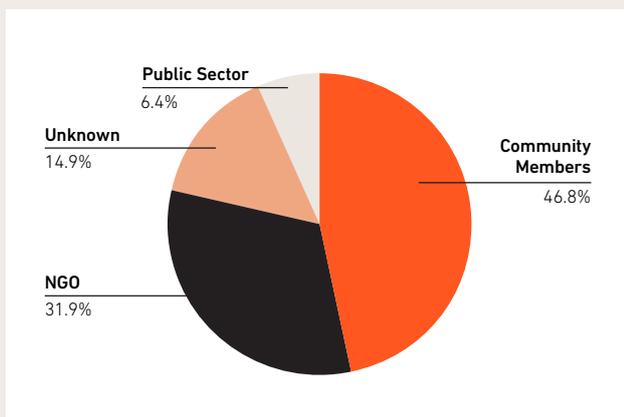
Disaggregated data has been collected on each individual case on descriptive factors including gender, age, type of trafficking, methods of control and recruitment methods. The below data is based on the cases where the information was available. In the majority of cases, the call specialists were unable to glean full or specific details about the case. Therefore the data below is based on cases where the specified information was made available.

Overview of Data

In 2020, the 1109 National Human Trafficking Hotline received a total of 1095 contacts, a 23% increase from the previous year. These 'contacts' include all calls and reports through online means and follow up calls on existing cases regarding assistance and general requests for information.¹

Caller Demographics

The 1109 Hotline receives reports of suspected human trafficking from potential victims, concerned friends or family members, non-governmental organisations, law enforcement partners and members of the public. Community Members, comprised of members of the public, family members or friends of victims and victims of trafficking, continued to make up the majority of callers in 2020, which is consistent with previous reporting periods. In 2020, the majority of reports to the 1109 Hotline were from residents or neighbours reporting suspicious activities in their residences and local communities, whereas, in previous years, most calls involved commercial businesses. That is, the majority of reports were from clients of legal brothels or observations from commercial businesses, or involved reports against commercial businesses for suspected exploitation. In a number of reports in 2020, the potential victim contacted the 1109 Hotline directly (8.5%). Non-governmental organisations also accounted for many of the calls, with the 1109 Hotline receiving numerous reports from partner organisations working predominantly with the migrant and refugee community. In 2020, reports to the 1109 Hotline by non-governmental organisations resulting in positive victim identifications accounted for one-third of survivors ultimately referred into A21's Aftercare program.

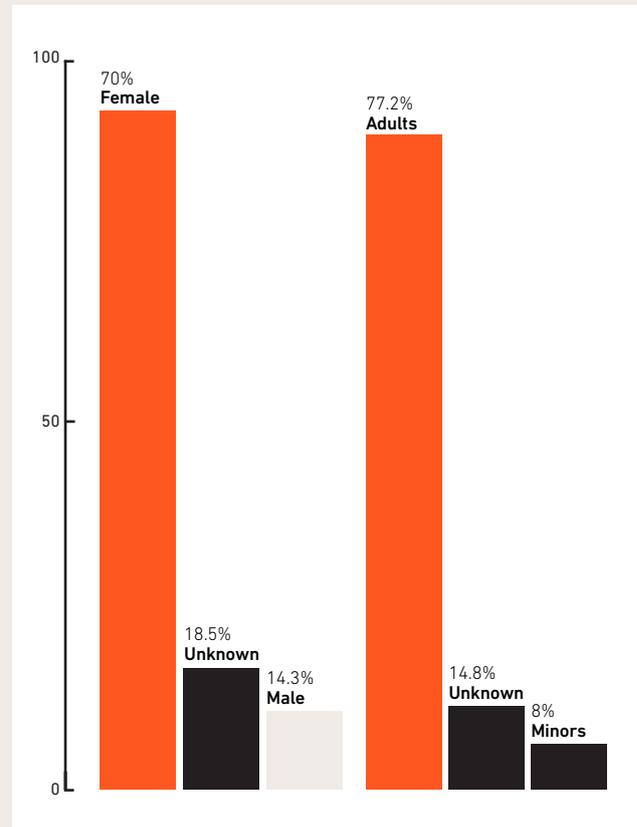


Victim Demographics

In 2020, after responding to various reports of potential human trafficking situations, the Hotline confirmed that at least 25 victims of trafficking were identified and assisted.

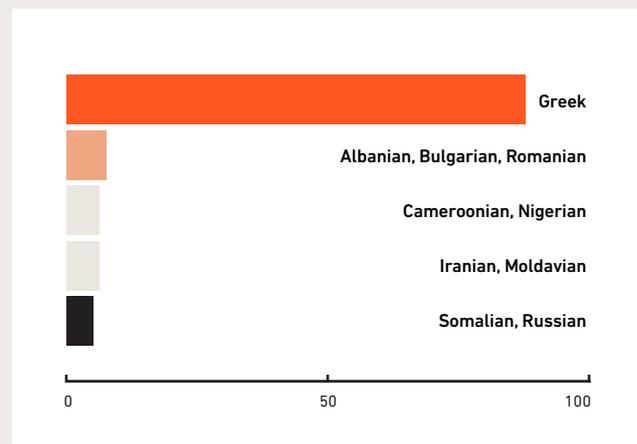
Age and Gender

In 2020 the majority of victims reported to the 1109 Hotline were adults. The overwhelming majority of reports related to female victims, with sex trafficking as the predominant form of exploitation. From the reports involving male victims, the majority of cases involved labour trafficking (45%).



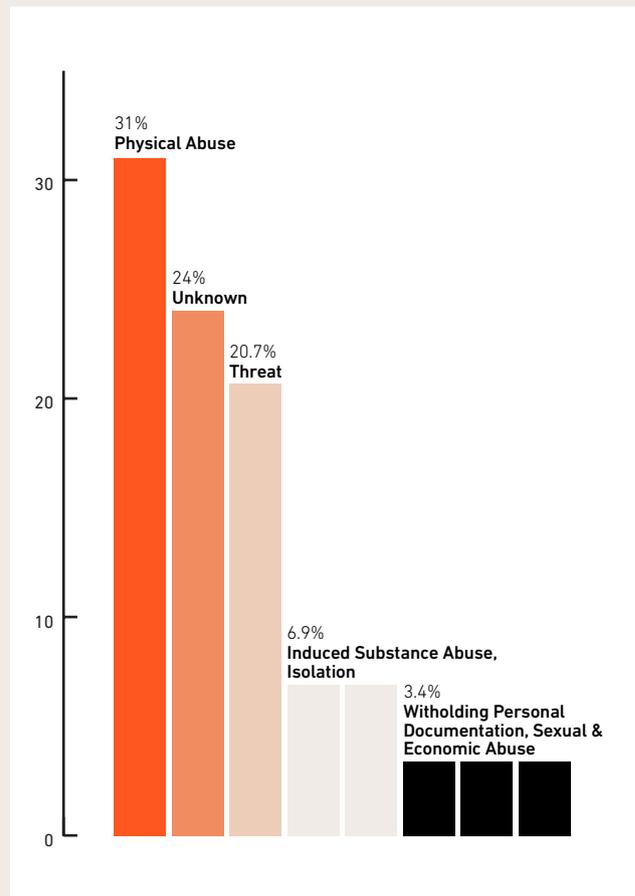
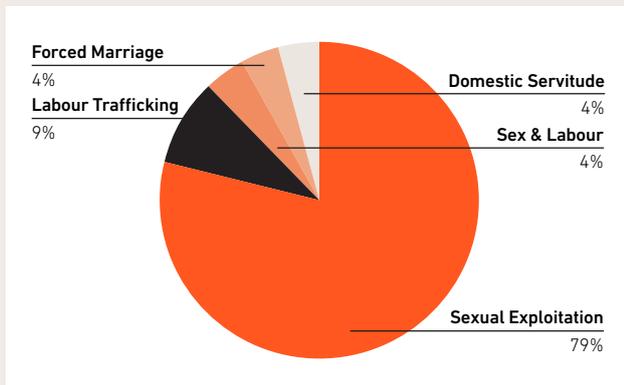
Victim Nationality

The 1109 Hotline identified and assisted victims from 16 different nationalities in 2020. While the most reported known nationality of potential victims was Greek, with the exception of one, all other confirmed victims assisted by the 1109 Hotline were foreign nationals.



Methods of Control

Traffickers use certain means of control to manipulate and force their victims into staying in an exploitative situation. The methods of control that are reported here include threat², isolation³, emotional, physical or economic⁴ abuse and withholding of personal identification documentation, amongst others. From the data available from reports made to the 1109 Hotline, the most common method of control used by traffickers was physical abuse. However, the 1109 Hotline rarely observes a singular method of control, as traffickers use a variety of different tactics to coerce and manipulate victims. Other reported methods of control included sexual and substance abuse, isolation and withholding of personal identification documents.



Exploitation Type

Reports of sex trafficking comprised the majority of reports to the 1109 Hotline (79%). While in previous years, reports of sexual exploitation predominantly related to brothels, the forced closure of brothels due to the COVID-19 pandemic resulted in a shift to callers reporting sexual exploitation in illegal brothels within private residences and temporary accommodations, demonstrating that the pandemic and ensuing lockdowns did not decrease sexual exploitation but merely modified its presentation. Labour exploitation cases accounted for a few reports mainly concerning exploitation in factories or in the agricultural sector.

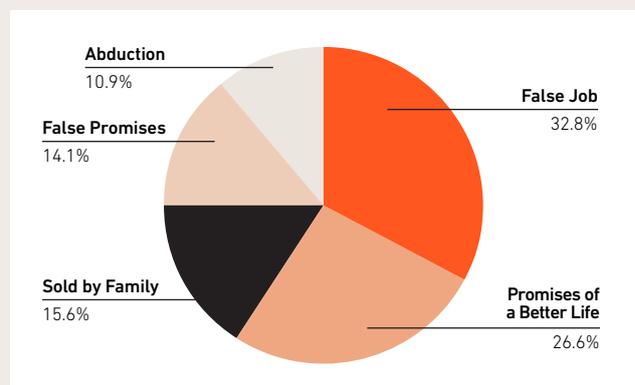
The observations contained in this report is limited to information communicated to the 1109 National Human Trafficking Hotline during the reporting period. Nothing arising from the data should be interpreted as showing the full extent or prevalence of human trafficking in Greece.

The 1109 National Human Trafficking Hotline
 1109 or 0030 2310019880
info@1109.gr
www.1109.gr



Recruitment Methods

Traffickers use certain recruitment methods to deceive and coerce victims into exploitation. Based on reports to the 1109 Hotline, the most prominent tactic used to recruit individuals was through false job opportunities. However, other recruitment methods were reported such as false promises or victims being promised a better life and in some cases, victims being sold or exploited by their family.



¹ To ensure data integrity, the data presented is extracted from reports submitted to the 1109 Hotline consisting mainly of those confirmed and assisted as identified victims of trafficking. Therefore, this report takes a conservative approach in presenting the 1109 Hotline data and analysis, for the most part omitting reports of potential victims of human trafficking which were unable to be substantiated or confirmed.

² Threat includes threatening to harm the victim, the victim's family or other persons, threat to expose or shame the victim and threat to report the victim to the police or immigration.

³ Isolation may include physical isolation or deprivation of liberty, denying access to medical support, surveillance or control of the victim in public, or isolating the victim by moving the victim frequently from place to place.

⁴ Economic abuse includes situations of debt bondage or where traffickers limit the finances of the victim either in whole or in part.