

# GREECE ANNUAL HOTLINE REPORT 2022

## ABOUT THE 1109 HUMAN TRAFFICKING HOTLINE

The '1109' Human Trafficking Hotline (1109 Hotline) is the only hotline in Greece dedicated to both responding to reports of and supporting victims of human trafficking. Operated nationally by the nongovernmental organisation (NGO) A21, trained call specialists are available 24 hours a day, seven days a week, to provide advice, assistance, and access to victim support services, as well as receive reports about potential human trafficking. The 1109 Hotline utilises a tele-interpreting service that enables Greek and English-speaking operators to handle calls in over 230 languages. These specially trained professionals work closely with national institutions to ensure fast and effective responses to each case.

*'A21 is an NGO, but we call them partners. They provide solutions to our problems.'*

—Police Officer, Anti-Trafficking Division

## OVERVIEW OF DATA<sup>1</sup>

In 2022, the 1109 Hotline received 1,690 contacts via phone, email, text, and the dedicated website (1109.gr), 419 of which related to new unique cases. 1109 Hotline data indicates a shift in preferred communication methods; hotline users reported 28.16% of new unique cases online in 2022, a 46.6% increase since 2021.

A noticeable number of contacts to the 1109 Hotline (80.5%) were human trafficking related. A number of callers advised that they were made aware of the 1109 Hotline's services through various public service announcements (PSA) as well as news stories resulting from reports to the 1109 Hotline. In 2022, the 1109 Hotline advertised its service through a month-long PSA broadcasted on national television networks, advertising the hotline number across public transportation in Athens, and promoting the hotline at in-person or online training and networking events. Moreover, a social media campaign inspired and executed by well-known and award-winning artists, namely director Konstantinos Mousoulis and photographer Akis Douslatzis, featuring well-known athlete Errika Prezerakou and popular actresses Maria Korinthiou and Ifigenia Tzola, resulted in increased awareness.

## EXECUTIVE SUMMARY

- The 1109 Hotline received **1,690 CONTACTS**
- **80.5%** of contacts were specifically related to **HUMAN TRAFFICKING**
- The majority of potential victims reported to the 1109 Hotline were **FEMALE (68.9%)**
- The 1109 Hotline received reports of **309 POTENTIAL VICTIMS** of trafficking from **35 DIFFERENT NATIONS**
- The 1109 Hotline received **118 ONLINE REPORTS**, a **42.2% INCREASE** since 2021
- The 1109 Hotline identified and/or assisted **67 VICTIMS** of human trafficking, **54** of whom entered the A21 Aftercare Program
- **45.9%** of all contacts were from the **GENERAL PUBLIC**
- **MINOR VICTIMS** accounted for **22.7%** of reports to the 1109 Hotline
- The 1109 Hotline submitted **DOUBLE** the number of **POLICE REPORTS** compared to 2021

<sup>1</sup>'Contacts' to the 1109 Hotline comprise of all incoming enquiries to the 1109 Hotline through any means, including but not limited to phone calls, emails, SMS and online web submissions. These enquiries include all reports on potential human trafficking, various crimes both related and unrelated to human trafficking, and queries about human trafficking generally, as well as requests for various types of assistance related to human trafficking, such as safety planning or job vetting.

<sup>2</sup>'Reports' only include contacts to the 1109 Hotline relating to a potential human trafficking situation.

The statistics below are exclusively drawn from substantive contacts made to the 1109 Hotline from January - December 2022 concerning human trafficking matters. This report is not a reflection of all substantive calls to the 1109 Hotline which may include calls related to other high-risk crimes, labour exploitation and other nontrafficking issues.

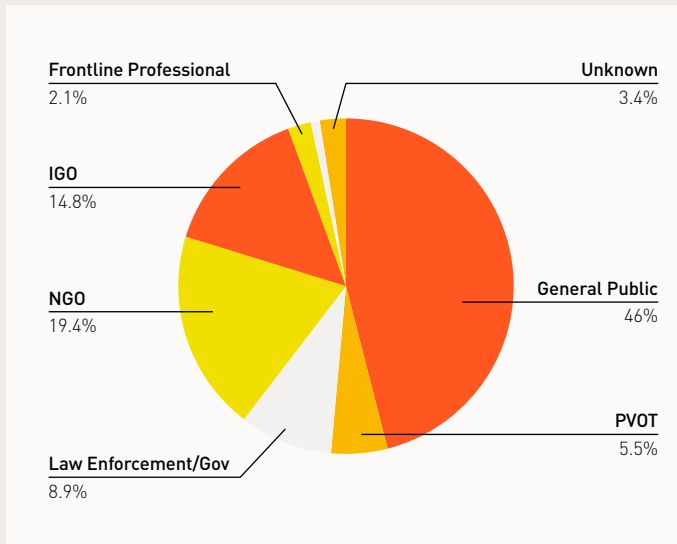
Disaggregated data has been collected on each individual case based on descriptive factors including gender, age, type of trafficking, methods of control and recruitment methods. The data contained herein is based on the cases where the information was available. In the majority of cases, the call specialists 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.

## CALLER DEMOGRAPHICS

Potential victims, concerned friends or family members, NGOs, law enforcement, community members and other sources report suspected human trafficking to the 1109 Hotline. Despite a notable decline in contacts from the general public in 2021, likely due to the COVID-19 pandemic, contacts from this demographic have since increased by 32.3%, accounting for 45.9% of all contacts in 2022. The number of potential victims contacting the hotline quadrupled from the previous reporting year from 3 to 13.

NGOs or Intergovernmental Organisations (IGOs), particularly the International Organisation for Migration (IOM), cumulatively accounted for 34.2% of contacts to the 1109 Hotline. These contacts by NGOs and IGOs resulted in referrals of 45 potential victims, mostly migrants and refugees needing support, to the 1109 Hotline for assistance. A21 Greece's continued collaboration with Greek law enforcement resulted in referrals of 15 victims of human trafficking to the 1109 Hotline. In several cases, the 1109 Hotline also collaborated with the immigration police to assist individuals who had been held captive by smugglers. In two separate instances, the 1109 Hotline received reports that resulted in the extraction of 11 victims being held against their will by smugglers. One case involved seven victims, while the other involved four.

In 2022, A21 Greece submitted 87 reports relating to potential trafficking situations to the police, almost doubling the number of reports submitted the previous year. Of the cases reported to the police, 53% related to forced begging incidents and 30% related to suspected sex trafficking. As a result of reports sent by the 1109 Hotline, Greek police recovered two victims of forced begging. These two cases then drew media attention, leading to increased reports to the 1109 Hotline about incidences of begging.

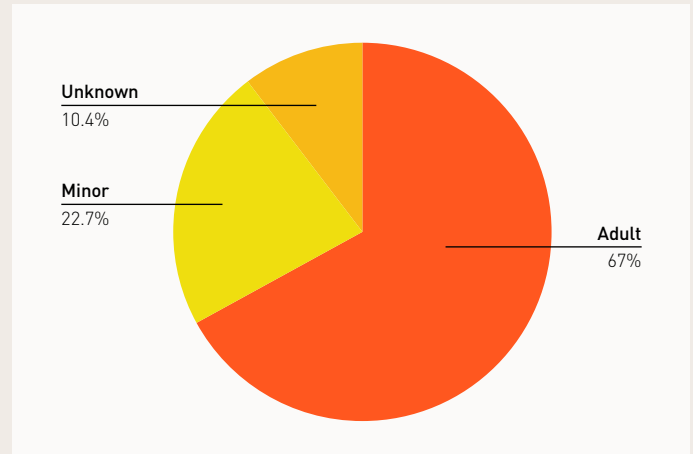


## VICTIM DEMOGRAPHICS

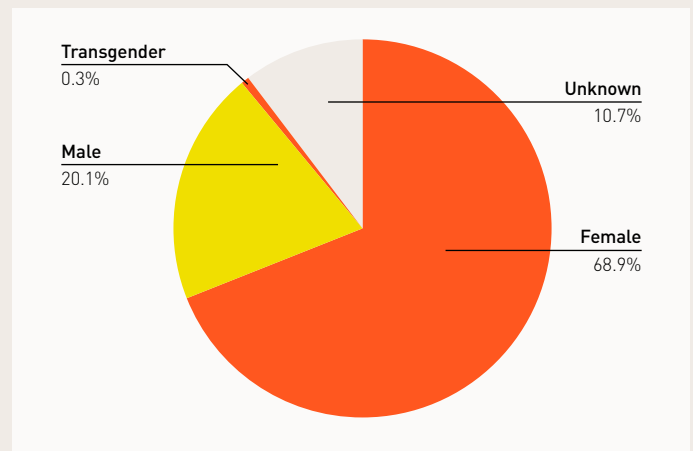
In 2022, the 1109 Hotline received reports relating to 309 potential victims of trafficking. After investigating further, the 1109 Hotline successfully identified and/or assisted 67 confirmed victims of trafficking. Fifty-four of these survivors entered A21's Aftercare Program, representing a 74% increase in survivors entering A21's Aftercare Program since 2021 from the 1109 Hotline.

## AGE AND GENDER

While adults still constituted the majority (67%) of potential victims reported to the 1109 Hotline, reports involving minor victims remained relatively high at 22.7%, consistent with the previous year. Notably, the predominant form of exploitation of minors regardless of gender, was forced begging, which accounted for over 70% of cases involving minors. While any individual can be exploited through forced begging, the 1109 Hotline has observed that often vulnerable children are targeted. Moreover, in such cases involving children, the 1109 Hotline has observed parents facilitating the trafficking.



The majority of potential victims reported to the 1109 Hotline were female (68.9%), trafficked predominantly for sexual exploitation, followed by forced begging. The primary form of exploitation reported for male potential victims, regardless of age, was forced begging, followed by forced labour.



## VICTIM NATIONALITY

The 1109 Hotline identified and/or assisted potential victims from 35 different nations in 2022, including Greece, Bulgaria and Romania. This represents a 29.6% increase in distinct nationalities engaged with by the 1109 Hotline compared to the 27 nationalities identified the previous year. Greek remained the most reported nationality of potential victims (11.3%), with the majority being Greek Roma, especially in cases of forced begging. The 1109 Hotline has also received

reports of Bulgarian Roma and Romanian Roma potential victims being exploited in forced begging rings. For example, a community member reported encountering such a situation involving 20 potential victims living in an apartment in Athens under appalling conditions. These individuals were coerced into begging on the streets for extended periods, even in harsh weather conditions. The majority of Romanian victims reported experiencing similar circumstances.

Callers reported potential victims from Nepal to the 1109 Hotline for the first time, all of whom had been exploited as domestic workers abroad before entering Greece. In addition, 22.7% of reported potential victims originated from countries of African origin.

Notably, the 1109 Hotline received reports that Cuban and Colombian victims had been trafficked in Athens’ sex industry, where traditionally the sex workers hailed from Eastern European countries.

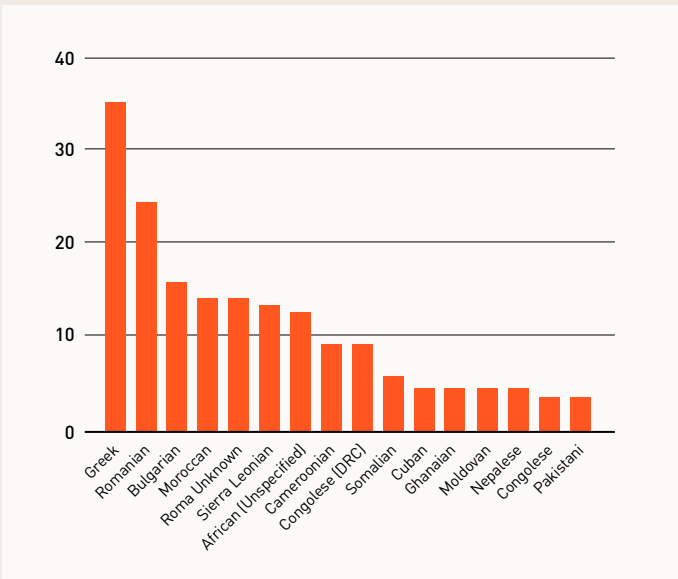
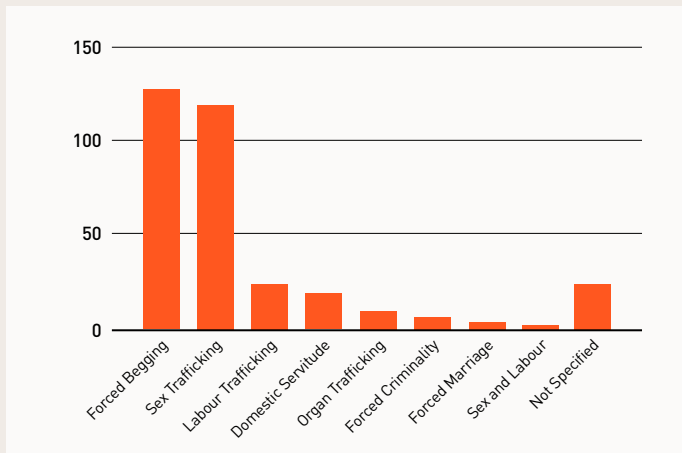


Chart: Top 16 Nationalities of Potential Victims reported to the 1109 Hotline

## EXPLOITATION TYPE

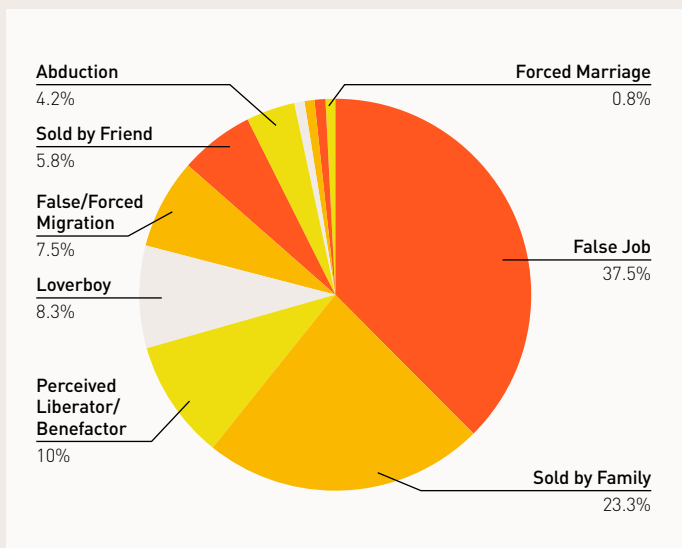
For the first time since the 1109 Hotline’s inception, sex trafficking was not the primary form of exploitation reported. Forced begging exceeded the number of reported cases of sex trafficking by 9.5%. Greece’s large cities suffer from forced begging, especially during the holiday season. However many people can also be seen begging in the summer. These individuals are usually very poorly dressed and often have babies or small children accompanying them, seemingly to arouse emotions of pity. Older children may be left on their own to beg in a different location than their ‘guardian’. Growing up under this abuse, these children may not attempt to break free or aspire for a better future. In the forced begging cases reported to A21 Greece, the victims had not received any education and lacked access to fundamental necessities.

Among the trafficking cases reported to the 1109 Hotline, domestic servitude remains the fourth most reported form of trafficking. Reports of domestic servitude have all been related to the refugee and migrant population, and in most cases, the trafficking occurred before they entered Greece.



## RECRUITMENT METHODS

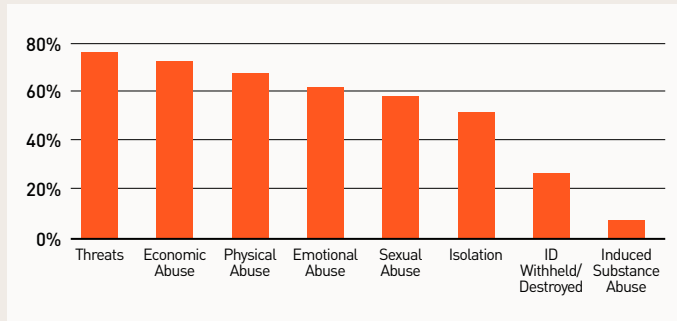
Human trafficking recruitment methods involve deception, coercion or force to lure victims and keep them in exploitative circumstances. For example, a trafficker may use a false job opportunity to recruit a potential victim with deceptive terms of an agreement to travel to another city. Upon arrival, the trafficker then traps the victim in debt bondage. In the complex, more drawn-out ‘loverboy’ scheme, a trafficker grooms and manipulates a victim into a false romantic relationship, with the ultimate goal of sexually trafficking the victim. In many cases reported to the 1109 Hotline, the actual recruitment methods are unknown. However, in reports with identified methods, the most prominent tactic used to recruit individuals was through a false job opportunity, often in a foreign country. Being sold by a family member, where family members sell or commercially exploit victims, emerged as the second most prevalent method accounting for 23.3% of cases of known recruitment methods. In many cases, the 1109 Hotline observed another prominent recruitment method involving a ‘perceived liberator/benefactor.’ Recruitment through a ‘perceived liberator/benefactor’ occurs when a perpetrator promises to liberate someone from exploitation, harm or hardship, only to then exploit them.



The above chart reflects the known recruitment methods in cases reported to the 1109 Hotline

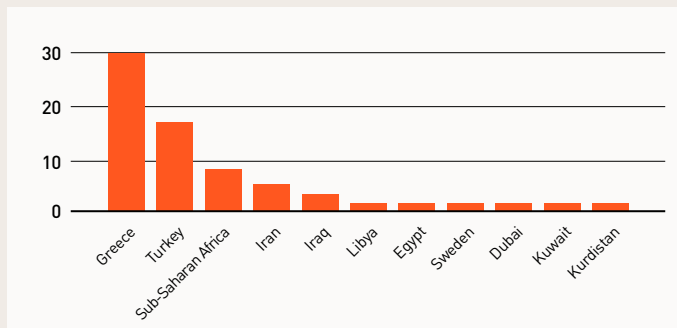
## METHODS OF CONTROL

Reports to the 1109 Hotline revealed psychological abuse as the most common primary method of control used by traffickers. However, traffickers rarely use just one method of control; rather, they use a combination of tactics to coerce and manipulate victims. Other reported tactics utilised by traffickers to control their victims include sexual, physical and emotional abuse; economic abuse<sup>2</sup>; isolation<sup>3</sup>; threats<sup>4</sup>; and withholding of personal identification documents.

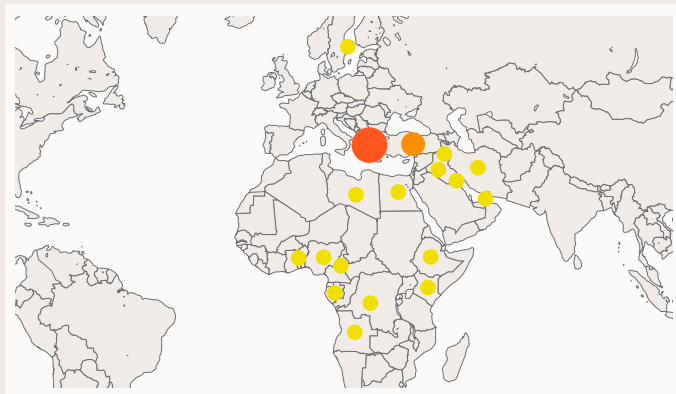


## RECRUITMENT AND EXPLOITATION LOCATION

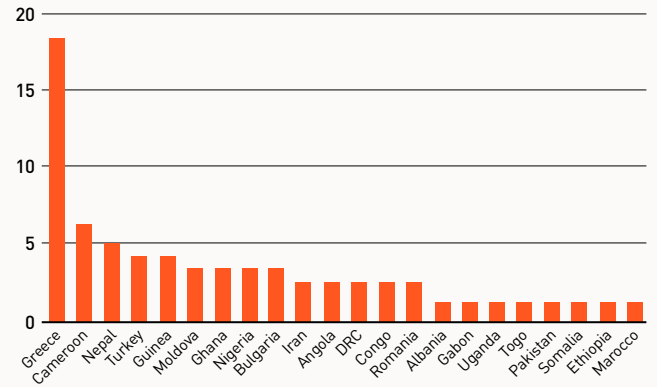
Notably, of the 67 confirmed victims of trafficking reported to the 1109 Hotline in 2022, only 42.9% were exploited in Greece, while in the majority of cases (57.1%), exploitation occurred abroad. A typical pattern amongst migrant and refugee victims showed their exploitation occurring either in their country of origin or along their journey towards Europe. For example, 25.7% of migrant/refugee victims were exploited in Turkey, a neighbouring country, before arriving in Greece. Similarly, only 26.9% of all confirmed cases involved recruitment in Greece, while the recruitment of the remaining 73.1% occurred in other countries, as seen in the following graph.



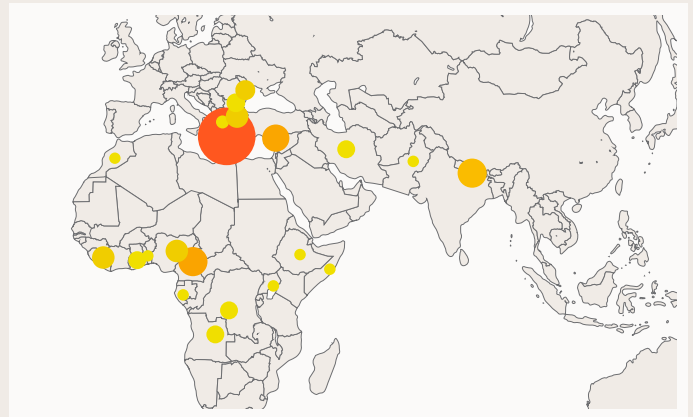
Exploitation Location of Confirmed Cases



Map of Exploitation Location (confirmed cases)



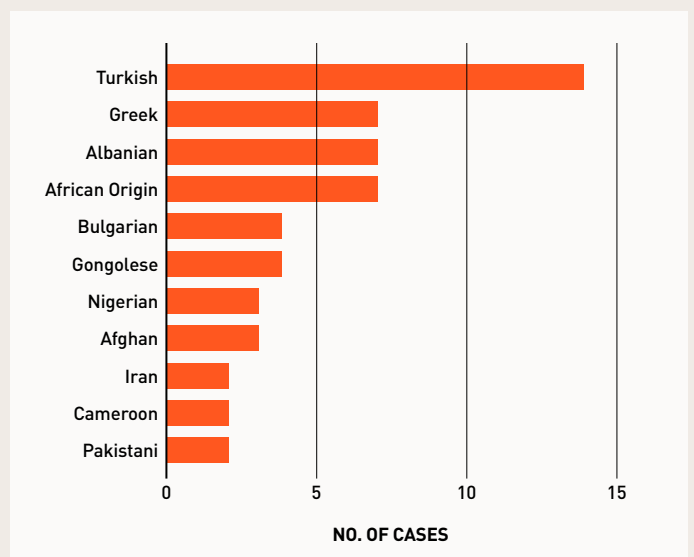
Recruitment Location of Confirmed Cases



Map of Recruitment Location (confirmed cases)

## PERPETRATOR DEMOGRAPHICS

'Perpetrator Demographics' are compiled from reports to the 1109 Hotline by trafficking victims. Females accounted for 15.8% of reported perpetrators, while the majority (84.2%) were male. The chart below displays the reported countries of origin most frequently associated with perpetrators, with Turkey being the most common, comprising 21.5% of known cases.







## PERSISTENT REPORTING LEADS TO THE SAFE RECOVERY OF A CHILD FORCED TO BEG

In response to multiple reports about a young child begging, the 1109 Hotline responded by filing police reports and closely monitoring the situation. In response to the reports from the 1109 Hotline, the anti-trafficking police conducted a multi-day investigation and arrested a woman perpetrator. The police investigation revealed that the woman, with the written consent from the child's foreign mother, travelled with the minor to the city centre every day for weeks. They sat outside commercial shops and begged for more than 12 hours each day, neglecting the child's well-being and appearance to elicit sympathy from passersby and maximise financial gain. Additionally, for over a year, the perpetrator had been transporting and exploiting the young girl at regular intervals throughout the country, for months at a time, disregarding her education, health and overall welfare. After the perpetrator's arrest, A21 accompanied the child to a clinic for completion of the necessary medical examinations for safe placement into a children's home.

## NEW YEAR'S INTERVENTION

Shortly after midnight on January 1st, 2022, the 1109 Hotline received a call from a brothel client. The caller, who had become acquainted with a young Latin American woman working in a brothel in Athens, believed she was there against her will. The caller initially hesitated to provide details, afraid both for his life and also for the wellbeing of the potential victim. However, after the hotline call specialist encouraged the caller and explained that the information was vital to the potential victim's escape, he agreed to provide more details about the case. He disclosed valuable information, giving a full description of the potential victim, her name and social media accounts, as well as her home address and a description of the brothel where she worked. After confirming the information, the call specialist submitted a report to the anti-trafficking police in Athens. The police later informed the 1109 Hotline they had been closely investigating the case, and along with additional intelligence from a local police department, conducted a raid and recovered three female victims and one male victim, all of Latin American origin. All four survivors were offered assistance and support from A21. Law enforcement arrested the perpetrators, a Bulgarian man and a Cuban woman, and charged them with a human trafficking offence.



## ENDNOTES

- <sup>1</sup> To ensure data integrity, the data presented is extracted from reports submitted to the 1109 Hotline consisting of those identified as victims and likely potential victims of trafficking. This report takes a conservative approach in presenting hotline data and analysis, omitting reports of potential victims of human trafficking which were unable to be minimally substantiated.
- <sup>2</sup> Economic abuse includes situations of debt bondage or where traffickers limit the victim's finances either in whole or in part.
- <sup>3</sup> Isolation may include physical isolation or deprivation of liberty, denying access to medical support, surveillance or control of the victim in public, and isolating the victim by moving them frequently from place to place.
- <sup>4</sup> Threats include threats of harm to the victim, their family or other individuals; to the victim's reputation; or to report them to the police, immigration authorities or other government authorities.

*As a service situated to support those in exploitative situations, the 1109 Hotline is at the forefront of understanding emerging human trafficking trends in Greece. Each year the 1109 Hotline commits to expanding its networks and partners across Greece to ensure that an accurate scope of trafficking is reflected in the data collected. The 1109 Hotline welcomes new partners interested in counter-human trafficking efforts in Greece. Partnerships are vital not only to provide services to identified trafficking survivors and communities requesting training but also to increase awareness about the services provided by the 1109 Hotline across Greece.*



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*The observations contained in this report are limited to information communicated to the 1109 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.*