

 DSP

Measuring forced labour victimization among Bulgarians in the Netherlands

A pilot study

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Inhoud

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1 Introduction

1.1 Introductory remarks

The international fight against forced labour goes back as far as 1930 with the adoption of the Forced Labour Convention of the International Labour Convention in that year. This widely ratified convention has been followed up by, inter alia, the United Nations Protocol against Trafficking in Persons of 2000 (the Palermo Protocol) and the ILO Protocol to the 1930 Forced Labour Convention of 2014. The EU has a solid legal framework that clearly proscribes labour exploitation. Article 5 of the Charter of Fundamental Rights of the EU prohibits all forms of slavery or forced labour, while Article 31 stipulates that every worker has the right to 'fair and just' working conditions.

In 2015 the United Nations has adopted a new programme of Sustainable Development Goals (SDG's) which includes in several places goal-setting in the fight against forced labour / human trafficking/ modern slavery¹. The adoption of the SDG's is accompanied by agreement on a joint UN programme to collect statistics to monitor progress in their implementation. Regarding SDG 16.2 member states are requested to regularly collect statistics on the numbers of victims of forced labour/human trafficking with breakdowns according to gender, age and type of exploitation. In 2013 the 19th ICLS (International Conference of Labour Statisticians) adopted a resolution recommending that the Office set up a working group with the aim of sharing best practices on forced labour surveys in order to encourage further such surveys in more countries. The International Labour Statistics Committee has in 2014 followed up with the establishment of a technical working Group Measuring Forced Labour.

Criminal phenomena such as forced labour present obvious measurement challenges. Administrative statistics of recorded cases depict no more than the tip of the iceberg (Van Dijk et al, 2012). Using extrapolation from results of desk research and a limited number of population surveys, ILO has produced global estimates of the numbers of persons kept in a situation of forced labour (ILO, 2012). The latest of such global estimate amounted to 20.9 million people, of whom about a quarter are children. For the European Union the total was estimated to be 880,000, or 1.8 per 1.000 inhabitants, of which 270,000 (30%) were estimated to be victims of sexual exploitation, and 610,000 (70%) of labour exploitation.

The NGO Walk Free has produced a new global estimate of the numbers of persons subjected to modern slavery based on a combination of analyses of documents and surveys among representative samples of national populations in twenty five countries and Multiple Systems Estimation (MSE) (Walk Free Foundation,

¹ SDG target 5.2: "Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation". Target 8.7: "Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms". Target 16.2: "End abuse, exploitation, trafficking and all forms of violence against and torture of children".

2016)². The 2016 Global Slavery Index estimates that 45.8 million people are subjected to some form of modern slavery globally per year. This estimate surpasses the older ILO estimate on forced labour by over 100 per cent. Applied to the European Union, it would result in an estimate of almost 2 million persons subjected to forced labour per year, or 4 per 1.000.

The instability of the global estimates suggests that the estimation methods used are still under development. Further testing of the best and most cost-effective methods is needed to meet the statistical requirements of the UN Development Goals regarding human trafficking/forced labour and of the ILO. Promising avenues to collect better statistics on the numbers of victims of forced labour/human trafficking/modern slavery are a proliferation of standardized population surveys and, in countries with suitable administrative data on identified victims, Multiple Systems Estimation, (Van Dijk & van der Heijden, 2016). Ideally, results from both methods should be available in some countries for a cross-validation of results. MSE requires the existence of integrated multi-source databases on identified or presumed victims of forced labour. For the time being such systems are available in only a minority of EU member States and a handful of countries elsewhere in the world. Further testing of the potential of MSE for estimating the volume and trends in forced labour /human trafficking, commissioned by UNODC and Walk Free, will take place in a selection of European countries in 2017.

In recent years considerable progress has been made with survey research on experiences with forced labour commissioned by the ILO, Walk Free foundation and other parties. A standardised mini-questionnaire to be used in a expanding number of countries has been developed and tested to this end. However, cost constraints force Walk Free to collect data through the vehicle of the Gallup World Polls, using sample sizes per country of no more than 1,000 households. Although these surveys about experiences with forced labour when periodically repeated hold the promise of more robust estimates of forced labour for an increasing, and theoretically unlimited, number of countries, some important limitations exist. Even when network sampling (e.g. through interviewing respondents about their family members) is used, the large margins of error of prevalence estimates do not allow reliable conclusions on differences between countries, or on changes over time within the same country, as required for monitoring progress with the implementation of relevant Sustainable Development Goals. The implementation of the UN's Statistical Monitoring Program on SDG's and the ILO programme on measuring forced labour will require International Organizations or Statistical Authorities of Member States to carry out dedicated surveys on victimization by forced labour among larger samples. An additional challenge in high income countries seems the distribution of the phenomenon, probably mainly afflicting vulnerable groups such as migrant labourers and irregular residents. Constructing better estimates may require, besides larger sample sizes, tailored sampling methods, such as respondent-driven sampling among high-risk but difficult to find populations such as migrant workers.

² The Index is the flagship report produced by the Walk Free Foundation, a global human rights organization dedicated to ending modern slavery. For the purpose of the Index, modern slavery involves one person possessing or controlling another person in such a way as to significantly deprive that person of their individual liberty, with the intention of exploiting that person through their use, management, profit, transfer or disposal.

Surveys among population groups at risk to be victimized by trafficking in persons, sampled through respondent-driven sampling techniques, have been pilot tested in the USA (Zhang, et al 2014). The results of these surveys suggest that as much as 30 per cent of migrant workers in California are exposed to exploitative practices that qualify as forced labour under federal USA law. To our knowledge no similar studies have to date been conducted within the European Union³.

Pilot study granted by ILO

Against the background described above, Jan Van Dijk proposed DSP to carry out a field study into the experiences of migrant workers with exploitative practices in the Netherlands, building on the earlier work just mentioned. After it proved difficult to receive funding for a full-fledged study of forced among migrant communities in the Netherlands, DSP approached the ILO with a request for seed funding for a small pilot study in the framework of the work programme of the ILO Technical Group on Measuring Forced Labour.⁴ In consultation with ILO experts, it was decided to carry out a small pilot study among Bulgarian migrant worker in the Netherlands, in collaboration with staff and volunteers of Fair Work , an Amsterdam-based NGO providing services for migrant workers , formerly known as Bonded Labour in the Netherlands (BLINN)⁵.

1.2 Aims of the pilot

The pilot study had three aims:

- ③ To field test the feasibility of a respondent-driven sampling procedure, modelled after the study of prof. S. Zhang, among Bulgarian migrant workers in the Netherlands;
- ③ To field test a questionnaire designed to measure the prevalence of forced labour among said community.
- ③ To explore whether or not the survey method can provide insights in the nature of labour exploitation, including in the sectors most involved in exploitative practices.

1.3 Research Design

Defining forced labour/labour exploitation

The UN Palermo protocol on trafficking in persons, adopted in 2000, defines human trafficking as: “the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position

³ In 2015 the Fundamental Rights Agency published the report “Severe labour exploitation: workers moving within or into the European Union; States’ obligations and victims’ rights”. This report is not based on survey research among potential victims of forced labour but on desk research, in depth interviews with professionals and case studies (FRA, 2015). In Ireland The Migrants Rights Centre in Ireland carried out a small survey among a convenience sample of 140 migrant workers in Ireland about exploitative practices and non-compliance with Irish labour laws. Although this study revealed a high prevalence of exploitative practices such as non-payment of minimum wages (40% or so of the respondents had been affected by this)- it did not focus on forced labour as defined in international legal instruments (IMRCI, 2016).

⁴ The outcomes of the technical group on Measuring Forced Labour will feed into the process of developing international standards for measuring forced labour initiated by the International Committee on Labour Statistics (ICLS).

⁵ See www.fairwork.nu.

of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation”. The Protocol further specifies that “exploitation” shall include at a minimum “forced labour or services, slavery or practices similar to slavery” as well as other practices – which are not covered in these guidelines – such as the removal of organs. The Palermo definition refers to forced labour as one of the forms of exploitation covered but offers no further definition of this concept. The Palermo definition has subsequently been incorporated into the Council of Europe Convention on Action against Human Trafficking of 2005 and in the EU Directive 2011/36. None of these definitions in international legal instruments at the global or regional level provide a precise and unequivocal definition of what labour exploitation is. Consequently, national laws in Europe show a broad range of varying definitions (Abraham et.al. 2015). For example in France and Belgium forced labour is defined as “work under conditions inconsistent with human dignity”

The concept of forced labour derives from the ILO Forced Labour Convention of 1930 (No. 29) which defines forced or compulsory labour as “all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily” (Art. 2.1). The ILO definition contains three main elements: first, some form of work or service is provided by the individual concerned to a third party; second, the work is performed under the threat of a penalty, whether physical, psychological, financial or other; and third, the work is performed involuntarily, meaning that the person either became engaged in the activity against their free will or, once engaged, finds that he or she cannot leave the job with a reasonable period of notice, and without forgoing payment or other entitlements. Forced labour is thus not defined by the nature of the work that is performed (which can be either legal or illegal under national law) but rather by the nature of the relationship between the person who performs the work and the employer who arranges it. While sometimes the means of coercion used by the exploiter(s) can be open and observable (e.g. armed guards who prevent workers from leaving, or workers who are confined to locked premises), more often the means of coercion are more subtle and not immediately observable (e.g. confiscation of identity papers or threats of reporting them to the authorities).

According to experts of ILO the operational definition of forced labour can be split into the four principal dimensions detailed below:

- ② Unfree recruitment covering both forced and deceptive recruitment;
- ② Work and life under duress covering adverse working or living situations (imposed on a person by the use of force, penalty or menace of penalty);
- ② Impossibility of leaving an employer as a form of limitation on freedom;
- ② Penalty or menace of penalty (means of coercion), applied directly to the worker or to members of his or her family.

In 2009 the ILO published the results of a study among European practitioners, using the Delphi method, to determine the operational indicators of human trafficking/forced labour (ILO, 2009)⁶ Six clusters of

⁶ 12 ILO: *Operational indicators of trafficking in human beings* (Geneva, ILO, 2009).

indicators were identified : deceptive recruitment, coercive recruitment, recruitment by abuse of vulnerability, exploitative working conditions, coercion, and abuse of vulnerability at destination. In a subsequent model three main dimensions have been retained: deceptive or coercive recruitment, live and work under duress and impossibility to leave the employer. According to the ILO Guidelines each of these dimensions is operationally defined by indicators of either coercion/force or involuntariness. Any worker to which any of these three dimensions apply, should be regarded as having been subjected to forced labour.

Under Dutch criminal law forced labour falls under the broader concept of 'human trafficking' and is punishable since January 1, 2005. The offence of forced labour is defined by jurisprudence of the Dutch Supreme Court. In a ruling from 2009 the offence is defined by the dimensions of duration, low payment and bad secondary conditions. To qualify as forced labour the exploitative situation must have lasted a considerable time (a few months or longer) and have consisted of both bad payment – e.g. less than 2/3 of the legal minimum wage according to Dutch regulations - and low secondary conditions of work and/or housing (Ruling Supreme Court, 27 October 2009). These three dimensions must be assessed jointly in a cumulative way, in the sense that high values on one of them can compensate for relatively low values on the others.

In this study, the questionnaire is informed by the operational definition of labour exploitation of the said ILO Guidelines of 2009 and a set of indicators tailored to the Dutch situation developed by FairWork⁷. Building on the methodology of criminal victimization surveys such as the International Crime Victims Survey (ICVS) our questionnaire starts with a wide-ranging “screener question” to select respondents who might have been subjected to forced labour-type conditions. Those answering positively to the screener are subsequently questioned about various aspects of their situation which are indicators of forced labour. In line with the ruling of the Supreme Court of the Netherlands below-standard remuneration is one these indicators. Other key indicators, taken from the ILO and Fair Work lists of indicators, are deceit in the recruitment, below standard working or housing conditions, and coercion. In order to determine whether victims of forced labour may have been trafficked in the sense of the means of recruitment or transportation mentioned in the Palermo protocol, follow up questions have been included on recruitment by third parties and transportation.

Research population

In this pilot we focus on Bulgarian migrant workers. We choose Bulgarian migrant workers for a practical reason: in the Netherlands they are a common migrant group of legal EU workers, big enough in size, known to FairWork and therefore allowing easy selection of initial respondents (so-called *seedlings*). In the two years prior to the research (2014 /2015) FairWork assisted approximately 25 Bulgarian clients who worked in the sectors: construction, cleaning, retail, agriculture, manufacturing and transportation. Many

⁷ As defined by the checklist concerning problems in the labour situation (in Dutch: *Checklist Problemen Arbeidssituatie*)

worked directly for the employer and some through agencies. Nearly all of them showed one or more signs of labour exploitation, according to FairWork's checklist of problems in the work situation.

Bulgarian workers in the Netherlands

On January 1st 2007 Bulgaria (and Romania) joined the European Union. From that moment on the amount of registered Bulgarians in the Netherlands increased. In January 2015 the Netherlands counted 20 000 registered Bulgarians. More than half of these Bulgarians live in one of the four largest cities in the Netherlands (Amsterdam, Rotterdam, The Hague, Utrecht).

The number of Bulgarian adults in the Netherlands according to the last available statistics was 7300 in 2015 (see below).

Two-thirds of the Bulgarians adults in the Netherlands is female.

Amount of Bulgarians in the Netherlands (aged 18-75)

Age	male	female	total
18 to 30	700	900	1600
30 to 45	1200	3000	4200
45 to 75	500	1000	1500
Total	2400	4900	7300

(source: Statistics Netherlands; statline.cbs.nl)

Methods of sampling and data collection

The outcomes of this study are based on interviews with Bulgarian migrant workers. We used a respondent driven sampling design. We started with initial respondents or *seeds* (Bulgarians). The seeds were selected from current or former clients of FairWork. Interviews were held either face-to-face or by telephone. Most persons interviewed received a small financial incentive for their cooperation and for providing names of suitable people from their network who we could potentially be interviewed. Next, we randomly selected from these given lists the follow-up respondents to be interviewed. The latter could in their turn provide us with names of yet other people to interview, and so on. The fieldwork took place from early April up to September 2016.

Our partner in the study was the nongovernmental organisation FairWork⁸ (Amsterdam) which supports victims of labour exploitation in the Netherlands. FairWork's cultural mediators/volunteers of Bulgarian origin conducted the interviews. They also acted as the persons contacting the initial respondents/seedlings.

Testing the feasibility of this sampling procedure and the mode of interviewing for measuring the prevalence and nature of forced labour among migrant workers forms part of the pilots aims. A more elaborate description of the study's methodology and of its outcomes is provided in chapter 3.

⁸ See www.fairwork.nu.

1.4 Content

In the next chapter we present the findings of the study. In chapter three we present our conclusions regarding the principal research questions. In the Appendix we present the questionnaire and detailed outcomes of the survey.

2 Findings of the study

In this chapter we address the research goals:

- 1 To field test the feasibility of a respondent-driven sampling procedure, modelled after the study of prof. S. Zhang, among Bulgarian migrant workers in the Netherlands;
- 2 To field test a questionnaire specifically designed to measure the prevalence of forced labour among said community;
- 3 To explore whether or not the survey method can provide insights in the nature of labour exploitation, including in the sectors most involved in exploitative practices.

Our findings are based on the outcomes of the fieldwork and the evaluation of this fieldwork with the FairWork interviewers.

2.1 Fieldwork using a respondent- driven sampling design

According to our initial plan we would use a respondent -driven sampling design, starting with 10 seeds (Bulgarians), roughly stratified according to various locations, gender, age and profession. The seeds were selected from current or former clients of FairWork. Interviews were, as said, held either face-to-face or by telephone. Persons interviewed received an incentive for the interview itself and for providing us with names of suitable people from their network who we could interview. Next, we aimed to select the follow-up respondents, by randomly selecting three persons out of the 10 names that were given. We would repeat this procedure as often as possible until we would reach our set number of 120 interviews. In order to optimise the power of the estimate, we planned to add a probability that the interviewer selects a new seed instead of a follow-up respondent.

During the fieldwork we encountered several bottlenecks that had to be dealt with. We started with selecting and approaching ten initial respondents, selected from the FairWork client database stratified to location, gender, age and profession. The interviewers found it was more difficult to realise these interviews than expected. Therefore the interviewers used all connections available to them to contact seedlings, and did not follow any stratification (according to location, gender, age or profession). Stratification according to location, gender age and profession proved to be difficult anyhow because these variables were not always known beforehand.

Since the number of known seeds proved to be insufficient, interviewers also applied other methods to find primary respondents. For example, via personal messages on Facebook, visiting Bulgarian schools and Bulgarian shops, as well as by visiting bus stations, parking places and other places where Bulgarian migrant workers might be found. Seedlings from FaceBook, however, dried up very fast and according to the interviewers it was not worth putting further effort in it

Overview of sample

In total 120 respondents were interviewed. Of these, 42 were known to FairWork because of former contact or recent fieldwork. Please note that often this fieldwork was set up partly because of this pilot study. One respondent was known to the FNV Labour Union (sector truck drivers). A total of 77 respondents were suggested as potential respondents by former respondents. This means that two out of three respondents are 'new' and would not have been found without respondent-driven sampling.

Table 1. How the respondent was included in the survey

	N	%
Mentioned by other respondent:	77	64
Known to FairWork as client	42	35
Known to FNV because of known client or fieldwork	1	1

Follow-up respondents

After the interviews were finished, we asked respondents to give us 10 names (and telephone numbers) of Bulgarian migrant workers who they knew personally and who we could contact. Ten proved to be an ambitious number. In total 73 respondents did not give any name. Very few respondents gave more than two contacts. Most of them gave contacts because they wanted to help FairWork and other Bulgarian workers, and not because of an incentive.

Table 2. Number of persons listed

	N	%
No names and phone numbers given	73	61
Name and phone number of one person given	29	24
Name and phone number of two person given	10	8
Name and phone number of tree person given	7	6
Name and phone number of four person given	0	0
Name and phone number of five person given	1	1
Name and phone number of six or more person given	0	0

The idea was to select three subsequent respondents randomly using a random number table. Since the number of follow-ups was with a few exceptions, much lower, all persons listed were as a rule approached for an interview. This implies that randomisation of the choice of follow up respondent was possible only in very few cases. Also in these cases the interviewers chose to approach all listed persons instead of a selected number in order to reach the number of interviews needed (120). We will revert to this issue later.

Furthermore it took more time than expected to receive follow-up information from the respondent about potential other respondents. In some cases it took a month before interviewers could conduct the follow-up interview. Often, the initial respondent wanted to check with his/her friends before giving out phone numbers. Giving a phone number of a friend to someone one barely knows, proved to be challenging. The interviewer had therefore often to contact the initial respondent more than once, in order to get the necessary telephone numbers. Reasons why people did not give contacts were: they did not have Bulgarian friends here, they asked their friends and they said they were not interested, or vacation periods (friends were abroad and so not able to participate anyway).

Also, the number of successful interviews did not grow as quickly as we had anticipated. According to interviewers it was hard to convince people to participate. Some persons were very sceptical and did not want to participate. One of the main reasons for this seems to be that many Bulgarian workers work in the informal economy, not always paying full taxes and social security premiums, and feel uncomfortable about communicating about their work situation with outsiders. In an email to the first author a Bulgarian acquaintance gave the following explanation for her doubts about the possibility of interviewing Bulgarians about their work situation and sharing names of others for that purpose.

“ Bulgarians, and more generally all migrant workers in NL have come here to make a living and are anxious not to jeopardize that possibility. I suspect that there will be a lot of mistrust and that they will be reluctant to share personal information, or talk about their work situation. Although the conditions for migrant workers are worse than those for Dutch people , their wages are still higher than in their home country and therefore they keep silent and are ok with it. If the EU wants to prevent exploitation in the EU they should equalize the wages. That would also put a stop to migration” (email of July 1, 2016; in Dutch).

On a more positive note some participants, the sender of the letter just cited included, proved to be very motivated to participate in and support the study for political reasons, regardless of the incentives given.

Respondent driven sampling

Based on the administration of the interviewers, we made an overview of seedlings and follow-up respondents. Table 3 shows the seedlings, the amount of trees, and the number of successful follow-up respondents and follow-up nonresponse. Please note that the number of seedlings (38) is slightly lower than the number of seedlings mentioned in table 1 (according to the database) due to overlap and possibly data-entry or administrative mistakes.

Table 3. Number of layers and interviews per seedling

Seedling	a	b	c	d	e	f	g	H	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	aa	bb	cc	dd	ee	ff	gg	hh	ii	jj	kk	ll
Successful layers	5	1	1	6	1	3	1	2	2	1	1	1	1	2	1	1	0	2	1	4	3	1	3	1	1	2	3	2	1	1	2	3	2	1	1	3	7	2
Successful interviews	10	1	1	13	1	7	1	2	2	1	1	1	1	4	1	1	0	2	1	4	6	1	6	1	1	2	3	2	1	1	3	3	2	1	1	4	25	2
Total layers	6	1	1	6	2	3	2	2	2	1	1	1	1	2	2	1	1	2	2	4	4	2	4	1	3	2	3	2	1	1	2	3	2	1	1	3	7	2
Total names (success + No succes interviews)	13	1	1	13	2	8	2	2	2	1	1	1	1	5	3	1	1	2	6	5	8	2	8	1	4	2	3	2	1	1	3	3	2	1	1	4	27	2
Total no follow-up	3	0	0	0	1	1	1	0	0	0	0	0	0	1	2	0	1	0	5	1	2	1	2	0	3	0	0	0	0	0	0	0	0	0	0	0	2	0

We conclude that the maximum amount of layers which resulted in successful interviews, is 7. But often there was no follow-up respondent (meaning there is 1 layer) or just two layers (the seedling gives names of some friends which are interviewed, but these follow-up respondents do not give names that lead to successful interviews). The mean amount of layers is 2. This means there has been little scope for randomization in the selection of respondents. The sampling procedure has amounted more to uncontrolled snowball sampling, starting with a convenience sample of known contacts of FairWork.

The average age of the respondents was 38 which comes close to age distribution of the registered Bulgarian adults in the Netherlands. Of the respondents 58% was male and 42% female. Considering the gender distribution of the registered community of Bulgarian adults with two thirds of females, this means that males might be somewhat overrepresented in the sample.

2.2 Questionnaire and interview mode

Questionnaire and data quality

The questionnaire was informed by Dutch jurisprudence on forced labour, and the ILO key indicators of forced labour and fine-tuned in collaboration with FairWork. We made a questionnaire that was practical and suitable in the Dutch situation. After 10 successful interviews we met with the interviewers and evaluated the questionnaire. Also after finishing the fieldwork, we evaluated the work with the interviewers. In general the interviewers found the questionnaire useful and easy to work with. During the interviews, they often had more or less open conversations with the respondent about his/her work experiences and interviewers used the questionnaire as a kind of check list. For the questionnaire see Appendix A.

As said, interviewers encountered few problems with respondents understanding and answering the questions. However, in an early stage of the interview we asked, after describing manifestations of forced labour, whether respondents had “ever experienced any of such exploitative practices”. According to the interviewers this question seemed to be tricky because people do not really like and/or probably do not fully understand the word exploitation. During the fieldwork we adjusted the final part of the question into: “Have you ever had such problems at work”. This question still sometimes resulted in false negatives. Some respondents who answered no to the question, told the interviewer during a brief informal conversation, they did not have a contract or got not paid regularly. Apparently the respondents themselves had not seen this as a problem in the sense of the screener. The instruction to the interviewer was to include as many cases as possible and continue the interview if there might be just a small probability of any problems at work. On reflection the last sentence ought better to have been formulated with the neutral question whether any of these situations did apply.

The questionnaire includes several open questions which were filled out properly and have indeed enriched the information about the nature of the cases of forced labour. However, there are some gaps as well and in some cases data seems to contradict itself. Possible explanations for this are data-entry mistakes, interpretation mistakes or an inconsequent respondent. A possible explanation for the latter is that talking about possible exploitation might raise awareness and the respondent might realise that he himself is a victim of exploitation in the course of the interview.

Interview mode

Interviews were held either face-to-face (88) or per telephone (30). The choice between interviewing face-to-face or by telephone was made by the interviewers themselves. If the respondent lived ‘far’ from Amsterdam the interview was preferably conducted by telephone. Some respondents preferred to be interviewed by telephone in any case.

Interviewers did not have the impression that respondents had withhold important information to them. Face-to-face interviews seemed to run smoother and to provide more elaborate answers according to some

of the interviewers. A face to face interview was also preferred by the interviewers because in this way they felt more involved in “fieldwork-like” action.

Table 4. Interview mode

	N	%
Face to face	81	68%
Telephone	37	31%
Unknown	2	2%

Incentives

All respondents were offered an incentive of E 12,50 per interview, including the provision of names and contact information of persons within their Bulgarian network, who could be approached for an interview.

We started the fieldwork in April 2016. In order to promote the provision of names of potential interviewees, we added from August onwards an additional incentive of E 5,- for each name (and contact information) given which could successfully be used for an interview. The respondent would receive this incentive, after a follow-up interview had taken place. In this way we hoped to improve the progress of the fieldwork and increase the number of follow-up respondents.

To our surprise, almost half the respondents refused to accept the incentive (67). Especially the extra incentive of E 5,- was frowned upon and declined by a large number of respondents. Respondents cooperated because they thought this was the right thing to do with a view of helping to improve the conditions of migrant workers, Bulgarian or otherwise. Accepting money for providing contact information did not feel right to them and provoked uneasy feelings of betrayal, bribing, or buying off privacy considerations. Also some of the interviewers did not find the E 5,- incentive sufficient.

Table 5. Incentive given for participating in survey

	N	%
Yes	67	56
No	53	44

Interviewers

First of all, we are very grateful to all interviewers for participating in this project. They have provided us with valuable information that we could not have gathered without them. Three interviewers participated in the research (A, B, C). We started with interviewers A and B. After two months interviewer B quit and was

replaced by interviewer C. Interviewers received a 10 Euro compensation for each completed interview. The interviewers were all Bulgarian volunteers working as Cultural Mediators for FairWork.

Table 6. Number of interviews per interviewer

	N	%
A	86	72
B	5	4
C	28	24

We encountered a few challenges with the interviewers. As FairWork cultural mediators and volunteers they were not recruited or trained as professional interviewers.

- ① One volunteer found it difficult to ask for names and contact information of possible follow-up respondents. This volunteer often did not fully succeed in finishing an interview and getting follow-up respondents. After two months of trying she quit. Based on our data, we cannot conclude whether or not there is a possible interviewer bias.
- ② The time investment of the interviewers was limited to their own agreement with FairWork. Interviewer A was a Bulgarian student and had –as an indication- a few days per week available for interviews. Interviewers B and C had less time available for interviews –as an indication- 1 day a week, which made it more difficult to realise interviews and follow-up appointments. Still, one volunteer (A) was very enthusiastic and put a lot of energy in the research. She realised the majority of all interviews.
- ③ Coordinating the work of volunteers is different from that of professionals. During the first months of the project, we did not set clear goals (e.g. the interviewer should realize a set number of interviews per week). Part of the reason for this was the small size of the project and the fact that interviewers needed time to understand their role in the project. Only after setting clear goals for the number of interviews and giving better instructions, the number of interviews per week increased significantly.

Bulgarian background

As mentioned before, the common cultural background of the interviewers and respondents was seen as key. Without a common language and cultural background, the interviewers would not have been able to carry out these interviews. Most respondents speak Dutch nor English. Besides Bulgarian they can sometimes speak Turkish (one of the reasons they referred to Turkish places, employers etc.). However, even the Bulgarian interviewers still required sensitivity and persistence in order to get reliable answers and information on follow-up respondents. According to the respondents there is no homogenous Bulgarian in NL. Depending on which part of Bulgaria or which social class people come from, there are differences in the way they communicate to each other. The respondents very often said that they don't have Bulgarian friends or just a few, do not live in Bulgarian neighbourhoods, and do not support each other. These characteristics limit their capacity to name other Bulgarians. Bulgarians with a Turkish or Roma background

seem to stick together somewhat more, and are more likely to help each other. Turkish (speaking) Bulgarians were somewhat more likely to give the interviewers contacts and to participate actively in the project.

Planning

We started the actual study in February 2016. In March FairWork recruited interviewers. Actual interviewing started in April 2016 and finished in September 2016. The fieldwork took, as said, more time than anticipated. At the end of June we had completed less than 25 interviews. The reasons for this relatively slow progress are twofold. First, it took more time than expected to recruit interviewers. Second, it took more time to do the interviews and get follow-up information from the respondent. Sometimes it took, as explained, a month before we could conduct the follow-up interview. Lastly, it surfaced that the interviewers needed more coordination than was envisaged. Only after better instructions were given and firm and clear goals for the interviewers were set, the amount of interviews increased rapidly to the targeted 120.

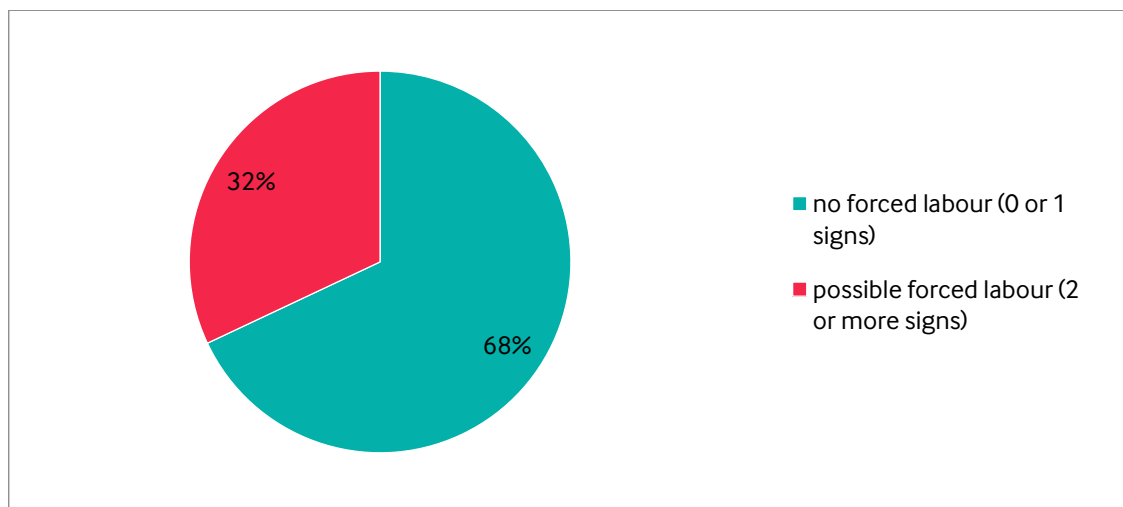
2.3 Results on the prevalence and nature of labour exploitation

Prevalence

The results of the survey give insight into the prevalence and nature of labour exploitation. For the purpose of this study we define a respondent as a possible victim of forced labour when their case involves at least two of the following four indicators: deceit in recruitment, excessively low wage, working under duress and/or use of threat/force. In total 38 of the respondents answered “yes” to at least two of the following questions: Were the work conditions/pay worse than promised? (deceit); Were you paid a wage that was less than 1.000 euro per month gross? (wages below 2/3 of set minimum wage); Were you working under duress? For example by long hours, dirty work, working under very unpleasant conditions e.g. too cold/too warm, day and night? (duress); Were you in any way threatened by the employer to work more hours, do things you did not want to do, or work in conditions you did not want to accept? For example by violence, threat of violence against you/himself or family, or were you threatened with the non-payment of earned wages or any other threat? (threat/force). We chose these questions as the key indicators of forced labour according to the ILO Guidelines and Dutch case law⁹. Based on these results, 38 of the 120 respondents (32%) could be regarded as having been victims of forced labour at least once during the past five years. See figure 1 for results.

⁹ As explained, ILO experts consider a work situation as labour exploitation in the case of: 1. Unfree recruitment covering both forced and deceptive recruitment; 2. Work and life under duress covering adverse working or living situations (imposed on a person by the use of force, penalty or menace of penalty); 3. Impossibility of leaving an employer as a form of limitation on freedom; 4. Penalty or menace of penalty (means of coercion), applied directly to the worker or to members of his or her family. To qualify as forced labour under the Dutch criminal law the situation must involve below standard wages.

Figure 1 Prevalence of possible labour exploitation according to the indicators deceit, low wage, duress, or use of force during past five years (N=120)



More detailed results are shown in table 7¹⁰.

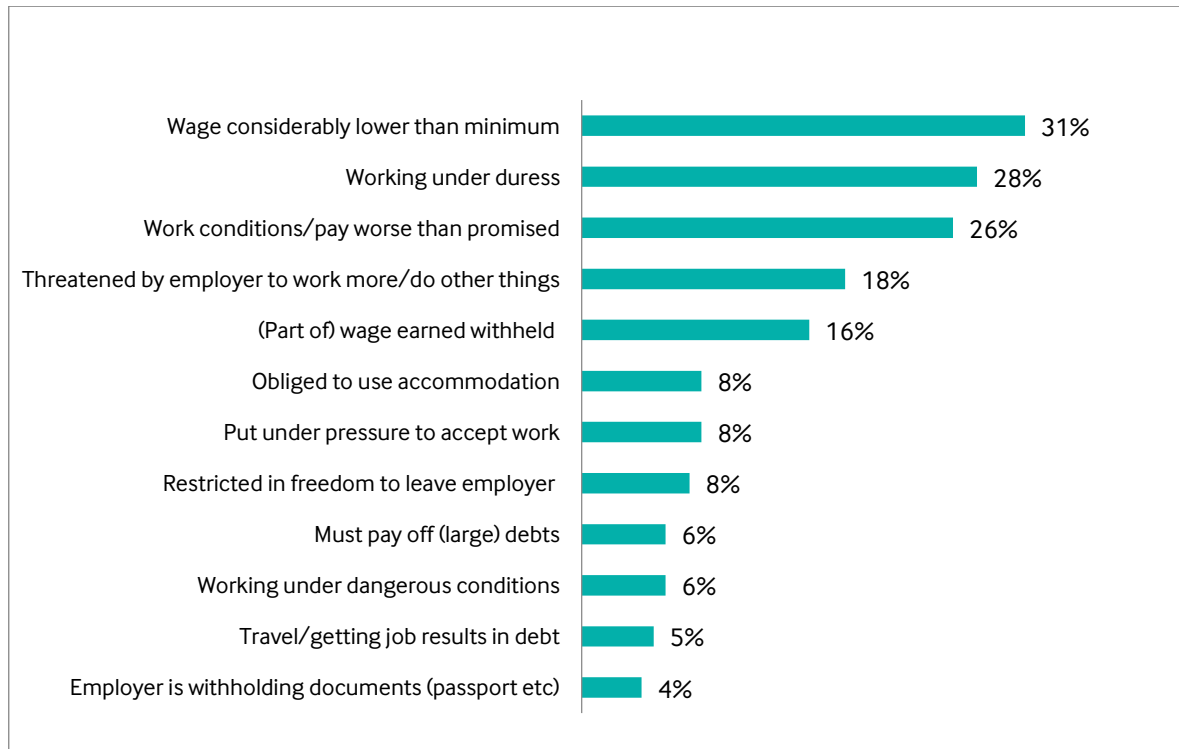
Table 7. Number of indicators of forced labour mentioned by respondents (deceit, low wage, duress, force). (N=120)

	N	%
0 indicator "yes"	61	51
1 indicators "yes"	21	18
2 indicators "yes"	18	15
3 indicators "yes"	14	12
4 indicators "yes"	6	5

According to the incremental scores presented in table 7, 17% of the respondents was affected by three or more indicators of forced labour and five percent was affected by four of such indicators. The dataset includes a total of twelve indicators of forced labour including the four key indicators used for the rating. Many of those rated as victims of forced labour using the four key indicators, have also reported positively on one or more of the other indicators. The ratings in table 7 must therefore be seen as a minimum. If all twelve indicators would be taken into account in the rating the percentages of respondents qualifying as possible victims of forced labour would be higher. The percentages of positives per individual indicator are presented in figure 2.

¹⁰ Please note that the 48 respondents who did not pass the screener question (i.e. did not consider themselves to have been subjected to exploitative practices in employment in the Netherlands over the past five years) are counted as "0". They obviously are counted among those not showing any signs of possible forced labour.

Figure 2 Respondents scoring positive on twelve different indicators of forced labour (N=120)



For a proper assessment of the seriousness of the indicators, it is important to know the duration of the exploitative practices. Eighty percent of reported cases lasted longer than some months in 80%. A third of cases lasted longer than a year (see table 14 in Appendix B). Most reported cases have lasted long enough to qualify as possible forced labour.

Considering the prevailing case law of the Dutch Supreme Court, our results indicate that at least 17%, and possibly 32% of the respondents in our study have during the past five years worked at least once for under conditions that qualify as forced labour under Dutch law.

Of those reporting positively on the screener question on any exploitative practices more than a third (40%) said it had happened during 2016. These results suggest that between roughly 5% and 10% of the respondents was criminally exploited in the course of a year¹¹. Under the (unproven) assumption that the respondents are more or less representative for the Bulgarian community, the number of cases of forced labour among Bulgarians in the Netherlands could tentatively be estimated at 350 or 700 per year dependent on the criterion used (at least three or four key indicators apply).

Correlation between type of respondent and prevalence of exploitation

Since a third of the respondents were former contacts of FairWork, the sample might be biased towards negative work experiences. We looked at the possible relation between the way in which respondents were included in the survey (from FairWork network or via another respondent) and the prevalence of possible labour exploitation. The results are presented in table 8. Against our expectation, the group of follow-up

¹¹ A third of the respondents who have been affected said it had happened more than once during the reference period of five years. Assuming that multiple victimization is less common during the reference period of one year, the number of cases is supposed to equal the number of victims.

respondents show more rather than less signs of possible labour exploitation than seedlings (34% resp. 28%). The hypothesis that FairWork clients are more likely to be exploited than other respondents is refuted.

Table 8. Possible labour exploitation for seedlings known to FairWork and subsequent respondents (N=120)

	Prevalence of possible labour exploitation (number of respondents with 2 or more signs)	N	%
Subsequent respondents; mentioned by other respondents	26	34%	77
Seedlings; known to FairWork network	12	28%	43

Nature

The seven most common sectors where the exploitation took place were the following: Agriculture (33%), Accommodation and food services (11%), Construction (11%), Commercial cleaning (11%), Transport /logistics (9%), Manufacturing (9%) and Domestic labour (8%). One female respondent indicated she had been working in the sex industry.

Tables 8 provides brief descriptions of the exploitative practices to which the respondents were subjected. These case descriptions relate to all cases of respondents who answered positively to the screener. Some examples are:

- a) Working in a greenhouse near Almere; 19 Bulgarians living together in the same house; very bad living conditions; there were also two children under 18 years; while working they weren't allowed to go to the toilet, only after the 4th hour; working between 5hours per day, but sometimes also 10; no contract; cannot plan next days, because they don't know when are going to work - get their shift the day before; if they wanted to go somewhere, they had to rent his boss's car and pay for it; buy groceries from the boss; housing was provided by the boss and was obligation - if you want to leave the house, you lose your job.
- b) He worked as a driver for a cleaning company - he used to make deliveries for the clients, worked there 9 months, 6 days a week from 7 o'clock till 18 and was paid 400E per week. He had a car accident and turned out his employer wasn't paying for Insurance and didn't register his hours. The respondent opened a case and there's an ongoing trial against the employer.
- c) She worked as a cook in a small restaurant in Den Haag. The restaurant was rented by her, her husband and father-in-law by a Dutch man. They had an arrangement with the Dutch man to transfer the restaurant to them when all the documents are ready but he did not do that. Just the opposite - the Dutch man regarded them as his debtors and required to pay him taxes for the last one year. The documents for those taxes were forged. He started to threaten them in order to pay him the money and also threatened to hurt her father-in-law.
- d) Working in a greenhouse for cucumbers; the employer was the nephew of his wife's brother in law; they were living all together (19 + the employer's family) in the same house; housing, transport, food was provided by the employer and turned into debts; IDs were token away; they didn't know the

address, name of the company they were working for; no contract; 6E per hour; no regular work schedule - the day before were told if they're going to work next day or not; housing and work were "package"; no bank account; they were been lied they would get better housing and conditions , just have to wait; no access to medical care, if needed.

Two thirds of those who reported positively on the screener said they had found the work through friends or acquaintances. Ten percent had found the work by asking around and another eight through family. These findings do not suggest the involvement of professional recruiters. Work agencies were rarely involved. In thirteen percent of the cases someone had arranged their travel to the Netherlands. In most cases the travel had been arranged by the employer or company for whom they worked. The travel arrangements had usually resulted in a debt but these findings do not point at the involvement of traffickers other than the exploiting employers themselves.

Of those who provided information on this issue, 14% had reported their case to the police and 2% to the labour inspectorate (N=49). The most frequent reasons for not reporting were that they did not know where to report, were afraid for repercussions or did not have proof.

3 Conclusions and discussion

The main aims of study were to test the chosen methods of respondent driven sampling, the method of personal interviewing (face to face or by phone) and the usefulness of the questionnaire. We conclude that the respondent-driven sampling method has worked reasonably well in the sense that it resulted in at least 64% of new respondents, people not known beforehand. However, the chains of respondents were insufficiently long to obtain randomization. In addition, the inclusion of a random factor in the selection of follow-up interviews proved impossible since people only gave the names and numbers of just a few friends. The expectation that many Bulgarians would be members of extensive and high-contact networks of other Bulgarians in the Netherlands proved not to be true. The Bulgarian community seems not to be as highly integrated as expected and to be divided in different ethnic groups (such as Turkish speakers and Roma). Also the possibility to provide names and contact numbers from networks on Facebook proved to be very limited.

The main problem with the respondent-driven sampling was the reluctance among the Bulgarian community to speak about problems at work stemming from the fact that many work in the grey economy. This factor also reduces their readiness to divulge the names of other potential respondents for interviews about conditions at work. On the other hand the study has shown that the topic of the study appealed the respondents and that many were for that reasons motivated to participate in it. The use of financial incentives seemed of secondary importance in persuading them to take part. The fact that the interviewers worked for Fair Work seems to have might helped participation among seedlings, but less among subsequent respondents since these were rarely aware of their work on behalf of migrants. Although the sampling chains were too short to reach randomization, the distribution of the sample by age and gender seemed not to deviate much from the population of the Bulgarian community in the Netherlands. Males, however, might have been somewhat overrepresented. Interestingly, an analysis of the prevalence of indications of forced labour among seedlings and subsequent respondents showed no significant difference. This finding suggests that the use of persons known to FairWork as seedlings has not introduced a strong bias in the sample in respect of forced labour-related experiences. By and large the experiences gained in the study concerning the sampling method suggest that improvements in the degree of professionalism of interviewers, and improved training, guidance and supervision, are key for obtaining good results. In particular, the experiences have taught that interviewers must be able to overcome initial reluctance to divulge names of other respondents by ensuring confidentiality.

The mode of personal interviewing seems to have worked well. This is most likely to a large extent due to the use of fellow Bulgarians as interviewers. According to the interviewers face to face interviewing was their preferred mode.

The content of the designed questionnaire has also proven to be mostly successful. The respondents understood the questions and could answer them without problems. After an adjustment, omitting reference to the word exploitation, the broad screener seems to have produced good results and so did most of the follow up questions. Using the positive answers to questions on twelve different indicators of forced labour included in the questionnaire, we were able to arrive at estimates of how many respondents had been possible victims of forced labour according to the ILO Guidelines and Dutch case law. In this report we have rated respondents as victims if they had answered positively to at least three or to all four of four key indicators of forced labour (excessively low wages/below two third of minimum wage, working under duress, deceit in recruitment and use of force/menace). The inclusion of a set of different questions on individual indicators allows the construction of variables indicating forced labour according to varying definitions. The resulting rough estimates of the prevalence of victimization by forced labour in the course of five or one year respectively were significantly higher than those measured through the Gallup surveys commissioned by WalkFree among samples of national populations. According to these tentative estimates hundreds of Bulgarians are subjected to forced labour in the Netherlands annually, of which just a handful are ever reported to the authorities. In addition, the follow up questions have provided a wealth of information about the nature of the exploitation, especially about the sectors where this usually takes place. We conclude that the pilot study has confirmed that the hidden figures of forced labour among migrant communities in the Netherlands is huge, and ought to be better mapped to direct policies and monitor their effectiveness. We also conclude that the study can be replicated on a larger scale in the Netherlands, and possibly elsewhere in the EU, as a means to collect data on the prevalence and nature of labour exploitation among migrant communities. Whether respondent-driven sampling among migrant communities is advisable, considering the hesitant attitudes of migrant workers to discuss their work situation, should be further examined. Focussed sampling in neighbourhoods with high concentrations of migrants, as conducted by the Fundamental Rights Agency in its surveys on hate crimes and discrimination, should be explored as another option, although this seems not feasible in the case of Bulgarians living in the Netherlands.

Finally, we asked our partner in the study, FairWork, to evaluate the pilot and to share their thoughts with us. FairWork concluded that the project had been more demanding than expected and more time consuming. However, they found their participation worthwhile because of the useful information gained about the nature of forced labour in the Netherlands and its distribution across economic sectors. The study has sensitized them to the problems of unknown groups of migrant workers in various economic sectors. The survey motivated FairWork to carry out more outreach work among these groups at risk. Because such qualitative data is vital for implementing their mission to support victims of forced labour, they would be interested in participating in further studies of this kind.

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Appendix A: questionnaire

Pilot study of labour exploitation among migrant workers in The Netherlands

1. A screening already took place to keep only Bulgarian workers

Interviewer instructions are stated in black/italic

I. Demographics

Characteristics respondent

1. Age:

2. Gender

Male

Female

3. What is your educational attainment?

4. What is your current branch of economic activity?

- Agriculture, forestry
- Fishing
- Manufacturing
- Construction
- Wholesale and retail trade, repair of motor vehicles and motorcycles
- Accommodation and food service activities
- Military
- Arts, entertainment and recreation
- Prostitution/Sexual exploitation
- Drug production/Drug sales/Trafficking
- Begging
- Personal Services (e.g. massage parlours, beauty parlours)
- Domestic Labour
- Harbour, shipping industry
- Transport, logistics
- Criminal exploitation
- Commercial cleaning
- Pet care
- Other (write in):

II. Screening

Experiences with exploitative situations at work in NL

5. Migrant workers sometimes work in unacceptable conditions and/or are treated badly by their employers, for instance they are underpaid, their accommodation is bad and/or their work is dangerous or unhealthy. Do you think that you yourself have been subjected to such exploitative practices in employment in the Netherlands over the past five years?

- Yes
- Maybe / don't know
- No - End of interview. Proceed to IV

interviewer: we aim to continue the interview as often as possible. Only stop if the respondent is absolutely negative. If the respondent is not sure, please continue the questionnaire.

III. Follow up questions for recorded case of possible exploitation

6. How often was this the case?

If more than one case of exploitation, ask about the latest case

Characteristics of latest case

7. What is/was the sector of exploitation?

- Agriculture, forestry
- Fishing
- Manufacturing
- Construction
- Wholesale and retail trade, repair of motor vehicles and motorcycles
- Accommodation and food service activities
- Military
- Arts, entertainment and recreation
- Prostitution/Sexual exploitation
- Drug production/Drug sales/Trafficking
- Begging
- Personal Services (e.g. massage parlours, beauty parlours)
- Domestic Labour
- Harbour, shipping industry
- Transport, logistics
- Criminal exploitation
- Commercial cleaning
- Pet care
- Other (write in):

8. Could you describe the situation?

9. How many others were roughly involved as a possible victim - at the same period the respondent was working?

10. How many others were roughly involved as a possible victim - in total? Please explain/elaborate.

11. How many were Bulgarian?

Duration of the work in the exploitative situation

12. When did the exploitation start?

- This year (2016)
- Last year (2015)
- Longer ago (max 5 years ago)

13. Are you still in that situation?

- Yes
- No

If no: when did it stop? How? Please explain

14. How long did the exploitation last?

- Several days
- A few weeks
- Several months
- Other:

Recruitment

15. What type of job did you do? Please give a description of the kind of work you did.

16. How did you find that job? (friends/family, intermediary in NL, intermediary in Bulgaria)?

17. Did anyone arrange your travels? Who?

Yes

No

If yes, Who?

18. Did the travel and/or getting the job result in a debt?

Yes

No

If Yes, Why? Please explain

19. Were the work conditions/pay worse than promised?

- Yes
- No

If Yes, Why? Please explain

20. Were you under any kind of pressure to accept the work?

- No
- Yes, to pay off debts or debts of family
- Yes, by other means

Which ones? Please explain

Nature of exploitation

21. Were you paid a wage that was considerably lower than the minimum wage (1.500 euro per month gross)? Was it less than 1.000 euro per month gross (2/3 of minimum wage)?

- Yes
- No

If Yes, Why? Please explain

22. Was (a part of) the wage you earned withheld? Why?

- Yes
- No

If Yes, Why? Please explain

23. Were you working under duress? For example by long hours, dirty work, working under very unpleasant conditions e.g. too cold/too warm, day and night?

Yes

No

If Yes, Why? Please explain

24. Were you working under dangerous conditions? Why?

Yes

No

If Yes, Why? Please explain

25. Were you obliged to use accommodation? Why?

Yes

No

If Yes, Why? Please explain

26. Were you in any way threatened by the employer to work more, do things you did not want to do, or work in conditions you did not want to accept? For example by violence, threat of violence against you/himself or family or threat with the non-payment of earned wages or any other threat?

Yes

No

If Yes, By which means?

27. What is/was the most difficult in that job?

Possibility of leaving employer

28. Were you restricted or limited in your freedom to leave the employer?

Yes

No

If Yes, How? Please explain

29. Did you have to pay off any (large) debts before you can return to your country?

Yes

No

If yes, please explain

30. Was your employer withholding documents, e.g. passport or identification card?

Yes

No

If yes, please explain

Contact with authorities and FairWork

31. Have you reported this case to the authorities (police, labour inspector)?

Yes

No

If Yes: to which authority?

If No: why not? Did you consider reporting?

32. Have you heard of FairWork before?

Yes

Not

If Yes, did you have contact with FairWork?

33. The next time you are searching for a job, how would you make sure this job is a good one?

Only if respondent experienced more than one case of exploitation (if Q8 > 1)

34. You mentioned this was not the only case of possible exploitation. Was the case we just talked about the most severe case in the last five years? (i.e. the case that had the most impact on the respondent)

35. Do you want to tell something about this case?

IV. Listing, description of network

Could you please inform us about fellow Bulgarian current guest workers in the Netherlands that you personally know, e.g. family members, co-workers or acquaintances / friends?
Check that persons are alive, Bulgarian, living in the Netherlands, working in the Netherlands, 18 years or older.

36. Please tell us which of them you know personally by their first name (add gender) and phone number (max 10)

1) Name and phone number	<input type="text"/>
2) Name and phone number	<input type="text"/>
3) Name and phone number	<input type="text"/>
4) Name and phone number	<input type="text"/>
5) Name and phone number	<input type="text"/>
6) Name and phone number	<input type="text"/>
7) Name and phone number	<input type="text"/>
8) Name and phone number	<input type="text"/>
9) Name and phone number	<input type="text"/>
10) Name and phone number	<input type="text"/>

37. Are you somehow in touch – direct or via social media (Facebook) – with Bulgarian compatriots who are also working abroad but not in the Netherlands?

- Yes
 No

If Yes, where are they working? (which country)

38. Do you have any information/knowledge of their working conditions?

- Yes
 No

Selection of new respondents, explaining seeding procedure, incentive

INTERVIEWER - PLEASE FILL IN

39. Date and place of interview

DD/MM/YYYY

Place

40. Interviewer

Elena

Nevena

Dilyana

41. First name of respondent

42. Phone number of respondent

43. How the respondent was included in the survey

Mentioned by other respondent; please specify his/her first name and phone number:

Known to Fairwork because:

Known to FNV because:

Other:

44. Incentive given

Yes

No

45. Other remarks:

Appendix B: outcomes of survey

I. DEMOGRAPHICS

Table 1 Age N=120

Mean	38
Min, max	14, 65

Table 2 Gender N=120

	N	%
Male	70	58
Female	50	42

Table 3 What is your educational attainment? N=118

	N	%
none	8	7
primary	21	18
MBO	1	1
secondary	47	40
higher secondary	27	23
University (incl. bachelor, master)	14	12

Table 4 What is your current branch of economic activity? N=120

	N	%
Agriculture, forestry	29	24
Fishing	0	0
Manufacturing	4	3
Construction	15	13
Wholesale and retail trade, repair of motor vehicles and motorcycles	6	5
Accommodation and food service activities	17	14
Military	0	0
Arts, entertainment and recreation	2	2
Prostitution/Sexual exploitation	0	0
Drug production/Drug sales/Trafficking	0	0
Begging	0	0
Personal Services (e.g. massage parlours, beauty parlours)	0	0
Domestic Labour	7	6
Harbour, shipping industry	0	0
Transport, logistics	7	6
Criminal exploitation	0	0

Commercial cleaning	14	12
Pet care	0	0
Other (write in):	19	16

II. SCREENING

Experiences with exploitative situations at work in NL

Table 5 Migrant workers sometimes work in unacceptable conditions and/or are treated badly by their employers, for instance they are underpaid, their accommodation is bad and/or their work is dangerous or unhealthy. Do you think that you yourself have been subjected to such exploitative practices in employment in the Netherlands over the past five years? N=120

	N	%
Yes	42	35
Maybe/ don't know	30	25
No	48	40

Interviewer: we aim to continue the interview as often as possible. Only stop if the respondent is absolutely negative. If the respondent is not sure, please continue the questionnaire.

III. FOLLOW UP QUESTIONS FOR RECORDED CASE OF POSSIBLE EXPLOITATION

Table 6 How often was this case? N=71

	N	%
1	46	65
2	13	18
3	6	8
4	0	0
5	2	3
6	1	1
7	1	1
'MANY TIMES'	2	3

Characteristics of latest case

Table 7 What is/was the sector of exploitation? N=71

	N	%
Agriculture, forestry	25	33
Accommodation and food service activities	8	11
Construction	8	11
Commercial cleaning	8	11
Transport, logistics	7	9

Manufacturing	7	9
Domestic Labour	6	8
Other	5	7
Wholesale and retail trade; repair of motor vehicles and motorcycles	1	1
Prostitution/Sexual exploitation	1	1
Arts, entertainment and recreation	0	0
Fishing	0	0
Military	0	0
Drug production/Drug sales/Trafficking	0	0
Begging	0	0
Personal Services (e.g. massage parlours, beauty parlours)	0	0
Harbour, shipping industry	0	0
Criminal exploitation	0	0

Table 8 Could you describe the situation? N=71

<p>a. He had to work long hours per day. The employers did not want to sign a contract with him so he worked illegally.</p> <p>b. 15 hours driving (mostly in the night) working for German company; people there got fines for everything - if you take 5 min more break then you have to pay 50E; he didn't get any fines, but all of his co-workers got problems with it; long hours driving in the night, so he cannot sleep normally and have a regular break;</p> <p>c. 2014 a friend organized work for her in NL; also provided transport, accommodation, etc. and they paid 80E for the service; living all together 4 people in one room (30 people in total)</p> <p>d. a long time ago, when she came to NL started working in a laundry service for couple of months, didn't get paid and back then she didn't have permit to work, so didn't ask for the money and just quit the job,</p> <p>e. Cleaning different places appointed to him by his employer</p> <p>f. cleaning in a hotel (commercial cleaning company), worked 7 hours a day, but was paid only 5; only one day break, cleaning 14</p> <p>g. cleaning in offices and business buildings</p> <p>h. commercial cleaning in hotels, business buildings, etc. zero-hour-contract, via job agency,</p> <p>i. cucumbers green house; went there with her family, everything was supposed to be provided by the employer; they were around 20 people living together with 1 toilet and 1 shower; sleeping on the floor</p> <p>j. didn't get any money there</p> <p>k. everything is fine, but doesn't have a contracts, she also says everyone works like this, she works in a factory for clothes</p> <p>l. first job in NL already 5 weeks, greenhouse for tomatoes</p> <p>m. First job she got in NL when she came was offered by a friend. She worked there 6 month for 30E a day, cleaning 3-4 houses every day (means 10-12 hours), one day break in the week, her friend was her employer as well</p> <p>n. Flowers, together with Ani work since 3 months and didn't get any money for the last 2 months.</p> <p>o. greenhouse for cucumbers; ""full package"" provided by the employer - he organized the transport, housing, work; he was the nephew of her brother in law; her son had some troubles in BG and that's why she contacted this employer to help her finding a job; they knew each other from the same village and she trusted him; that's why she didn't do any research before leaving BG;</p> <p>p. Greenhouse for cucumbers; went there together with his family; everything was supposed to be provided by the employer - transport, accommodation, etc.</p> <p>q. greenhouse for flowers, works already two months and didn't get paid, she doesn't have a contract, the employer is okay, but the job agency is problematic;</p>

- r. greenhouse for roses
- s. greenhouse for tomatoes
- t. greenhouse, kneeling all day long, no contract, they are not paid for the last 2 months
- u. he didn't have any papers before 2007 and worked in a packing factory, was very long time ago
- v. He has a 0-hour contract with Turkish job agency, they call him only if there's a job and he does the dirtiest job in diff. places (construction, cleaning, greenhouses, everything). he never knows where or when he works
- w. He has a 0-hour-contract and works from time to time at a retail store. he claims that he's paid less the min. wage
- x. He started working in a restaurant (making pizza) with 0-hour contract. He didn't know that this is temporary contract and expected to work there every day or at least couple of days a week. It turned out that there is less work now and he was dismissed. He doesn't have another job now, also no place to stay.
- y. He used to work at a construction site. The respondent quit the job because the work was very hard and exhausting for him.
- z. he was a guard at a big shop in the Hague, he was responsible for everything there though: guarding, cleaning, making coffee in the morning, etc. worked from 6pm to 9 am every day without a day off
- aa. He worked 1 year and 2 months and the labour inspection came on 13.11. 2013 and everyone who worked at the company had to leave. He stayed because his wife and children were in Holland and now they worked through 'Uitzendbureau'
- bb. He worked as a driver for a cleaning company - he used to make deliveries for the clients, worked there 9 months, 6 days a week from 7 o'clock till 18 and was paid 400E per week. He had a car accident and turned out his employer wasn't paying an insurance and didn't register his hours. the respondent open a case and there's an ongoing trial against the employer
- cc. he worked as a truck driver, but in his opinion was paid too less and worked too much
- dd. he works as a truck driver ever since he's in NL, worked in 2012 for one year and a half for a Dutch company, didn't get 5000E salary, than the company bankrupts and this man couldn't get paid; he was told there's nothing he can do and that's why he moved on
- ee. helping in the construction, every time diff. place, as long there is a work; was paid 4-5E per hour and was promised to get 7-8 , worked 2-3 hours more than promised
- ff. her employer refuses to sign a contract
- gg. In 2014-2015 the respondent worked as a cook in a small restaurant in Den Haag. The restaurant was rented by him and his family from a Dutch man. They had an arrangement with the Dutch man to transfer the restaurant to them when all the documents are ready but he did not do that. Just the opposite - the Dutch man regarded them as his debtors and required to pay him taxes for the last one year. The documents for those taxes were forged. He started to threaten them in order to pay him the money. The guy even threatened to hurt his father. They contacted the authorities. Also got in touch with FairWork (via the cultural mediator). Currently, this restaurant is closed and they intend to sue the Dutch man.
- hh. Clothing repair, tailoring and dry cleaning; she has a 0-hour-contract and works 4-6 hours a day, but only 2 are registered
- ii. no contract, but she was undocumented at this moment (she worked there before 2007); no holiday money; no preferences; discrimination;
- jj. no day off; no holidays; working every day 12-16 hours; no contract
- kk. prostitution
- ll. salary lower than the minimum wage; fraud with payment: he had a contract for 1500E per month and only 1050E are transferred onto the bank account, than he was forced to sign, that the rest was given cash (which was not true); workhours on Sunday and Saturday were not paid; working 50 hours per week; big difference between what was actually paid and what was paid on paper; on paper everything is perfectly fine, but in the reality they were underpaid and forced to work longer hours; exploitation started 2014

- mm. she has a 0-hours-contract and only 2 per week are registered, in fact she works 10 hours per day;
- nn. she is working in domestic and commercial cleaning; she doesn't have a contract and says that everything is okay; her boss is low-skilled Bulgarian with primary education, but treats her well and know how to do business; sometimes she feels it's unfair because she has more experience and knowledge and gets less money than him; she doesn't complain a lot, because it's temporary job till she learns Dutch and find something else; 6-7 hours a day
- oo. She was freelancer and worked with another BG woman, they were cleaning houses together. The other woman was something like boss, because she was the one finding houses that's why she took part of the money of the respondent, this BG woman also arranged everything for the respondent- house, work, etc. they were also cleaning the houses together, to finish the work faster
- pp. She was freelancer and worked with another BG woman, they were cleaning houses together. The other woman was something like boss, because she was the one finding houses that's why she took part of the money of the respondent, this BG woman also arranged everything for the respondent- house, work, etc. they were also cleaning the houses together, to finish the work faster
- qq. She was working via job agency and the problem was at only one green house. Working for 7,5E per hour in a glasshouse, 10 hours per day (some times more, some times less), she had a 0-hours-contract and didn't know when was she going to work. Every day before going to work her ID was token, so the employer can make it sure they will stay and work till the end of the day. If anyone wanted to go home earlier, then s/he was not allowed to take his ID.
- rr. she worked for a big company and got sick at, the employer forced her to re-sign, but she called a lawyer and checked that they can't do this
- ss. She works more hours than max. per day.
- tt. The respondent arrived in NL in 2011. A friend of his offered him a work in the cleaning sector. The respondent was supposed to start his own firm and together with his friend (who had already had a firm) to work as partners. The agreement was to share everything - the expenses and the earnings. They work together for 4 years but the respondent is not satisfied with his partner. He believes that his partner does not share fairly the money they earn. That's why he took a decision to leave him. But it turned out at the end of the financial year that the respondent has a huge debt regarding his previous partnership in the cleaning company. At the moment, the responded has already hired a lawyer about this case and additionally seeks a help from FairWork.
- uu. The respondent cannot entirely qualify the situation in question as labour exploitation. However, she considers it as such case to some extent. It is about her first job as a cleaning lady. The conditions in which she worked were very unsatisfied - sometimes she had to work in very dirty and unpleasant conditions for long hours.
- vv. The respondent was working as a delivery man in a company for furniture. The problems which he faced were in regard to the payment (not regular), the conditions of work - very physically exhausting and hard work as well as long working hours.
- ww. The respondent worked for a construction company. The work conditions were very tough for him - he had to work long working hours, the employer did not pay him on time (sometimes with delay of more than 3-4 weeks).
- xx. The respondent worked for a Turkish employer in a greenhouse. The received under the minimum wage. He quit the job because the employer refused to sign a contract with him. The respondent does not want to work illegally because he wants his family in Bulgaria to move in the Netherlands as well and that's why he wants to be a legal worker.
- yy. The respondent worked in a Greenhouse (harvesting tomatoes) for 1 month. Her employer was Turkish. She was underpaid and worked approx. 10 hours per day, six days of the week. There was not an additional payment for the overtime. She decided to quit the place because the employer did not pay her at all (for the whole month). She wants to become a client of FairWork in order to be helped to receive her money.
- zz. The respondent worked in Greenhouses a few times. His employers were Turk people. He is quite unsatisfied with them. They did not pay him on time and sometimes not paying him at all. That was the reason to quit the jobs a few times. Sometimes the wage was very low (under the required minimum).

- aaa. The respondent worked on a construction site. He was promised to be paid every week (8€ per hour) but the employer did not pay on time and sometimes even he was unpaid. That's why he quit the job. He did not sign any contract with the employer.
- bbb. The respondent works in a bakery. She has started the job a few days before we meet for the current interview. Her job includes baking as well as packaging the products. The job is very exhausting for her. Moreover, she is a bit overweight which also causes her additional problems. She complains that the working hours per day are long and they barely let them have breaks during the day.
- ccc. The respondent works in a greenhouse (flowers). The work conditions are worse than what was promised to her - she has to work long hours per day with only very short breaks. The employer has not paid her so far the overtime.
- ddd. The respondent's first jobs when she arrived in NL were the manufacturing sector and the cleaning sector. She was not satisfied with both of them because she had problems with the employers in regard to paying her in time.
- eee. The situation took place between 2014 and 2015 (June). She worked as a cook in a small restaurant in Den Haag. The restaurant was rented by her, her husband and father-in-law by a Dutch man. They had an arrangement with the Dutch man to transfer the restaurant to them when all the documents are ready but he did not do that. Just the opposite - the Dutch man regarded them as his debtors and required to pay him taxes for the last one year. The documents for those taxes were forged. He started to threaten them in order to pay him the money and even threatened to hurt her father-in-law. They could not endure anymore those threats so they contacted the authorities. Also got in touch with FairWork (via the cultural mediator). Currently, this restaurant is closed and they intend to sue the Dutch man.
- fff. Waitress in a Turkish café; 2 days a week; no contract; works 12-13 hours each shift; 50E per shift
- ggg. When he arrived in NL, he started to work for a flower shop where the conditions were a bit worse than what was promised to him. He had to work for sometimes very long hours per day and not being paid additionally for that. Also sometimes the employer was delaying the payments.
- hhh. worked in a greenhouse
- iii. working 2 years for 7 per hour via job agency; one day he noticed that according his loonstrook he earns about 9E per hour and in fact he is paid only 7; he was also given blank papers to sign that's why he got suspicious; started asking and looking for information online and also contacted a layer; there is an ongoing case now against the employer;
- jjj. Working as a driver for the Post office. He was illegal - it means he didn't have a contract. Was paid good money though, worked there 6 months and then a friend found another job
- kkk. working in a freezer for meat, packing the production; too much work, less money; very cold and far away; didn't have any problems with the employer, but the job was hard; no clothes, gloves were provided
- lll. working in a greenhouse for cucumbers; the employer was the nephew of his wife's brother in law; they were living all together (19 + the employer's family) in the same house; housing, transport, food was provided by the employer and turned into debts; IDs were taken away; they didn't know the address, name of the company they were working for; no contract; 6E per hour; no regular work schedule - the day before were told if they're going to work next day or not; housing and work were ""package""; no bank account; they were been lied they would get better housing and conditions , just have to wait; no access to medical care, if needed
- mmm. working in a greenhouse near Almere; 19 Bulgarians living together in the same house; very bad living conditions; there were also two children under 18 years; while working they weren't allowed to go to the toilet, only after the 4th hour; working between 5hours per day, but sometimes also 10; no contract; cannot plan next days, because they don't know when are going to work - get their shift the day before; if they wanted to go somewhere, they had to rent his boss's car and pay for it; buy groceries from the boss; housing was provided by the boss and was obligation - if you want to leave the house, you also lose your job;
- nnn. working in administration, employer didn't wanted to pay off the salary, she called a layer and won the case
- ooo. Working in NL via job agency; working 48-50 hours a week; 7E per hour; no payment checks; money were withdrew

for no reason; no regular payment; no money for holidays;

ppp. working in the construction, as always without a contract, everything was fine, money was enough, no long hours he also says conditions depends a lot. some people work for more other for less money, just because they negotiate better than the rest; some of them also have a contract, but only if they are good in negotiations

qqq. works at 2 places, both of them are restaurants - helps in the kitchen, cleans in the evening; no contract; from time to time she goes and cleans private houses; all the money she earns are pay in cash; she earns from 5 to 7E per hour depending on the place she works; she has been here for 6 years and people know her, so that's why if they have some extra work they call her, but she's not via job agency; it's hard for her, but she wants to spend some money for her family; she doesn't complain, because she doesn't have a choice

rrr. works every day, some days even 15 hours instead of 8;

sss. works on a greenhouse for flowers, he's paid 8.50 and some money are withdrew, but he doesn't know why

Table 9 How many others were roughly involved as a possible victim – in total? N=71

	N	%
1-10	7	10
11-20	1	1
21-30	2	3
31-40	0	0
41-50	1	1
51-60	0	0
61-70	0	0
71-80	0	0
81-90	1	1
140-149	1	1
unknown	58	82

Table 10 How many others were roughly involved as a possible victim - at the same period the respondent was working? N=71 (min 0, max 100-200)

	N	%
1-10	31	44
11-20	12	17
21-30	6	8
31-40	0	0
41-50	0	0
51-60	2	3
101-110	1	1
121-130	2	3
151-160	2	3
unknown	15	15

Table 11 How many of them were Bulgarian? N=71

	N	%
0	3	4

1	17	24
2	4	6
3	4	6
4	6	8
5	1	1
6	3	4
7	1	1
10	3	4
12	1	1
15	1	1
18	1	1
19	5	7
20	1	1
80	2	3
150	1	1
unknown	17	24

Duration of the work in the exploitative situation

Table 12 When did the exploitation start? N=71

	N	%
This year (2016)	31	44
Last year (2015)	6	8
Longer ago (max 5 years ago)	34	48

Table 13 Are you still in that situation? N=71

	N	%
Yes	21	30
No	50	70

If no: when did it stop? How? Please explain. (N=36)

- a) 2012
- b) 2013
- c) 13.11.2013
- d) 2015 she knew that something is wrong there and started doing a research about the min. wage in NL and rights, then she contacted a lawyer and now there is an ongoing case against the employer;
- e) April 2013 she got in contact with the police and they helped her to get out of the situation
- f) called a lawyer
- g) didn't like it anymore, long hours and underpaid, so decided to quit, too many problems there
- h) employer didn't want to pay the salary for the last month, so the respondent quit
- i) found something else, because there was no more work there
- j) he got sick because of the cold temperatures in the freezer,
- k) he had a caer accident and quit his job
- l) he quit his job, because of the conditions there
- m) he quit, because the conditions were bad

- n) he wanted to rest on 01.01.2016 but his boss refused to give him a day off and forced him to work that day;
- o) He worked only 2-3 months
- p) He worked only a few weeks for the employer. He did not have any problems regarding his quitting.
- q) he worked there for two weeks every day from 6 pm to 9 am and he was paid for the entire period only 300E, that's why he quit his job
- r) his mother called the police
- s) his wife had a big fight with the employer's family, because the daughter was accused in having a sexual relationship with the employer; they were kicked out one night and called the police;
- t) In de documents is mentioned that she works legal, but she is not working legal and she receives her salary only in cash.
- u) It was between 2014 and 2015. Ended in June 2015.
- v) quit the job after she didn't get paid
- w) she had a big fight with the boss because of the whole situation, was fed up with it and didn't want to work any more for her boss; she had quit her job a couple of times, but after a lot of promises for increasing the salary or signing a contract respondent came back to work. After all the situation stops Dec 2015.
- x) she had a big fight with the employer's wife, because she accused her daughter into having a sexual relationship with the employer; the family was kicked out on the street without any money and belonging; then the mother called the police
- y) she left NL, because get married and went back to BG to her husband, this year she came back
- z) she left NL, because get married and went back to BG to her husband, this year she came back
- aa) she quit because she was sick, that's where the problem came
- bb) she quit her job, because got sick
- cc) She quit, because conditions were very bad - she was underpaid, working long hours, also her employer treated her very badly and didn't respect her at all
- dd) She quit, because she didn't like it anymore and found something else.
- ee) She quitted the job soon after.
- ff) someone called ISZW
- gg) started her own company (ZZP) after 2007, because it was easier to find a legal job
- hh) the company is closed
- ii) they called the police when were kicked out
- jj) worked there for 1-2 months, didn't get any money and quit the job

Table 14 How long did the exploitation last? N=71

	N	%
some days	2	3
a few weeks	12	17
several months	35	48
other ...	22	32

Other: longer period, mainly 1 to 2 years, some longer with a maximum of 6 (1) and 8 (1) years.

Recruitment

Table 15 What type of job did you do? Please give a description of the kind of work you did.

- a) administration at Flora Holland (flower export)
- b) administration, documents, legal research, transactions for a delivery services company
- c) Baking and packaging the production
- d) Cleaning
- e) cleaning

- f) cleaning 14 rooms a day, working more hours than promised, and overtime was unpaid
- g) cleaning at a household
- h) Cleaning different types of places to which she was assigned by her employer.
- i) cleaning in office
- j) cleaning plants at the glasshouse
- k) cleaning private houses
- l) cleaning private houses
- m) cleaning private houses
- n) Cleaning service
- o) commercial and domestic cleaning; mostly domestic at households
- p) construction, whatever have to be done there
- q) Constructions
- r) Constructions, etc.
- s) Cooking
- t) cutting flowers,
- u) Delivery of furniture and carrying to the addresses.
- v) doesn't want to talk about it
- w) driver for cleaning company; delivering the carpets and etc. to clients
- x) driver, making deliveries
- y) driving and unloading the truck
- z) dry cleaning, tailoring
- aa) Fertilization and harvesting tomatoes
- bb) First job – packaging, second job - Cleaning services
- cc) flowers in a greenhouse near the Hague
- dd) flowers in greenhouse
- ee) Greenhouse - in the flower department.
- ff) greenhouse for cucumbers - seeding and was supposed to the gathering later; but then happened the fight and the call to the police
- gg) greenhouse for cucumbers; full package - from seeding to the gathering, everything was manual, no machines;
- hh) greenhouse for tomatoes
- ii) greenhouse for tomatoes
- jj) greenhouse for tomatoes in Den Haag
- kk) greenhouse for zucchini
- ll) grocery shop, put boxes and groceries on the place
- mm) Harvesting flowers
- nn) harvesting peppers in the greenhouse
- oo) he worked as a security guard during the night, but was also responsible for cleaning
- pp) in a restaurant making pizza
- qq) In a shop.
- rr) in the construction
- ss) in the greenhouse takes care for tomatoes
- tt) it's a greenhouse for roses, they cut the flowers
- uu) laundry service
- vv) mainly helping and cleaning at those restaurants; sometimes she goes for couple of hours to clean houses,
- ww) Meat freezer >>> packing the production, meat, etc.
- xx) packaging factory for clothes to be exported
- yy) packing clothes in the factory
- zz) packing/manufacturing
- aaa) planting and cutting roses

bbb) Roses - takes care of them, cut them, etc.
ccc) seeding cucumbers in, all they long squatting;
ddd) seeding cucumbers, was also expected to start with gathering at a later moment in time, but then were kicked out;
eee) sewing services
fff) She worked as a cook in the restaurant.
ggg) Sorting, packaging, carrying the production
hhh) stand by for a Turkish job agency, whenever there's a job they call him - to clean, to help something, Always dirty job
iii) Technical job
jjj) The respondent worked on a construction site. The job was not very hard.
kkk) truck driver
lll) truck driver
mmm) waitress
nnn) work was done, now looking for something else
ooo) Working in a Greenhouse - cutting flowers, sorting, and packaging.
ppp) working in a greenhouse for cucumbers; there was nothing when they came and started from the very beginning - cleaning the place and seeding.
qqq) Working on a construction site.
rrr) works at a bakery as a baker, but sometimes also does the deliveries
sss) works at a restaurants and wash the dishes, sometimes she has to help with other work, works 10 hours per day without breaks, one day rest

Table 16 How did you find that job? (Friends/family, intermediary in NL, intermediary in Bulgaria)? N=71

	N	%
friends, acquaintance	49	69
asking around	7	10
family	6	8
job agency	2	3
internet	2	3
other	6	7

Table 17 Did anyone arrange your travels? N=71

	N	%
Yes	9	13
No	62	87

(one respondent answers Yes but he means travel to and from greenhouse, in this table he is presented as No)

Who? Please explain. N=9

	N	%
Employer/company	8	
Friend who also found job	1	

Table 18 Did the travel and/or getting the job result in a debt? N=71

	N	%
Yes	6	8

No	65	92
----	----	----

Why? Please explain. N=5

	N	
Part of the 'service'	4	
Debt for taxes	1	

Table 19 Were the work conditions/pay worse than promised? N=70

	N	%
Yes	31	44
No	39	56

Why? Please explain. (N=35, for those who answered No)

We analysed the open answers and counted how often one of the following items occurred. More than one item might apply to one person.

	N	%
No contract	3	9
Less/infrequent money than promised	16	46
More work than promised, long hours	5	14
Less work than promised	2	6
Bad working conditions: cold, no protection, hard work	5	14
Bad housing conditions	3	9
False information (no further explanation)	5	14
No information before start job	4	11

Table 20 Were you under any kind of pressure to accept the work? Which ones? N=71

	N	%
No	61	86
Yes, to pay off debts or debts of family	3	4
Yes, satisfy basic needs of respondent and/or family	6	9
Yes, because of threats	1	1

Table 21 Were you paid a wage that was considerably lower than the minimum wage (1.500 euro per month gross)? Was it less than 1.000 euro per month gross (2/3 of minimum wage)? N=70

	N	%
Yes	37	53
No	33	47

Table 22 Was (a part of) the wage you earned withheld? Why? N=70

	N	%
Yes	19	27

No	51	73
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Table 23 Were you working under duress? For example by long hours, dirty work, working under very unpleasant conditions e.g. too cold/too warm, day and night? N=71

	N	%
Yes	33	47
No	38	53

Table 24 Were you working under dangerous conditions? Why? N=70

	N	%
Yes	7	10
No	63	90

Table 25 Were you obliged to use accommodation? Why? N=70

	N	%
Yes	10	14
No	60	86

Table 26 Were you in any way threatened by the employer to work more, do things you did not want to do, or work in conditions you did not want to accept? For example by violence, threat of violence against you/himself or family or threat with the non-payment of earned wages or any other threat? N=70

	N	%
Yes	22	31
No	48	69

Table 26 What is/was the most difficult in that job? N=70

We analysed the open answers and counted how often one of the following items occurred. More than one item might apply to one person. There is overlap with question 19.

	N	%
Long hours	23	33
Work was fine/not difficult	20	29

Heavy physic labour (heavy lifting, sitting in same positions)	13	19
Bad work conditions (dirty, cold)	4	6
Violating employer (threats, no freedom)	6	9
Bad payment (not enough, irregular)	8	11
Being illegal	2	3
Other	2	3
No answer	3	4

Table 28 Were you restricted or limited in your freedom to leave the employer? N=70

	N	%
Yes	9	13
No	61	87

Why? Please explain. N=9

	N	%
If I leave I lose my housing	5	
If I leave I won't get paid	3	
Other	1	

Table 29 Did you have to pay off any (large) debts before you can return to your country? N=70

	N	%
Yes	7	10
No	63	90

Yes: for housing, transport, taxes.

Table 30 Was your employer withholding documents, e.g. passport or identification card? N=70

	N	%
Yes	5	7
No	65	93

Yes: allegedly to be registered at the city hall.

Table 31 Have you reported this case to the authorities (police, labour inspector)? N=49

	N	%
Yes: police	7	14
Yes: labour inspection	1	2
No, but reported to lawyer	6	12
No, but reported to FairWork (2 times people also to reported to police)	3	6
No, but reported to other institution	3	6
No, but someone else did (call iszw)	1	2
No, did not consider because does not know how or where to report	8	16
No, did not consider because illegal, afraid of being caught and fined	5	10
No, did not consider because no contract/proof, authorities won't do anything	4	8
No, did not consider because afraid of losing job	3	6
No need, the work was ok	7	14
Other	1	2

Table 32 Have you heard of FairWork before? N=70

	N	%
Yes	8	11
Not	62	89

Table 33 The next time you are searching for a job, how would you make sure this job is a good one? N=64

We analysed the open answers and counted how often one of the following items occurred. More than one item might apply to one person.

	N	%
Ask friends	17	29
Ask for contract	7	12
be more careful when signing contracts	7	12
Work for Dutch instead Bulgarian employers	6	10
Do legal work ("white")	4	7
Learn English/Dutch	4	7
Be more selective (fair payment)	3	5
Do more research	2	3
Other	2	3
Don't know	3	5
Not applicable (e.g. because persons are now owners of their own business)	9	16

Table 34 You mentioned this was not the only case of possible exploitation. Was the case we just talked about the most severe case in the last five years? (I.e. the case that had the most impact on the respondent) N=52

	N	%
Yes	41	79
Other where similar cases	5	10
No, other cases within the last five years are more severe	6	12

Table 35 Do you want to tell something about this case? N=5

- a) Cleaning at a slaughterhouse for 800 per month, also without a contract, she has been working there for 6 months, without a day-off and one day she was dismissed because of another family that was able to work longer for less money. The butcher treated her without any respect; she found the job there by asking a friend.
- b) Working in a greenhouse - he worked there for a while, but he quit because he had too many debts to pay off to his boss i.e. for clothes, for the van he was driving, etc. He worked there every day doesn't matter what the weather was; he was also forced to lift heavy boxes (40kg) 40 per day.
- c) before 2007 she had also very bad experience with employers, but because she was undocumented and was very hard to find a legal job
- d) The respondent first case of labour exploitation was between 2011 and 2014 (when she arrived in NL). She worked as a cook in a Bulgarian restaurant in Den Haag. She signed a contract with the employer but it turned out to be exploitation. For 3 years she has been working in this restaurant with her husband in very unfair and severe conditions. The employer took their documents and restricted their communication with other people not regarded to their job. Also, he arranged their accommodation with the promise that he will pay for it and that's why he withheld part of their earnings. The conditions in the accommodation were not very good. They had to work for more than 12 hours per day with only 1 day off per week and sometimes even without any days off per week. The employer paid them only a small amount of money as he kept saying that the rest of their salaries go to the bank account he opened for them. At the end, it turned out that he did not pay for the accommodation so they were kicked out from there and had to leave on the street for a short time. Then they contacted the authorities who helped them. Afterwards, they hired a lawyer and sued the employer. The court ruled in their favour but unfortunately the compensation was very small amount.
- e) The first time when the respondent was labour exploited was between 2011 and 2014 (when he arrived in NL). Arriving to Den Haag he started to work as a cook in a Bulgarian restaurant there. Everything seemed to him legal because he signed a contract with the employer but it turned out to be exploitation. For 3 years he has been working in this restaurant with his wife in very bad conditions. The employer took their documents and restricted their communication with other people outside work. Also, he arranged their accommodation with the promise that he will pay for it and that's why he withheld part of their earnings. The conditions in the accommodation were also very bad. They had to work for more than 12 hours per day with only 1 day off per week and sometimes even without any days off per week. The employer paid them only a small amount of money promising them that the rest of their payment goes to the bank account he especially opened for them. At the end, it turned out that he did not pay for the accommodation so they were kicked out from the place and had to leave on the street for a short time. Then they contacted the authorities who helped them. Afterwards, they hired a lawyer and sued the employer. The court ruled in their favour but unfortunately the compensation was very small amount.

Table 36 Please tell us which of them you know personally by their first name (add gender) and phone number (max 10) N= 120 (47 answered question, 73 skipped question)

	N	%
1) Name and phone number	47	100
2) Name and phone number	18	38
3) Name and phone number	8	17
4) Name and phone number	1	2
5) Name and phone number	1	2
6) Name and phone number	0	0
7) Name and phone number	0	0
8) Name and phone number	0	0
9) Name and phone number	0	0
10) Name and phone number	0	0

Table 37 Are you somehow in touch – direct or via social media (Facebook) – with Bulgarian compatriots who are also working abroad but not in the Netherlands? N=114

	N	%
Yes	80	70
No	34	30

Table 38 Do you have any information/knowledge of their working conditions? N=113

	N	%
Yes	70	62
No	43	38

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DSP-groep is een onafhankelijk bureau voor onderzoek, advies en management, gevestigd aan de IJ-oeveren in Amsterdam. Sinds de oprichting van het bureau in 1984 werken wij veelvuldig in opdracht van de overheid (ministeries, provincies en gemeenten), maar ook voor maatschappelijke organisaties op landelijk, regionaal of lokaal niveau. Het bureau bestaat uit 40 medewerkers en een groot aantal freelancers.

Dienstverlening

Onze inzet is vooral gericht op het ondersteunen van opdrachtgevers bij het aanpakken van complexe beleidsvraagstukken binnen de samenleving. We richten ons daarbij met name op de sociale, ruimtelijke of bestuurlijke kanten van zo'n vraagstuk. In dit kader kunnen we bijvoorbeeld een onderzoek doen, een registratie- of monitorsysteem ontwikkelen, een advies uitbrengen, een beleidsvisie voorbereiden, een plan toetsen of (tijdelijk) het management van een project of organisatie voeren.

Expertise

Onze focus richt zich met name op de sociale, ruimtelijke of bestuurlijke kanten van een vraagstuk. Wij hebben o.a. expertise op het gebied van transitie in het sociaal domein, kwetsbare groepen in de samenleving, openbare orde & veiligheid, wonen, jeugd, sport & cultuur.

Meer weten?

Neem vrijblijvend contact met ons op voor meer informatie of om een afspraak te maken. Bezoek onze website www.dsp-groep.nl voor onze projecten, publicaties en opdrachtgevers..



DSP-groep is ISO 9001:2008 (kwaliteitsmanagement) en 14001:2004 (duurzaamheid) gecertificeerd en aangesloten bij VBO en OOA.