

Committee of the Parties
to the Council of Europe Convention
on Action against Trafficking in Human Beings



CP(2018)19

**Report submitted by the Bosnian authorities
on measures taken to comply with
Committee of the Parties Recommendation
CP(2017)27 on the implementation
of the Council of Europe Convention
on Action against Trafficking in Human Beings**

Second evaluation round

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Босна и Херцеговина
Министарство безбједности

Bosnia and Herzegovina
Ministry of Security

Sarajevo, 08 October 2018.

Mrs. Petya Nestorova
Executive Secretary of the Council of Europe Convention
on Action against Trafficking in Human Beings
Directorate of Human Dignity, Equality and Sport Values
Council of Europe

Subject: Report to the Committee of the Parties on the measures taken to improve the implementation of the Convention in line with the Recommendation CP(2017)27 on the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings by Bosnia and Herzegovina adopted at the 21st meeting of the Committee of the Parties on 13 October 2017.

Dear Mrs. Nestorova,

In reference to your letter of 17 October 2017, please find attached the Report to the Committee of the Parties on the measures taken to improve the implementation of the Convention in line with the Recommendation CP(2017)27 on the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings by Bosnia and Herzegovina adopted at the 21st meeting of the Committee of the Parties on 13 October 2017.

I look forward to continuing the dialogue and cooperation with the Council of Europe and you personally with a view to pursuing the objective of the Council of Europe Convention on Action against Trafficking in Human Beings.

Your sincerely,

Samir Rizvo
Bosnia and Herzegovina Co-ordinator for the
Fight against Trafficking in Human Beings

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REPORT

to the Committee of the Parties on the measures taken to improve the implementation of the Convention in line with the Recommendation CP(2017)27 on the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings by Bosnia and Herzegovina adopted at the 21st meeting of the Committee of the Parties on 13 October 2017

Authorities of Bosnia and Herzegovina have taken following measures to address the issues for immediate action identified in GRETA's referent report:

- set up a comprehensive statistical system on data related to measures to protect and promote the rights of victims as well as on the investigation, prosecution and adjudication of human trafficking cases; statistics regarding victims should be collected from all main actors at the State, entity and district levels, and should allow disaggregation by sex, age, type of exploitation, country of origin and country where the exploitation took place; this should be accompanied by all the necessary measures to respect the right of data subjects to personal data protection, including when NGOs working with victims of trafficking are asked to provide information for the national database;

The Ministry of Security of Bosnia and Herzegovina is responsible for collecting data on victims of trafficking in human beings, and accordingly collects and merges data at least 2 times a year and, if necessary, more often. The data are used to make a regular annual report on the situation in the field of combating human trafficking in Bosnia and Herzegovina. In addition to data on victims of trafficking in human beings, the Ministry of Security receives statistical data on perpetrators of the criminal offense of Trafficking in Human Beings, investigations, indictments and verdicts from the High Judicial and Prosecutorial Council. Data on victims of trafficking in human beings are collected using special forms developed for this purpose. Data are classified according to gender, age of victim, country of exploitation, type of exploitation, as well as country of origin of victims of trafficking.

Pursuant to Article 4, paragraph (3) of the Rules on the Protection of Aliens of Trafficking Victims ("Official Gazette of BiH", No. 79/16), the Minister of Security of Bosnia and Herzegovina has issued the Instruction on the Registration of Aliens of Trafficking Victims with the relevant Form for the Collection of Data on Aliens Victims trafficking in human beings in Bosnia and Herzegovina. The records of foreign victims of trafficking in human beings contain adequate data collected within the framework and scope of immigration regulations of Bosnia and Herzegovina. The establishment of a database on aliens victims of trafficking in human beings is foreseen by measure 5.4. Strategies in the field of migration and asylum and Action Plan for the period 2016-2020. years. The Ministry of Security has secured the support of the International Organization for Migration through whose project an electronic database on trafficking in human beings will be established by mid-2019

- intensify their efforts to prevent trafficking for the purpose of labour exploitation, in particular by:

• strengthening the monitoring of recruitment and temporary work agencies and reviewing the legislative framework, including by considering the introduction of licensing procedures;

Labor Inspectors at all levels of authorities in Bosnia and Herzegovina, pursuant to their competencies under the Laws on Inspections and the Laws on Work, are continuously working on all business entities, including agencies for work and temporary employment. Inspection supervision of the Employment Services at all levels are performed ex officio for at least four times a year. Labor inspectors, during the inspection supervision, are in contact with employers for the purpose of preventive action, taking into

account respect for human rights and fundamental freedoms. Temporary work agencies have to be registered. Labor inspectorates are included in the referral mechanism and regularly participate in the activities related to the trafficking for the purpose of labor exploitation. Guidelines for Work of Regional Monitoring Teams for Combatting Trafficking in Human Beings have been created in September 2018 to facilitate the work of professionals - members of monitoring teams and enhance their cooperation. Content of the Guidelines is based on: international legal documents signed and ratified by Bosnia and Herzegovina and which govern the protection of fundamental human rights and freedoms and the specific field of trafficking in human beings, the current legislation of Bosnia and Herzegovina (criminal, family, social and health care, stay and movement of aliens and asylum) and other bylaws governing the matter. Guidelines for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe (TRM Guidelines) developed within the Support Program for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe implemented by the International Centre for Migration Policy Development (ICMPD) and the best practices acquired through past experiences and work on projects for providing adequate assistance and protection to victims of trafficking in Bosnia and Herzegovina were used for creation of Guidelines. The first part contains general guidelines for work of teams regarding activities on suppression and combatting trafficking in human beings in Bosnia and Herzegovina and monitoring of application of international standards for protection of human rights of victims and victim-witnesses of trafficking. This part provides detailed description of the purpose of regional monitoring teams, form and contents of their functional coordination. The second part of guidelines includes special instructions for governmental institutions and non-governmental organisations that are involved in the work of monitoring teams. This part of Guidelines is related to obligations and methods of work applicable in the following segments of procedures for dealing with victims of trafficking in human beings: process of identification of victims of trafficking in human beings, process of reporting a criminal offence and perpetrator, referral procedure and providing assistance to victims of trafficking, activities related to establishing a system for financing programmes for rehabilitation of victims of trafficking, activities related to establishing a system for emergency financing of programmes for reintegration of domestic victims of trafficking, enhancement and formal defining of functional links, establishing a system for exchange of crucial data, obligation to create the necessary forms and defining methods of exchange of needed information between law enforcement agencies, other institutions at all levels of governing and non-governmental organisations that provide direct support to victims and victim-witnesses of trafficking. Special part of the Guidelines is devoted to the Labour and employment agency and Labour inspectorates and includes following topics: detection. Interviewing the victim, assessment, reporting, establishing contact with relevant institutions for providing immediate assistance, planning and organizing forms of protection and care, transport, accommodation, and cooperation with competent institutions during care. The project within which agency-specific trainings on the newly adopted Guidelines for key actors and practitioners within the Regional Monitoring Teams will start soon and will last for two years.

• sensitising relevant officials, in particular the police, prosecutors and judges, about trafficking for the purpose of labour exploitation and the rights of victims;

Topic of the trafficking for the purpose of labour exploitation and the rights of victims is included in all educations and trainings for the police, prosecutor and judges. Topic of the trafficking for the purpose of labour exploitation and the rights of victims is regularly on the agenda of the meetings of regional monitoring teams and Strike Force for countering trafficking. Guidelines for Work of Regional Monitoring Teams for Combatting Trafficking in Human Beings have been created in September 2018 to facilitate the work of professionals - members of monitoring teams and enhance their cooperation. Content of the Guidelines is based on: international legal documents signed and ratified by Bosnia and Herzegovina and which govern the protection of fundamental human rights and freedoms and the specific field of trafficking in human beings, the current legislation of Bosnia and Herzegovina (criminal, family, social and health care, stay and movement of aliens and asylum) and other bylaws governing the matter. Guidelines for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East

Europe (TRM Guidelines) developed within the Support Program for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe implemented by the International Centre for Migration Policy Development (ICMPD) and the best practices acquired through past experiences and work on projects for providing adequate assistance and protection to victims of trafficking in Bosnia and Herzegovina were used for creation of Guidelines. The first part contains general guidelines for work of teams regarding activities on suppression and combatting trafficking in human beings in Bosnia and Herzegovina and monitoring of application of international standards for protection of human rights of victims and victim-witnesses of trafficking. This part provides detailed description of the purpose of regional monitoring teams, form and contents of their functional coordination. The second part of guidelines includes special instructions for governmental institutions and non-governmental organisations that are involved in the work of monitoring teams. This part of Guidelines is related to obligations and methods of work applicable in the following segments of procedures for dealing with victims of trafficking in human beings: process of identification of victims of trafficking in human beings, process of reporting a criminal offence and perpetrator, referral procedure and providing assistance to victims of trafficking, activities related to establishing a system for financing programmes for rehabilitation of victims of trafficking, activities related to establishing a system for emergency financing of programmes for reintegration of domestic victims of trafficking, enhancement and formal defining of functional links, establishing a system for exchange of crucial data, obligation to create the necessary forms and defining methods of exchange of needed information between law enforcement agencies, other institutions at all levels of governing and non-governmental organisations that provide direct support to victims and victim-witnesses of trafficking. Special part of the Guidelines is devoted to the law enforcement agencies and prosecutors and includes following topics: detection. Interviewing the victim, assessment, reporting, establishing contact with relevant institutions for providing immediate assistance, planning and organizing forms of protection and care, transport, accommodation, and cooperation with competent institutions during care. The project within which agency-specific trainings on the newly adopted Guidelines for key actors and practitioners within the Regional Monitoring Teams will start soon and will last for two years.

• **strengthening efforts to curb fraudulent job offers disseminated by means of the Internet;**

Bosnia and Herzegovina still has no mechanism in place to curb fraudulent job offers disseminated by means of the Internet.

• **working closely with the private sector, in line with the Guiding Principles on Business and Human Rights;**

Bosnia and Herzegovina still has no mechanism for cooperation with in place to curb fraudulent job offers disseminated by means of the Internet.

- **strengthen their efforts to prevent child trafficking, including by:**

• **sensitising and training child protection professionals across the country;**

In Bosnia and Herzegovina training and other means of sensitising child protection professionals are constant. Trainings and other kind of events are organized regularly within the Regional Monitoring Teams and through project implemented by authorities, UNICEF, IOM and Save the Children International. Guidelines for Work of Regional Monitoring Teams for Combatting Trafficking in Human Beings have been created in September 2018 to facilitate the work of professionals - members of monitoring teams and enhance their cooperation. Content of the Guidelines is based on: international legal documents signed and ratified by Bosnia and Herzegovina and which govern the protection of fundamental human rights and freedoms and the specific field of trafficking in human beings, the current legislation of Bosnia and Herzegovina (criminal, family, social and health care, stay and movement of aliens and asylum) and other bylaws governing the matter. Guidelines for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe (TRM Guidelines)

developed within the Support Program for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe implemented by the International Centre for Migration Policy Development (ICMPD) and the best practices acquired through past experiences and work on projects for providing adequate assistance and protection to victims of trafficking in Bosnia and Herzegovina were used for creation of Guidelines. The first part contains general guidelines for work of teams regarding activities on suppression and combatting trafficking in human beings in Bosnia and Herzegovina and monitoring of application of international standards for protection of human rights of victims and victim-witnesses of trafficking. This part provides detailed description of the purpose of regional monitoring teams, form and contents of their functional coordination. The second part of guidelines includes special instructions for governmental institutions and non-governmental organisations that are involved in the work of monitoring teams. This part of Guidelines is related to obligations and methods of work applicable in the following segments of procedures for dealing with victims of trafficking in human beings: process of identification of victims of trafficking in human beings, process of reporting a criminal offence and perpetrator, referral procedure and providing assistance to victims of trafficking, activities related to establishing a system for financing programmes for rehabilitation of victims of trafficking, activities related to establishing a system for emergency financing of programmes for reintegration of domestic victims of trafficking, enhancement and formal defining of functional links, establishing a system for exchange of crucial data, obligation to create the necessary forms and defining methods of exchange of needed information between law enforcement agencies, other institutions at all levels of governing and non-governmental organisations that provide direct support to victims and victim-witnesses of trafficking. Special part of the Guidelines is devoted to the centers for social work, educational institution, health institutina and centers for mental health and includes following topics: detection. Interviewing the victim, assessment, reporting, establishing contact with relevant institutions for providing immediate assistance, planning and organizing forms of protection and care, transport, accommodation, and cooperation with competent institutions during care. The project within which agency-specific trainings on the newly adopted Guidelines for key actors and practitioners within the Regional Monitoring Teams will start soon and will last for two years.

• strengthening the role and capacity of social work centres to prevent trafficking in children and play a proactive role in alerting other relevant authorities to possible cases of trafficking and exploitation, including by providing sufficient means for trainings of social workers;

Guidelines for Work of Regional Monitoring Teams for Combatting Trafficking in Human Beings have been created in September 2018 to facilitate the work of professionals - members of monitoring teams and enhance their cooperation. Content of the Guidelines is based on: international legal documents signed and ratified by Bosnia and Herzegovina and which govern the protection of fundamental human rights and freedoms and the specific field of trafficking in human beings, the current legislation of Bosnia and Herzegovina (criminal, family, social and health care, stay and movement of aliens and asylum) and other bylaws governing the matter. Guidelines for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe (TRM Guidelines) developed within the Support Program for Development of Transnational Referral Mechanisms for Victims of Trafficking in South-East Europe implemented by the International Centre for Migration Policy Development (ICMPD) and the best practices acquired through past experiences and work on projects for providing adequate assistance and protection to victims of trafficking in Bosnia and Herzegovina were used for creation of Guidelines. The first part contains general guidelines for work of teams regarding activities on suppression and combatting trafficking in human beings in Bosnia and Herzegovina and monitoring of application of international standards for protection of human rights of victims and victim-witnesses of trafficking. This part provides detailed description of the purpose of regional monitoring teams, form and contents of their functional coordination. The second part of guidelines includes special instructions for governmental institutions and non-governmental organisations that are involved in the work of monitoring teams. This part of Guidelines is related to obligations and methods of work applicable in the

following segments of procedures for dealing with victims of trafficking in human beings: process of identification of victims of trafficking in human beings, process of reporting a criminal offence and perpetrator, referral procedure and providing assistance to victims of trafficking, activities related to establishing a system for financing programmes for rehabilitation of victims of trafficking, activities related to establishing a system for emergency financing of programmes for reintegration of domestic victims of trafficking, enhancement and formal defining of functional links, establishing a system for exchange of crucial data, obligation to create the necessary forms and defining methods of exchange of needed information between law enforcement agencies, other institutions at all levels of governing and non-governmental organisations that provide direct support to victims and victim-witnesses of trafficking. Special part of the Guidelines is devoted to the centers for social work, educational institution, health institution and centers for mental health and includes following topics: detection. Interviewing the victim, assessment, reporting, establishing contact with relevant institutions for providing immediate assistance, planning and organizing forms of protection and care, transport, accommodation, and cooperation with competent institutions during care. Training and other means of child protection professionals are constant including the capacity building of social work centres to prevent trafficking in children and play a proactive role in alerting other relevant authorities to possible cases of trafficking and exploitation. The project within which agency-specific trainings on the newly adopted Guidelines for key actors and practitioners within the Regional Monitoring Teams will start soon and will last for two years.

- **increasing efforts to tackle low school attendance of Roma children and their overrepresentation in special schools;**

Roma children are involved in the teaching process in regular schools. Non-governmental organizations active in this field as one of the main strategic goals have the inclusion of Roma children in the regular education system. Associations are fighting against low representation of Roma children in the regular education system and their excessive representation in special schools through cooperation with institutions at the local, entity and state level, and through the implementation of project activities related to this problem. In coming months the project designed to support the inclusion of Roma groups the Task Force for Combatting Trafficking in Persons and expand Regional Monitoring Teams to include representatives of Roma NGOs/Associations will start. Economically and socially marginalized, both adults and children of Roma communities are vulnerable to become victims of trafficking, particularly to forced begging, forced labor, and forced marriage. Further, as mentioned above, both law enforcement and social workers continue to justify cases of potential TIP involving Roma as traditional cultural practices. There are also instances when Roma children who are potential victims of trafficking are being returned to their families who were involved in their exploitation. In spite of this, Roma NGOs and other representatives are not systematically consulted nor included in decision making bodies and fora related to TIP. In coordination with the Anti-Trafficking Coordinator, the project will facilitate the inclusion of Roma representative/s in the Task Force for Combatting Trafficking in Persons. Similarly, on the regional level, members from a multiple of sectors and disciplines are part of the Regional Monitoring Teams, and although representatives of civil society organizations involved in counter human trafficking efforts, the Regional Monitoring Teams still lack representation of Roma NGOs. Therefore, in order to secure the inclusion and representation of Roma, ensuring that their perspective and input are reflected in decision and policy making, IOM will facilitate the formal expansion of the four Regional Monitoring Teams. IOM will utilize the network of the NGOs Romalen Center for Roma Support, the Euro-Rom Tuzla, and Romski Informaion Centar-Ric Gradiška to identify organizations, associations, Roma community leaders or representatives with the capacity and legitimacy to represent their community in the Regional Monitoring Teams.

- **performing risk assessment before children are returned to their families and expanding foster care placements;**

In all cases of human trafficking, when it comes to children, the law enforcement agency and center for social work carries out a risk assessment before the children return to their families and extend family assistance. The procedure for the risk assessment and cooperation among competent institutions are provided in the Guidelines for Work of Regional Monitoring Teams for Combatting Trafficking in Human Beings within the topics of the case assessment, reporting, contacting competent institutions, planning and organizing forms of protection and care, transport, accommodation and cooperation with competent institutions during care.

• commissioning research about the phenomenon of child trafficking in Bosnia and Herzegovina as a basis for designing future prevention measures;

Recently the following researches about the phenomenon of child trafficking in Bosnia and Herzegovina are conducted:

<https://nwb.savethechildren.net/sites/nwb.savethechildren.net/files/library/Djeca-u-pokretu.pdf>

http://www.novageneracija.org/literatura/ostala_literatura/indikatori_za_prepoznavanje_djece_zrtava_i_potencijalnih_zrtava_trgovine_ljudima.pdf

<http://krimteme.fkn.unsa.ba/index.php/kt/article/viewFile/135/pdf>

<http://krimteme.fkn.unsa.ba/index.php/kt/article/view/146>

Finding and recommendations of the researches will be a basis for designing future prevention measures.

- take additional steps to improve the identification of victims of human trafficking, in particular by:

• ensuring that the formal identification of victims of human trafficking does not depend on their co-operation with the investigating and prosecuting authorities;

Neither legislation nor regulations requires that the formal identification of victims of human trafficking depend on their co-operation with the investigating and prosecuting authorities. All potential victims of trafficking are provided with assistance and help regardless their co-operation with the investigating and prosecuting authorities.

• strengthening multi-disciplinary co-operation in the identification process, by involving specialised NGOs, labour inspectors, social workers and other front-line professionals and ensuring that stakeholders are trained to use victim identification tools and indicators;

Bosnia and Herzegovina has been strengthening its multi-disciplinary co-operation in the identification process, by involving specialised NGOs, labour inspectors, social workers and other front-line professionals through establishment of Regional Monitoring Teams. Purpose of establishing Regional Monitoring Teams (hereinafter: RMT) is to establish additional capacities to improve functional links between competent governmental institutions and non-governmental organisations in Bosnia and Herzegovina involved in activities on suppression and prevention of trafficking in human beings. Through institutionalisation of common links and cooperation between all actors involved in the suppression of trafficking in human beings, especially those who are acting at regional and local level is necessary (original unclear, interpreter's remark), bearing in mind that victims of trafficking are members of regional and local communities where they almost exclusively fulfil their rights and obligations. Therefore, planned and harmonised action by regional and local institutions and organisations is necessary to enhance the system of identification of victims of trafficking and ensure their adequate rehabilitation, reintegration and re-socialisation and to act preventively on causes which lead to victimisation and re-victimisation of victims of trafficking. Acting at regional and local level will greatly facilitate reaching adequate standards for protection of victims and influence the implementation of activities and achieving goals from the Action Plan for Combatting Trafficking in Human Beings in Bosnia

and Herzegovina. Tasks of RMT include planned and harmonised action for improvement of effectiveness of combatting trafficking in human beings through following activities: - Gathering and analysing information on trends in trafficking in human beings in respective areas of responsibility (AOR) and constant evaluation of legal framework, institutional framework, human and other capacities to find adequate solutions to problems, - Developing capacities of institutions and organisations involved in the combatting trafficking in human beings, - Taking preventive action aimed at reducing risks of victimisation and re-victimisation of victims, - Planning and undertaking coordinated and harmonised activities for creation of individual programs of rehabilitation, reintegration and re-socialisation of identified potential victims of trafficking and joint implementation of those programs. Method of establishing is based on territorial organisation of the State Investigation and Protection Agency (hereinafter: SIPA), as defined by Article 22 of the Rules on Protection of Domestic Victims and Victim-Witnesses. This method of organising Regional Monitoring Teams has no influence whatsoever on actual and territorial competency of any involved institution, its exclusive aim is to establish mutual links - networking - between all competent institutions and organisations and joint exchange of information, planning and implementation of activities. In accordance to the aforementioned, four Regional Monitoring Teams have been established, namely: Sarajevo, Mostar, Banja Luka and Tuzla. Basic principle in organisation of Regional Monitoring Teams is representation of all governmental and non-governmental institutions and organisations which are competent and authorised for taking any activity in direct or indirect relation to the combatting trafficking in human beings, whether it is criminal prosecution of traffickers, protection and assistance to victims of trafficking or taking preventive action on suppression of trafficking in human beings. Regional teams have representatives of institutions from all levels of governing: state, entity, cantonal and municipal level, including NGOs who are working at the state or other level. Composition of RMTs and their work is based on interdisciplinary, inter-sector and territorial representation of institutions and organisations included in the composition of regional teams. Composition of a RMTs is made of representatives of competent institutions, law enforcement agencies, and NGOs: - BiH State level: Ministry of Security, Ministry of Human Rights and Refugees, Ministry of Justice, Ministry of Civil Affairs, Labour and Employment Agency of Bosnia and Herzegovina, Prosecutor's Office of Bosnia and Herzegovina, State Investigation and Protection Agency, Border Police, Service for Foreigner's Affairs. the Directorate for Coordination of Police Bodies of Bosnia and Herzegovina - Entity, cantonal and Brčko District level: Entity Prosecutor's Offices, Prosecutor's Office of Brčko District, cantonal prosecutor's offices, Entity level, and cantonal ministries of justice, Entity and cantonal ministries of internal affairs, Entity and cantonal police agencies and Brčko District police, Entity and cantonal ministries of labour and social welfare, medical care, education. It is important to mention that participation of entity and cantonal institutions is very important. Besides activities on investigation and prosecution of trafficking in human beings, entity and cantonal institutions also have exclusive competency over criminal offences related to trafficking of human beings which are proscribed by entity criminal codes and the Criminal Code of Brčko District (trafficking in human beings for prostitution, soliciting to prostitution, exploitation of children and minors for pornography, production and showing child pornography/showing pornography to children). - Municipal level: mandatory involvement of representatives of centres or services for social work. - Members of Regional Teams are also NGOs who have adequate capacities to provide direct assistance to victims and victim-witnesses of trafficking, and the capacities for implementation of preventive activities, as well as day-care centre for street-children. Regional Monitoring Teams are composed of appointed representatives of the aforementioned institutions and organisations. Regional monitoring teams are organised in the following manner: - Every RMT has Core and Expanded composition: - Core Team has few members from RMT. Composition of Core Team shall ensure equal representation of all relevant and involved institutions to guarantee multi-sector approach, i.e. equal representation of all sectors involved in implementation of activities, - Expanded Team is made of representatives of all institutions and organisations who have competency and authority on the territory covered by a RMT, - RMT is coordinated by a representative of Ministry of Security of BiH/Section for Combatting Trafficking in Human Beings in cooperation with a representative of SIPA Regional Office, the latter office also performs administrative and logistical tasks for core and

expanded teams. Activities or RMTs are divided into two parts. First part is made of activities aimed at planning and undertaking coordinated and harmonised activities in creation of individual programs for rehabilitation, reintegration and re-socialisation of identified potential victims of trafficking and joint implementation of those programs, i.e. activities for direct assistance to victims of trafficking. Second part of activities is made of activities for gathering and analysis of information on trafficking trends in respective areas and constant evaluation of legal and institutional framework, human resources and other resources needed to give adequate solutions to a problem, developing of capacities of involved institutions and organisations in combatting trafficking in human beings, implementation of preventive activities aimed at reducing risks of victimisation and re-victimisation of victims, i.e. activities for implementation of State Action Plan For Combatting Trafficking in Human Beings. RMTs are also in charge for activities for direct assistance to victims of trafficking of human beings. Governmental institutions and authorised organisation who make the RMTs are obliged to exchange all available information on identified potential victims and victim-witnesses needed to provide assistance and protection, gathering of statistical data, creation of adequate reports and information and other matters of importance for solving cases of trafficking. Exchange of information is fundamental for the development of functional links between involved institutions, all aiming at creation of adequate programs of protection and referring of victims and victim-witness of trafficking and their implementation. Since the composition of RMTs includes institutions and organisation that may have knowledge or grounded suspicion on potential victims or victim-witnesses of trafficking or persons already identified as such, depending on situation, they exchange information and experience on managing such cases. These information are exclusively exchanged with the purpose of creation of programs for protection and referring of victims and victim-witnesses of trafficking of human beings (not including operational activities, those are in the competence of prosecutor's offices and police). Basic goal that is reached by establishment of RMTs is development of the system of functional links between institutions and personal links of individuals included in the regional team. Functional links between competent institutions are reflected in the defining of standard procedures, type and content of information which are exchanged and method of realisation of these activities. In case there is need to create and implement individual program of rehabilitation, reintegration and re-socialisation for a potential or identified victim, members of regional team shall form a team of experts composed of representatives of institutions and organisation which are competent for certain activities related to the victim for the purpose of exchanging data about the concrete case, jointly assess the case, define individual program of rehabilitation, reintegration and re-socialisation and implement it jointly. Detailed instructions on all pertinent activities related to the identification procedure, i.e. detection of victim of trafficking, reporting, case assessment, measures of protection and assistance to the victim, exchange of information and cooperation between institutions and organisations are provided in the special part of the Guidelines, for each institution and organisation separately.

The Ministry of Security of BiH, in cooperation with international and domestic partners, regularly organizes trainings for appointed representatives of regional monitoring teams, in order to raise awareness and improve their capacities in identifying victims of trafficking and especially identifying children involved in street work.

• ensuring that law enforcement officials, labour inspectors, social workers, NGOs and other relevant actors adopt a more proactive approach and increase their outreach work to identify victims of human trafficking for all forms of trafficking;

Governmental institutions and authorised organisation who make the Regional Monitoring Teams are obliged to exchange all available information on identified potential victims and victim-witnesses needed to provide assistance and protection, gathering of statistical data, creation of adequate reports and information and other matters of importance for solving cases of trafficking. Exchange of information is fundamental for the development of functional links between involved institutions, all aiming at creation of adequate programs of protection and referring of victims and victim-witness of trafficking and their

implementation. Since the composition of RMTs includes institutions and organisation that may have knowledge or grounded suspicion on potential victims or victim-witnesses of trafficking or persons already identified as such, depending on situation, they exchange information and experience on managing such cases. These information are exclusively exchanged with the purpose of creation of programs for protection and referring of victims and victim-witnesses of trafficking of human beings (not including operational activities, those are in the competence of prosecutor's offices and police). Basic goal that is reached by establishment of RMTs is development of the system of functional links between institutions and personal links of individuals included in the regional team. Functional links between competent institutions are reflected in the defining of standard procedures, type and content of information which are exchanged and method of realisation of these activities. In case there is need to create and implement individual program of rehabilitation, reintegration and re-socialisation for a potential or identified victim, members of regional team shall form a team of experts composed of representatives of institutions and organisation which are competent for certain activities related to the victim for the purpose of exchanging data about the concrete case, jointly assess the case, define individual program of rehabilitation, reintegration and re-socialisation and implement it jointly. Detailed instructions on all pertinent activities related to the identification procedure, i.e. detection of victim of trafficking, reporting, case assessment, measures of protection and assistance to the victim, exchange of information and cooperation between institutions and organisations are provided in the special part of the Guidelines, for each institution and organisation separately.

- ensure that all possible and formally identified victims of trafficking, irrespective of their nationality and regardless of whether they co-operate with the investigating/prosecuting authorities and are accommodated in shelters, receive adequate assistance in accordance with their needs, including by:

• ensuring adequate funding for NGO service providers to work with victims of human trafficking;

The government partly funds two specialized NGO-run shelters. The Ministry of Human Rights and Refugees allocated 60,000 marks to assist domestic trafficking victims in both 2016 and 2017. The Ministry of Security allocated 70,000 marks for assistance to foreign victims in both 2016 and 2017. The government, in cooperation with NGOs, provided accommodation, psycho-social support, medical assistance, legal assistance, and guardianship for children.

• ensuring access to health care to all victims of human trafficking;

The government, in cooperation with NGOs, provides medical assistance for victims of human trafficking.

• developing capacities for assistance, including safe accommodation, adapted to the specific needs of male victims of trafficking;

The government, in cooperation with NGOs, provides assistance for male victims of human trafficking, including safe accommodation, adapted to the specific needs of male victims of trafficking. Male victims are accommodated separately in the facilities of NGOs.

• facilitating the reintegration of victims of trafficking into society by establishing longterm programmes and providing them with vocational training and assistance to find employment;

Bosnia and Herzegovina is still lacking the capacity for facilitating the reintegration of victims of trafficking into society by establishing longterm programmes and providing them with vocational training and assistance to find employment. Reasons for that are bad economic situation in the country, lack of financial resources and very high unemployment rate in the country.

- improve the identification of and assistance to child victims of trafficking, in particular by:

- **ensuring that relevant actors take a proactive approach and increase their outreach work to identify child victims of trafficking, including by continuing to pay attention to children in street situations;**

In line with Guidelines for work of regional monitoring teams for combatting trafficking in human beings in Bosnia and Herzegovina identification is a procedure used to establish whether a potential victim of trafficking was victim of trafficking and was or still is in situation of being trafficked. Identification procedure should not take place if the potential victim of trafficking is: very upset or anxious, visibly depressed and crying, apparently hostile or aggressive, not in a place where there is no privacy, in need of medical assistance, has sought legal aid, requested postponement of the interview or refused it, under the influence of narcotics or other intoxicating substances, a child whose guardian is not present or not yet appointed. Identification interview for the purpose of establishing the status of a victim in the BiH is conducted by a prosecutor and police official if so ordered by the prosecutor. Identification is made through one or more interviews between the interviewer and the potential victim of trafficking and through collection of other evidence that identify facts and verify information provided by the potential victim of trafficking. Identification procedure of victims of trafficking has to be carried out through multidisciplinary comparison of data and synthesis of information available to competent institutions and authorised organisation involved in the specific case when, depending on the validity of facts, the protection procedure is initiated. Victim or witness-victim is identified on the basis of report or information gathered by competent institutions or authorised organisations or facts obtained during voluntary interview with the person for whom there is grounded suspicion that he/she is a victim of witness-victim. During the identification procedure of the interview, the consent and whether the statement is given voluntarily are verified and the acceptance of the adult for protection. Identification of a child mandatorily initiates protection of the child by an adult and protection in cooperation with the centre/service for social work, parent or guardian. Competent institutions and authorised organisations shall request the medical institution competent for primary health care and the centre for mental health to do the physical and psychological evaluation of the condition of victim and witness-victim before the hearing or interview. Whenever there is suspicion that a person is victim of trafficking, the person will be treated as a victim until proven otherwise. In case of a child-victim, it is extremely important to keep in mind that the consent of child-victim to intended exploitation is irrelevant because children are not capable of making such and similar decisions independently, and any treatment of a child involving exploitation shall be treated as trafficking in human beings. Interview with a child has to be carefully prepared because a witness' statement may be crucial for the outcome of court proceedings. This is why it is necessary to make a distinction when the children are involved, distinction between investigative-forensic interviews done by a professional - usually a forensic, and interviews done by prosecutors or police officials where the presence of parents/guardian and social worker is mandatory. The interview may be done without the knowledge of parents/guardian only if they are suspects. The interview must take place in rooms specially designated for that purpose.

- **providing further training to stakeholders (police, prosecutors, NGOs, centres for social welfare, child specialists) and guidance on the identification of child victims of trafficking, based on an agreed understanding of the concepts of trafficking for the purpose of forced begging, forced criminality and early, child or forced marriages;**

The High Prosecutorial and Judicial Council – HJPC approves training programs for judges and prosecutors on an annual basis. Programs regularly include training in the field of trafficking in human beings, and treatment of juveniles in conflict with the law. Training programs that are being prepared and implemented are also an integral part of the program. In this way, the HJPC has made it possible to conduct a two-year specialist training program for prosecutors in the field of Cybercrime. A total of 25 prosecutors completed this two-year education program. Police, judges, prosecutors, police officers and social workers regularly pass mandatory annual education organized by entity centers or by domestic and foreign experts, as well as participation in education organized by non-governmental organizations,

and are trained to provide adequate way they can do their jobs. Also, in accordance with the Action Plan, police officers undergo training through vocational education and training of police officers. Also, a greater number of police officers, a number of judges, prosecutors and social workers have undergone training when it comes to collecting statements from children in accordance with the Laws on the Protection and Treatment of Children and Juveniles in the Criminal Procedure, in the presence of a psychologist an employee of the Police who are providing support to witnesses, provides expert assistance and opinion to police officers when undertaking investigative actions against juveniles, directly as an expert participant in the performance interviewing minors, assisting police officers in preparing victims and witnesses for testimony in cases under their jurisdiction. It also performs permanent training of police officers in acquiring certain knowledge and skills necessary for efficient investigation of juvenile crime, collecting data necessary for investigating juvenile crime, providing professional assistance to police officers who have experienced any form of trauma during their regular tasks and tasks.

- **providing support and services which are adapted to the needs of child victims of trafficking, including appropriate accommodation, access to education and vocational training;**

When a police official registers a case of child exploitation, it is necessary to inform the centre/service for social work so the action plan can be prepared and preventive action taken (interview and professional assistance for parents to help them fulfil parental duties, appointment of temporary guardian, withdrawal of guardianship, extracting the child from family, initiating court proceedings for protection of child's rights, rehabilitation of family relationship etc.) that will contribute to reducing the risk of trafficking factors against the child, family and targeted population in general. Once the initial interview has been completed, prepared preliminary case assessment and in case of minors, the victim placed under guardianship of the centre/service for social work, the victim shall be placed at the safe house/shelter for a period of at least 30 days – the legal period of reflection for foreign victims according to the Rules on Protection of Foreign Victims of Trafficking. Upon the end of reflection period the assistance shall continue in accordance to the individual plan of reintegration. Although in legal terms the consent of a minor is not mandatory, for the purpose of providing efficient assistance and care to minor victim, it is necessary to prepare the minor for placement at the shelter/safe house as explained in detail. Once the decision on placement at the safe house is made, it is necessary that the CSW case manager contacts representative of the competent NGO to collect all relevant data on accommodation conditions for the purpose of informing the victim about it. During this contact, officials have to exchange basic data about the case, analyse documentation about the accommodation so that the responsible NGO may be fully prepared to receive the victim at the shelter. In case the Internal Team decided that shelter is in the best interest of the victim, placement can take place at any time of day or night. Every NGO managing a shelter for victims of trafficking has a duty staff member who can be contacted 24 hours a day to take care of a potential victim of trafficking. In cases when the victim is identified by a CSW, the placement to a shelter is done by case manager of the competent CSW. Accommodation is based on documentation that has to be forwarded to a competent NGO as soon as possible after identification, in order to provide most adequate care to the victim as fast as possible. When accommodating, the competent NGO shall appoint NGO case manager who will in cooperation with the CSW case manager interview the victim to inform her/him about rights and obligations while staying at the shelter so that the victim gets accustomed to conditions and that the assistance is provided efficiently. Shelter is a form of safe temporary care. Placement at the shelter is not done for the purpose of securing a permanent stay. When the victim is accommodated, all competent institutions and organisations together prepare the reintegration plan. The plan includes plans for rehabilitation, repatriation and re-socialisation. The plan mandatorily includes rehabilitation and re-socialisation. The best standard that can be applied to ensure permanent care for the victim is the individual rehabilitation plan for the victim. The plan is created to suit individual needs of the victim. Victim's Individual Rehabilitation Plan is prepared to organise rehabilitation of the victim during care he/she receives at the

shelter in order to make the stay there as short as possible and most effectively used to prepare the victim for return to society and better and safer life after departure from the safe house. Rehabilitation plan is made by a team of experts in cooperation with the victim immediately after the victim has been placed at the shelter. Cooperation with the victim does not always include planning of medical care and assistance during rehabilitation period (this is often case with victims-addicts; they are usually uncooperative during treatment for dependency). Rehabilitation plan includes detailed accommodation plan for the victim (alone or sharing room with another victim, need for continuous surveillance, duty service), clothing, footwear, hygienic items, medical services, type and duration of psychological counselling and assistance, type and duration of work-occupational therapy, right and possibility to communicate with the family, conditions of communication (by phone, in person), planning of family visits and their duration while the victim is at the shelter (in accordance to the prior security assessment), planning and carrying out of interviews, necessary transport and security while going to the police, prosecutor's office and medical facilities, organisation of communication and exchange of documentation with the guardian and other professionals competent for the case. In case the competent prosecutor's office and law enforcement agency during the victim's stay at the shelter establish that a transfer to another location is needed due to security reasons, the transfer shall be carried out in the mandatory presence of CSW case manager in case of a minor victim. The victim needs assistance during implementation of individual plan. It is necessary to monitor whether activities progress towards the set goal. Activities in the plan are interconnected from the initial support via the therapeutic treatment until the moment when the victim is strong enough and ready for creation of repatriation or re-socialisation plans.

After assistance to the victims in the shelters the CSW in cooperation with competent institutions makes final decision on re-socialisation of the victim and this decision does not always depend on conclusion of court proceedings. Individual plan of victim's re-socialisation contains plan for health insurance that includes all segments of medical care, education, prequalification and professional training, assistance and mediation for employment, protective housing and care in accordance to the age of the victim, continuous surveillance during certain period that includes psycho-social help and support, assistance with seeking compensation and all other types of assistance and support, depending on the specific case.

- **ensuring long-term monitoring of the reintegration of child victims of trafficking;**

Re-socialisation is process of strengthening and preparing victims to return to the society after victimisation and make them capable to continue with their lives and work. For that purpose, together with the victim, and depending on victim's needs and realistic possibilities in the field, the individual re-socialisation plan is created that will ensure victim's permanent return to society and existence within it. When creating the plan, it is extremely important that Center for Social Welfare case manager and other participants in the process of assistance to the victim who take part in creation of the plan, elaborate in details each part of the plan and predict possible obstacles in implementation. The focus has to be on the trauma and psychological condition of the victim. This requires that every planned activity ensures full recovery of the victim and preparedness to participate in normal life. To achieve that, the following feelings must be instilled into the victim: safe surroundings (in case the minimum required safe environment in the place of return cannot be secured then the accomplishment of all other planned activities will become questionable), self-confidence (victim must feel that he/she can make decisions autonomously and take responsibility for it), belonging and affection to the surroundings (victim must feel safe and feel that persons around care so that he/she may develop affection to it/them), self-respect and dignity, feelings that will be the motion power for the successful realisation of every planned step in re-socialisation process. CSW in cooperation with competent institutions makes final decision on re-socialisation of the victim and this decision does not always depend on conclusion of court proceedings. Individual plan of victim's re-socialisation contains plan for health insurance that includes

all segments of medical care, education, prequalification and professional training, assistance and mediation for employment, protective housing and care in accordance to the age of the victim, continuous surveillance during certain period that includes psycho-social help and support, assistance with seeking compensation and all other types of assistance and support, depending on the specific case. Center for Social Welfare case manager monitors of the reintegration of child victims of trafficking for long-term.

• ensuring that proper risk assessment is conducted before returning children to their parents, taking into account the best interests of the child;

Preparing for the inconvenience and unforeseen things/situations is phase of the referral mechanism in Bosnia and Herzegovina. This phase is in fact done by law enforcement agencies within and throughout the preceding three, however, due to its importance we single it out as a special one. Apart from the fact that children are insensitive to contradictions, the trauma they have experienced makes them very vulnerable witnesses, and any surprise, discomfort and contradiction during the proceedings can be triggers for an additional trauma and a behaviours in children that will interfere with the course of questioning. The child can get confused, silence up, and lose the motivation to continue answering the questions. Expert support staff cannot predict all the situations in order to adequately prepare the child, but there are some "common" ones to be anticipated. These are, for example, a break requests made by one of the parties, the presence of the police, official clothes (the toga) with judges and prosecutors. A child may hear the word "objection" during the process and might think that it refers to him, that he/she had made a mistake, said or did something wrong. Assessment of condition and needs is actually a psychological assessment of the condition and needs of children provided by professional to the court / prosecutor's office, which relates to the current condition and needs of the child. Assessment of the condition and needs phase is not strictly separate one from the psychological preparation phase. It is actually carried out within the phase of getting to know the child and gaining his/her trust, as it is expected that most data are received during this phase. Given that some children are naturally more introvert, and that it takes time to gain child's trust, even without underlying what effects the trauma has on a child, the data needed for the assessment will be collected during all stages of preparation. Often we will be in situation that children give us little data, so the focus will be on observing

their behaviour and reactions during the preparation phase. This requires primarily that the professionals working with children have education in this field and good concentration, because it is not advisable to take records and be writing down things all the time while working with children. The assessment /information and data has to contain: a.) Social history/anamnesis. Data on parents / guardians, education, living conditions, social behaviour and interests. Information on children is collected indirectly (centres for social work, school, family, other children), basically by heteroanamnesic method. Heteroanamnesic data should be checked again with children - if possible. In the letter/ information, the data source should be given. b.) Medical history/anamnesis. If a child at that moment suffers from a disease or has suffered from a serious illness, medical documentation has to be demanded. Medical documentation is collected exclusively from the parent / guardian. c.) Other types of data. Data that are important for a child or are relevant to the process e.g. the child is threatened by the family of the accused, or the child is being stigmatized in the school environment or by the media. d.) The assessment / evaluation of current condition and needs of the child Psychological assessment/evaluation of a child should focus on the current psychological condition of the child describing his/her emotions and behaviour during conversation/interview with an expert. The information can also include an assessment/evaluation of the child's cognitive abilities in terms of understanding his/her role in the process, verbal and articulation capacities, and the motivation. Finally, why is it necessary to submit this assessment/ evaluation performed by expert associates, if a child has been, for example, already subject to the expertise evaluation, meaning processed and evaluated by the professional expert team made of psychiatrist and a psychologist, and if there is a detailed description of the child's condition and abilities given in the expert findings? There are two key reasons: a.) The expertise evaluation is related to the

act (criminal activity), it is used in criminal proceedings as an evidence, and has its goal and tasks precisely defined. Assessment /evaluation of a child is not the court evidence, and its basic purpose is to support the court/ the judges in better planning of the proceedings, meaning run the questioning and hearing, so as to simultaneously maximise the efficiency of the proceeding and to minimise stress on the child. b.) As emphasized already, the assessment / evaluation is done on current condition of a child, and it should be borne in mind that time lapse from the day of the expertise evaluation to the day of testimony/trial, can be of such a length so as to significantly affect changes in the child, in the developmental sense. Also, the circumstances for the child in the meantime may dramatically change, which will also affect child's capacities and motivation to testify. Changed circumstances brings a new trauma or deepen the already existing one related to the criminal act. In one case of sexual violence against a child, the mother of the child who had it reported has died several months after reporting the crime, without living enough to see the commencement of the main trial. In another case, also a sexual violence against a child, the child who was eight (8) at the time of the crime, came to the court to testify three years after, that is, at the age of 11. In terms of maturation of a child, the difference of three years lapse is very significant, as are the changed family circumstances of the child. The family moved out of their own home to a rented apartment, and thus had less means for living and got impoverished, the child has changed school, his friends and teacher. It is obvious that, in this case, there were rather significant changes that have happened for and around the child. Police agencies will not perform hearing of a child without the presence of parents or guardian, or the CSWs who have the role of guardian and the official competence. The guardian / parent or CSW have the right to legal assistance when giving a statement or undergo hearing in order to prevent the child's testimony and its re-victimization. Basic forms of protection of victims and victim-witnesses are close protection, protection of privacy and identity, legal aid, social and health care, special protection of children and protection of vulnerable categories and securing other needs to provide adequate individual protection and assistance to victim and victim-witness. Individual protection is based on determination of needs and their inter-dependency, i.e. assessment of needs in each individual case, taking into consideration the health condition, age, sex, belonging to ethnic minority, social status and other individual needs resulting from medical examination of the victim and victim-witness. Any information about physical threats given by the victim and victim-witness including information given by the staff in charge of close protection of victims and victim-witnesses are checked in case intensified protection measures are required. Competent prosecutor is assessing and giving approval for intensified close protection measures in cooperation with the staff that is providing care to the victim. If the victim or victim-witness has been placed at a shelter or other location, the protection is cancelled with prior assessment of threats and returned to residence. Assessment of safe return of the victim and victim-witness to the previous residence is done together by the prosecutor's office, police and centre/service for social work, including the Service for Foreigner's Affairs when a foreign victim of trafficking is concerned. In situations when criminal proceedings are not initiated but there is enough facts to identify a person as a victim, protection procedure is approved or initiated by the centre/service for social work that, independently of the status of criminal proceedings, may request assistance and protection from a competent police force. Once all available information and facts related to a specific case is collected, it will be exchanged with other institutions involved in the case and a preliminary case assessment done with them. These assessments must include: - Assessment of urgent medical services including mandatory psychological evaluation of victim's condition (if the psychological evaluation indicates that the victim is not capable of representing own rights and interests), - Security risk assessment, - Determining victim's age, - Determining accommodation needs, - Providing legal aid, - Assess whether the victim will cooperate with the competent institutions and organisations involved in the direct assistance for the victim. Initial assessment procedure also determines the guidelines for further work with the victim of trafficking. However, police agencies cannot act independently in the process of assessment, thus it is necessary to work in a team and establish cooperation with other institutions and authorised organisations. Prosecutor's office and police agency are bound to take care whether the victim of trafficking is adequately protected from dangers against life and health and whether the intervention of other

services is necessary to protect the victim. Once it receives information about the case, the police shall verify whether the case was registered previously, gather additional information, assess the case, secure evidence on exploitation, identify available resources for assistance and protection of the victim, and assess which interventions are urgent. Also, the prosecutor's office and police agency shall assist the centre/service for social work and NGO who will accommodate the victim and give advice for individual rehabilitation plan, if circumstances allow it.

Centers for social works also conduct case assessment. After the initial interview, the preliminary case assessment begins. Once all available information and facts related to a specific case is collected, it will be exchanged with other institutions involved in the case and a preliminary case assessment done with them. These assessments must include: - Assessment of urgent medical service including mandatory psychological evaluation of victim's condition (if the psychological evaluation result indicates that the victim is not capable of representing own rights and interests, the CSW will take action in accordance to the valid family laws, - Security risk assessment, -Determining victim's age, - Determining accommodation needs, - Providing legal aid, - Assess whether the victim will cooperate with the competent institutions and organisations involved in the direct assistance for the victim. Initial assessment procedure also determines the guidelines for further work with the victim of trafficking. However, CSW cannot act independently in the process of assessment, thus it is necessary to work in a team and establish cooperation with other institutions and authorised organisations. CSW is bound to take care whether the victim of trafficking is adequately protected from dangers against life and health and whether the intervention of other services is necessary to protect the victim. Any information obtained during the phase of case assessment is described in written. Once it receives information about the case, the CSW shall verify whether the case was registered previously, gather additional information, assess the case, secure evidence on maltreatment, identify available resources for assistance and protection of the victim, and assess which interventions are urgent. Also, the CSW shall prepare individual rehabilitation plan for victim for the duration of reflection period of 30 days. The victim must be informed about the plan and if circumstances allow it, take part in the creation of the plan. Case assessment is prepared by a competent centre/service for social work, once the centre's staff has prepared detailed report of the social worker (social anamnesis) which must contain the following components: Family members' health status data, - Family's financial status, - Family's social status, - Information on possible previous pathological alterations and problems in the family, - Influence of the kin and surroundings, - Education status of all family members, - Information on circumstances where the victim or child-victim lived before, - Other relevant information. The best standard that can be applied to ensure permanent care for the victim is the individual rehabilitation plan for the victim and for each of the three activities. The plan is created to suit individual needs of the victim. This plan is prepared to organise rehabilitation of the victim during care he/she receives at the shelter in order to make the stay there as short as possible and most effectively used to prepare the victim for return to society and better and safer life after departure from the safe house. Rehabilitation plan is made by a team of experts in cooperation with the victim immediately after the victim has been placed at the shelter. Cooperation with the victim does not always include planning of medical care and assistance during rehabilitation period (this is often case with victims-addicts; they are usually uncooperative during treatment for dependency). Rehabilitation plan includes detailed accommodation plan for the victim (alone or sharing room with another victim, need for continuous surveillance, duty service), clothing, footwear, hygienic items, medical services, type and duration of psychological counselling and assistance, type and duration of work-occupational therapy, right and possibility to communicate with the family, conditions of communication (by phone, in person), planning of family visits and their duration while the victim is at the shelter (in accordance to the prior security assessment), planning and carrying out of interviews, necessary transport and security while going to the police, prosecutor's office and medical facilities, organisation of communication and exchange of documentation with the guardian and other professionals competent for the case. In case the competent prosecutor's office and law enforcement agency during the victim's stay at the shelter establish that a transfer to another location is needed due to security reasons, the transfer shall be carried out in the mandatory presence of CSW case

manager in case of a minor victim or adult to whom a special case guardian has been appointed. Together with the victim, and depending on victim's needs and realistic possibilities in the field, the individual re-socialisation plan is created that will ensure victim's permanent return to society and existence within it. When creating the plan, it is extremely important that CSW case manager and other participants in the process of assistance to the victim who take part in creation of the plan, elaborate in details each part of the plan and predict possible obstacles in implementation. The focus has to be on the trauma and psychological condition of the victim. This requires that every planned activity ensures full recovery of the victim and preparedness to participate in normal life. To achieve that, the following feelings must be instilled into the victim: safe surroundings (in case the minimum required safe environment in the place of return cannot be secured then the accomplishment of all other planned activities will become questionable), self-confidence (victim must feel that he/she can make decisions autonomously and take responsibility for it), belonging and affection to the surroundings (victim must feel safe and feel that persons around care so that he/she may develop affection to it/them), self-respect and dignity, feelings that will be the motion power for the successful realisation of every planned step in re-socialisation process. CSW in cooperation with competent institutions makes final decision on re-socialisation of the victim and this decision does not always depend on conclusion of court proceedings. Individual plan of victim's re-socialisation contains plan for health insurance that includes all segments of medical care, education, prequalification and professional training, assistance and mediation for employment, protective housing and care in accordance to the age of the victim, continuous surveillance during certain period that includes psycho-social help and support, assistance with seeking compensation and all other types of assistance and support, depending on the specific case.

- facilitate and guarantee access to compensation for victims of trafficking, in particular by:

• reviewing the criminal and civil procedures regarding compensation from perpetrators with a view to improving their effectiveness;

Resolving the property lawsuit in the criminal procedure for all criminal offenses, in that regard, in relation to the criminal offense of Trafficking in Human Beings, is the solution of a civil matter at the same time as a criminal matter. The injured party, who has been the victim of a criminal offense, instead of instituting litigation against the accused in order to compensate for the damage, can compensate the damage in the criminal procedure, by submitting a property claim, that is, it is simpler, more economical and faster. The Court's decision contained in the Court's judgment states that the suspect or the accused must indemnify the damage caused by the commission of a criminal offense, has an undeniable criminal-political significance in terms of the re-socialization of the perpetrators of the crime and the prevention of crime in general. The property claim is in fact a lawsuit that is placed within the scope of the criminal proceedings, which is therefore guided by the rules of criminal proceedings, not by civil proceedings. However, only the decision on the subject matter of civil proceedings is conducted by the criminal court under the rules of civil law (existence, scope, type and videness of damage, damage to property damage). Submission of a property claim in criminal proceedings is not mandatory, so an authorized person can choose whether to deal with the property claim in lawsuit or in criminal proceedings. Evidence of the criminal offense and the criminal responsibility of the suspect or accused is most often evidence of the merits of the property claim. The damage to and the extent of its compensation is determined by the rules of the obligation law. Thus, the damage is defined as material damage (the reduction of one's property-ordinary damage or prevention of its increase - profitable gain) and as non-pecuniary damage (through the infliction of other physical or psychological pain or fear). It obliges the Prosecutor to collect evidence and grasp what is necessary for the decision on the request. The establishment of a property claim is not carried out ex officio, but only if there is an authorized person's proposal. In a verdict proclaiming the accused guilty, the Court may award the injured party personally the property claim in whole or be able to award a claim of property to him in part, and for the remainder he will refer him to civil proceedings. If the information provided by the criminal proceedings

does not provide a sufficiently reliable basis neither for a full or partial judgment, The Court will refer the injured party to claiming the claim for property in its entirety in civil proceedings. When the Court passes a verdict in which the accused acquits the accused or rejects the charge or when he terminates the criminal proceedings, he will order the injured party to deal with the civil claim in civil proceedings. All of the above is prescribed by special Chapter XVII property claims in the Criminal Procedure Code of Bosnia and Herzegovina (Articles 193-204), but also the Criminal Procedure Code of the Entity and the Brčko District of Bosnia and Herzegovina. Also, the victim of the criminal offense of Trafficking in Human Beings may file a property claim in civil proceedings by filing a complaint with the competent court in accordance with the rules prescribed by the civil procedure law in Bosnia and Herzegovina.

• ensuring that victims of trafficking are systematically informed of their right to claim compensation and the procedures to be followed;

Timely information on the right of the injured party, and thus also the damaged by the criminal offense of trafficking in human beings, is prescribed by Criminal Law (Article 112. of the Criminal Code of Bosnia and Herzegovina - Protection of the injured party) and also the Criminal Procedure Code of Bosnia and Herzegovina. Thus, Article 35 (2) (g) of the Criminal Procedure Code of Bosnia and Herzegovina prescribes that the Prosecutor is obliged to determine the facts necessary for deciding on a property claim, while Article 86 of the Criminal Procedure Code of Bosnia and Herzegovina prescribes that the injured party who is examined as a witness will ask if he wishes to in the criminal procedure, a property claim is being acquired. Article 197 (obligations of the Prosecutor of the Court of First Instance in relation to the establishment of facts) clearly stipulates that "the Prosecutor is obliged to collect evidence of a property claim in connection with a criminal offense", and Article 198, to which "the property claim is decided by the court". The court may propose to the injured party and the defendant, or the defense counsel, the mediation procedure through the mediator in accordance with the law, if it is assessed to refer him to mediation. The proposal for mediation can also be given to both the defendant and the defendant, respectively the defense counsel, until the completion of the main arrest.

• enabling victims of trafficking to exercise their right to compensation by guaranteeing them effective access to legal aid;

The Law on Providing Free Legal Aid ("Official Gazete of Bosnia and Herzegovina No. 83/16") stipulates that everyone has a right on free legal aid, under the conditions prescribed by this law, but it is stipulated by law that persons are entitled to free legal assistance based on status. In this category of free legal aid beneficiaries are trafficked persons. In essentially the same way, the provision of free legal aid is prescribed by the laws of the entities, the cantons, as well as the law in the Brčko District. Article 25 of the Law on Providing Free Legal Assistance stipulates that the civil servants of the Offices for free legal aid shall have a parable in accordance with the provisions of this Law to provide every form of legal assistance, apart from representing the suspect in criminal proceedings before the court and cross-border disputes, but have the right to represent in the criminal proceedings of the person injured with the criminal offense in order to obtain a property claim, which of course involves and is damaged by the criminal offense of trafficking in human beings. The cited law stipulates that forms of free legal aid, as well as procedures in which free legal aid is provided.

• strengthening the capacity of law practitioners to help victims to claim compensation and incorporating the issue of compensation in the training programmes for members of law enforcement agencies and the judiciary;

Article 33 of the Law on Providing Free Legal Aid prescribes the professional training of free legal aid providers, according to which free legal aid providers from the Office for Providing Free Legal Aid are obliged to improve and attend appropriate education programs, in accordance with job descriptions, needs And the conditions of the workplace they are assigned to. The training of the holders of the judicial function is carried out in accordance with the programs prepared at the beginning of each year by the entity centers for the education of judges and prosecutors, so in 2018 there are planned trainings

on the topic of trafficking in human beings according to the program of the two centers for education. It is worthy to point out that the rules prescribed by the laws cited above apply to all victims, and therefore victims of trafficking.

• setting up a State compensation scheme accessible to victims of THB, regardless of their nationality and immigration status;

Bosnia and Herzegovina did not make any progress in setting up a State compensation scheme accessible to victims of THB, regardless of their nationality and immigration status.

- complement the criminalisation of trafficking in human beings in the Republika Srpska by inserting "servitude" and "other forms of sexual exploitation" into the list of forms of exploitation, adding the means "abuse of power" and complementing the means "giving or receiving money or other benefits" with the term "to achieve the consent of a person having control over another person".

The criminal offense of Trafficking in Human Beings, Article 145 of the Republika Srpska Criminal Code provides for the following forms of exploitation: the exploitation or exploitation of his work, the commission of a criminal offense, prostitution, pornographic use, the establishment of a slavish or some similar relationship, forced marriage, forced sterilization, or parts of bodies, for use in armed forces or other forms of exploitation.

The Government of Bosnia and Herzegovina will resume in taking measures to implement the further conclusions of GRETA's second evaluation report.

The Government of Bosnia and Herzegovina express its commitment to continue the dialogue in progress with GRETA and to keep GRETA regularly informed of the measures taken in response to GRETA's conclusions.