



Making the free movement
of workers fair.

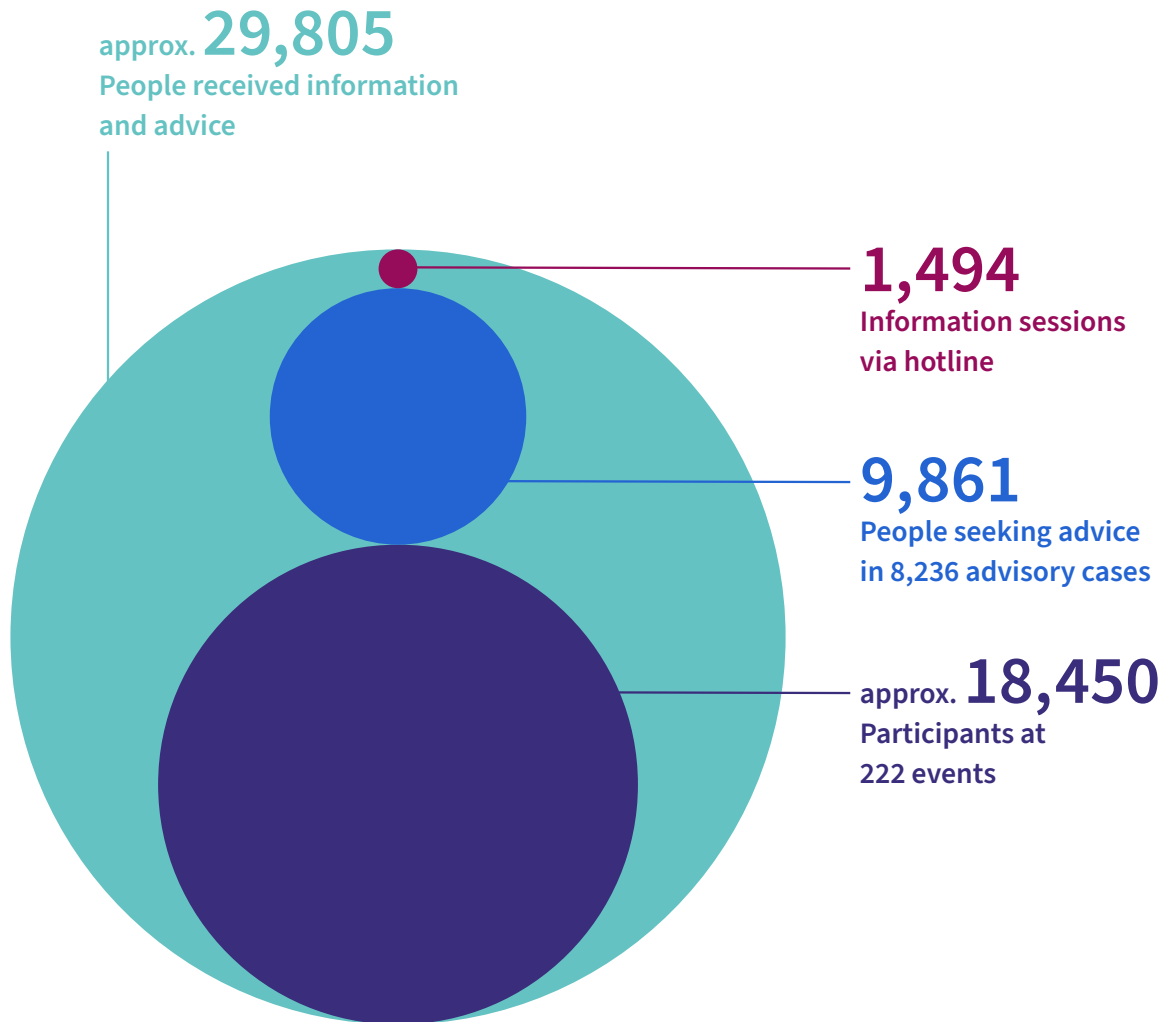
The Work of Fair Mobility 2024 in Figures

This is Fair Mobility

Fair Mobility is the advisory network of the German Trade Union Confederation (DGB), funded by the Federal Ministry of Labour and Social Affairs (BMAS). At 12 advisory locations, workers from Central and Eastern Europe receive information, advice, and support in their native languages regarding labour law issues. In addition to one-on-one consultations, the advisory offices collaborate with local organizations and are embedded in a nationwide support network. The services are open to workers from all industries, though Fair Mobility holds sector-specific expertise in six key industries.

More information can be found at
www.faire-mobilitaet.de/en.



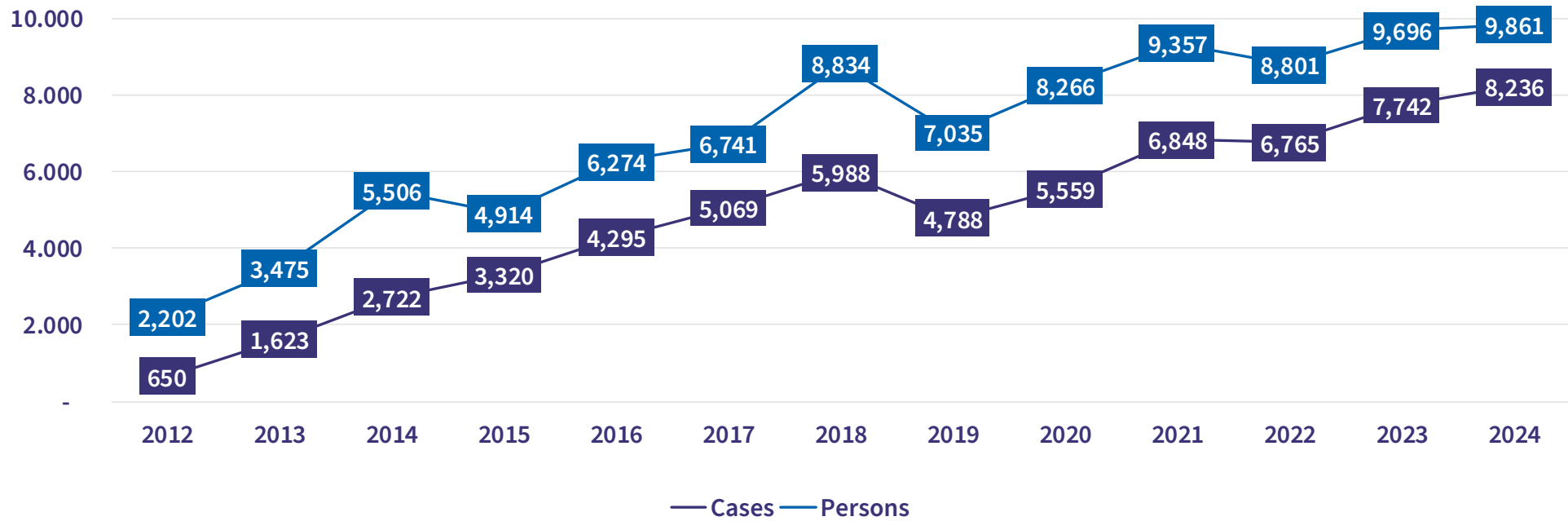


Number of People Seeking Advice

In 2024, the Fair Mobility team informed, advised, and supported around 29,805 workers regarding their rights in the German labour market. Through 222 informational events, around 18,450 people were reached. Nearly 1,500 individuals contacted the hotline, and over 9,800 people reached out directly to one of the advisory offices.

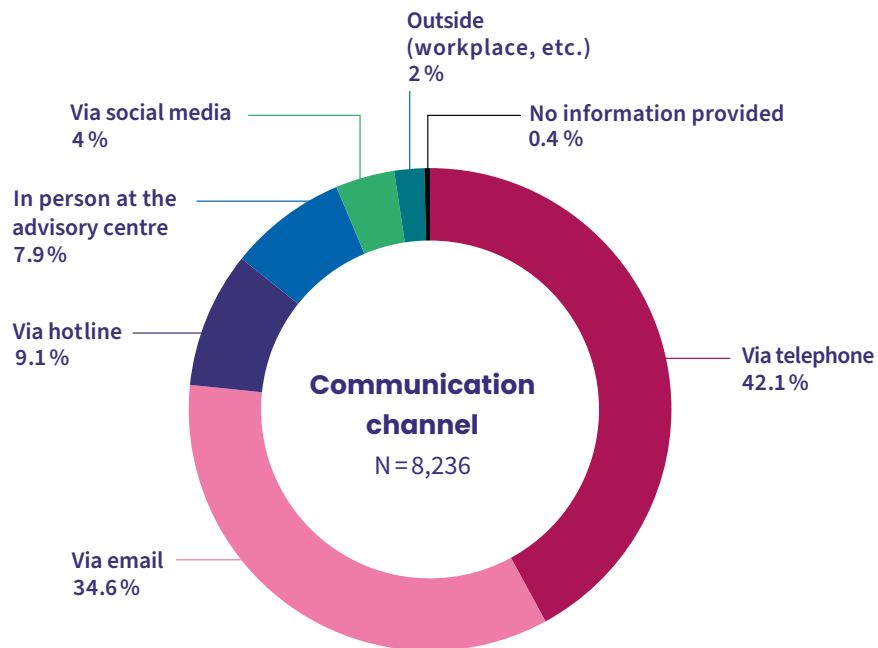
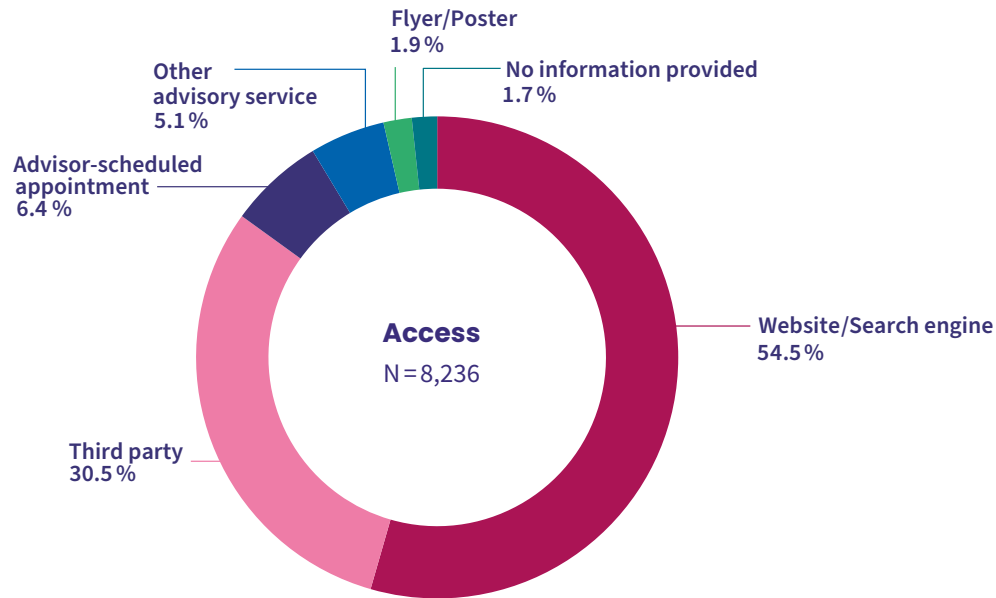
Since data collection began in 2012, the number of people seeking advice has steadily increased, with the exception of 2019 and 2022. In 2024, the number of consultations exceeded 8,000. The advisory service is available to both individuals and groups, meaning that the number of people affected per case can vary significantly. Overall, around 10 per cent of all consultations involve group cases.





Evolution of cases over time



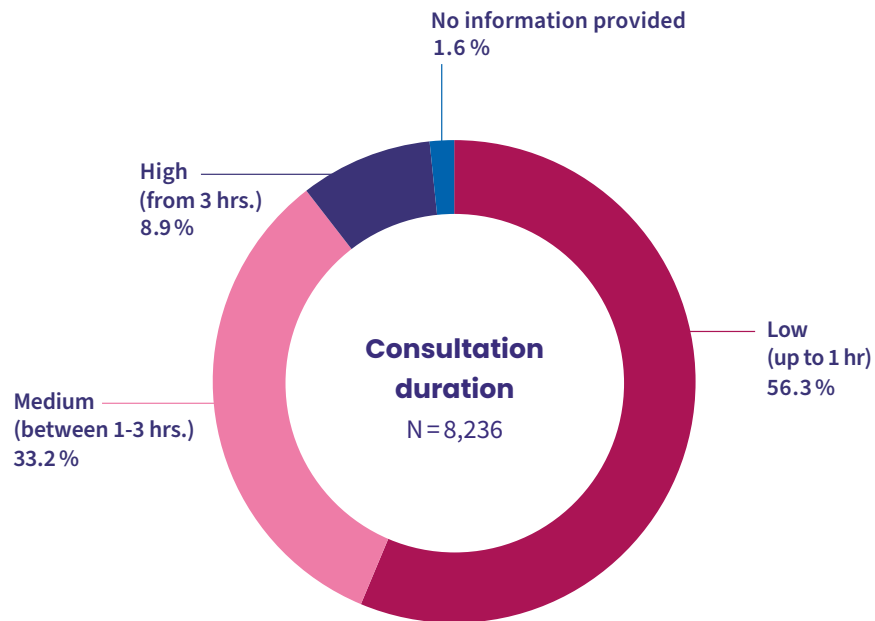


Access to our Advisory Service and Information

In the early years, most people found Fair Mobility through personal networks, such as colleagues or friends. Today, this channel accounts for just 30.5 percent of contacts. Instead, more than half (54.5 percent) of those seeking advice learned about Fair Mobility through its online presence, reflecting the successful expansion of digital offerings.

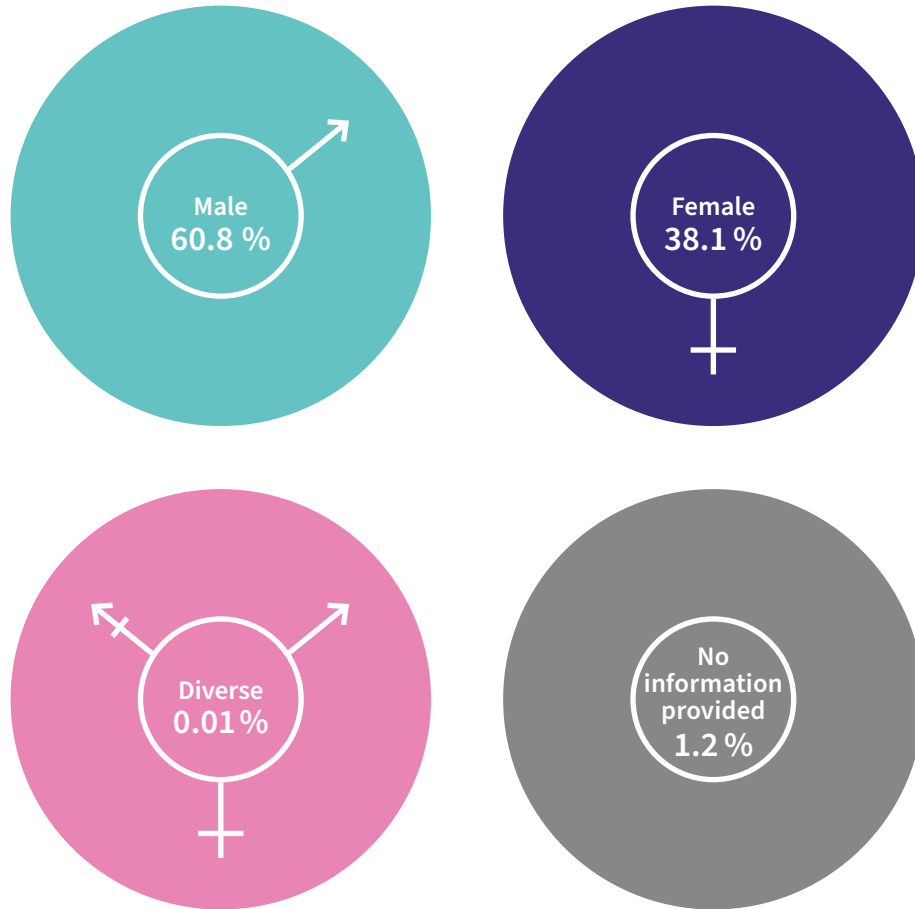
A similar development can be observed in the way communication takes place between those seeking advice and the advisors: In 2024, more than three-quarters of all consultations were conducted via telephone (42.1 percent) or email (34.6 percent). The share of in-person consultations, whether at advisory centers or directly at the workplace of those seeking advice, has increased by 2.3 percentage points compared to the previous year.





The level of time and effort required for each consultation varies significantly, as it depends on multiple factors. One indicator of this is the duration of the consultation process. In about half of the cases (56.3 percent), the time required is less than an hour. However, more complex cases took longer. On average, the consultation process—from first contact to conclusion—lasted 15.3 days.





N=8,635 in 8,236 cases
(multiple responses in group cases possible)

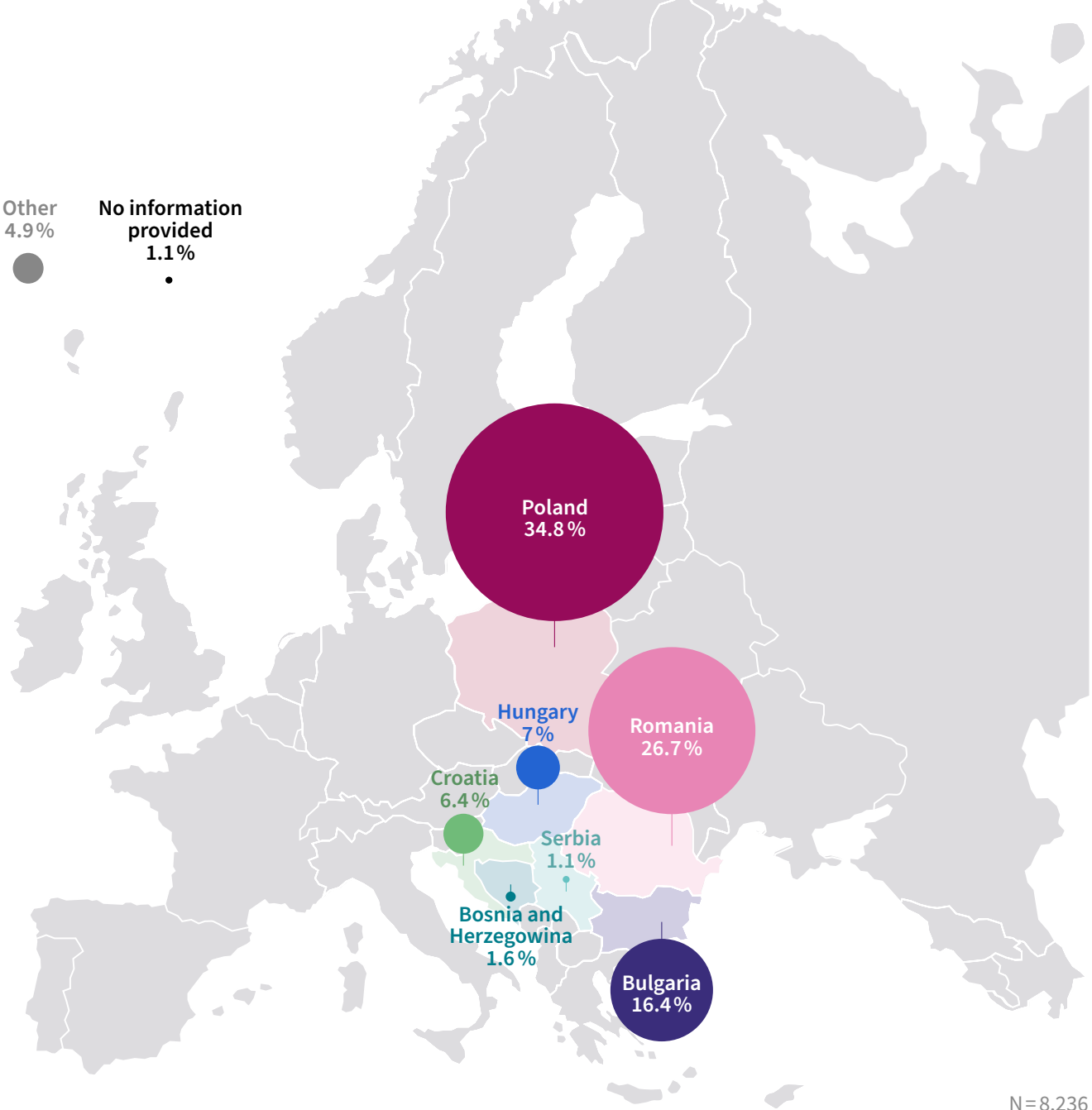
Gender of Individuals Seeking Advice

In 2024, the majority of individuals seeking advice are still male, with over 60 percent. However, there are significant gender differences across the industries of those seeking advice. For example, the share of women among those seeking advice in the domestic care sector is over 88 percent, while in international road transport, it is only just under 8 percent. This reflects broader gender patterns within these industries.



Other
4.9%

No information
provided
1.1%



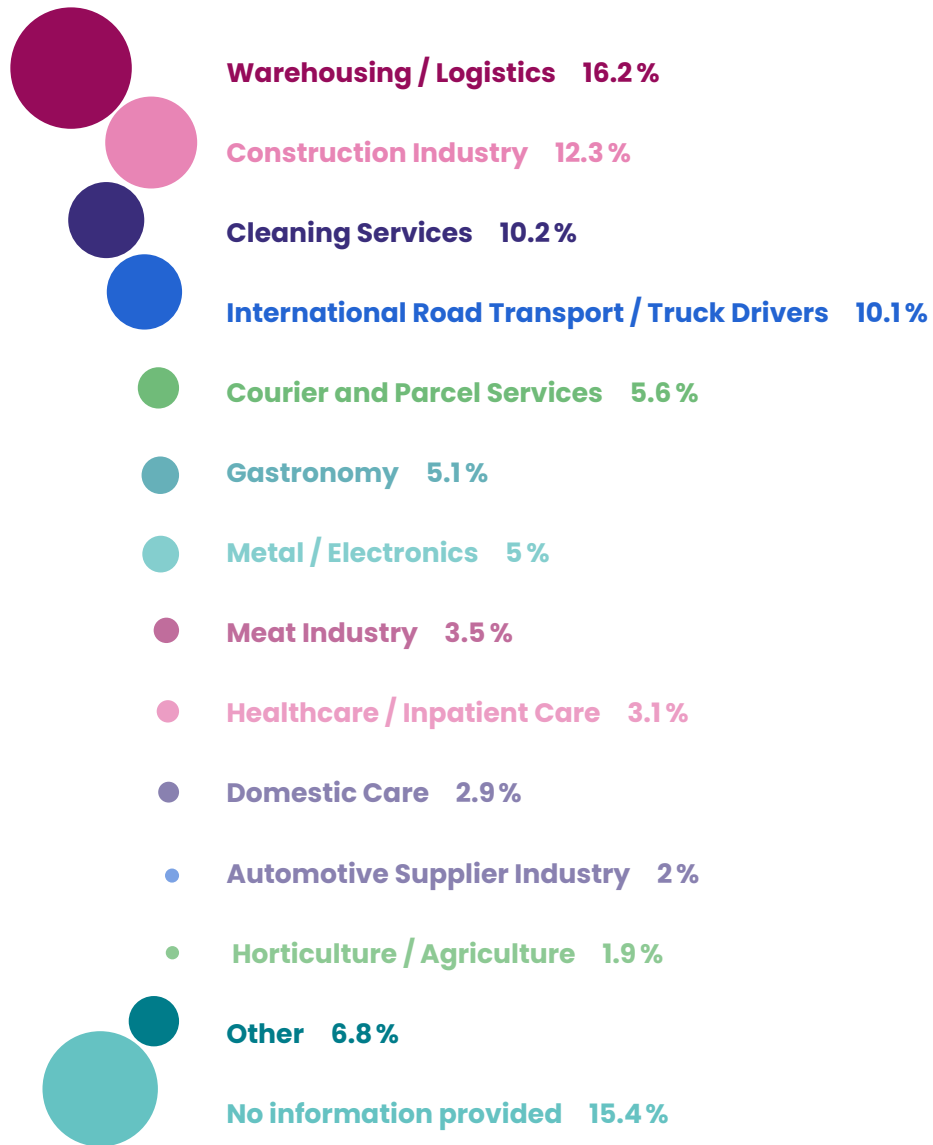
Origin of Individuals Seeking Advice

A core feature of Fair Mobility is providing advice in the native languages of workers. As such, the countries of origin often mirror the available language options. Most of those seeking advice come from Poland (34.8 percent), Romania (26.7 percent), and Bulgaria (16.4 percent). The largest group of individuals seeking advice who do not come from an EU member state is from Bosnia and Herzegovina (1.6 percent).

N=8,236

(indication of dual nationality possible)





N=8,236

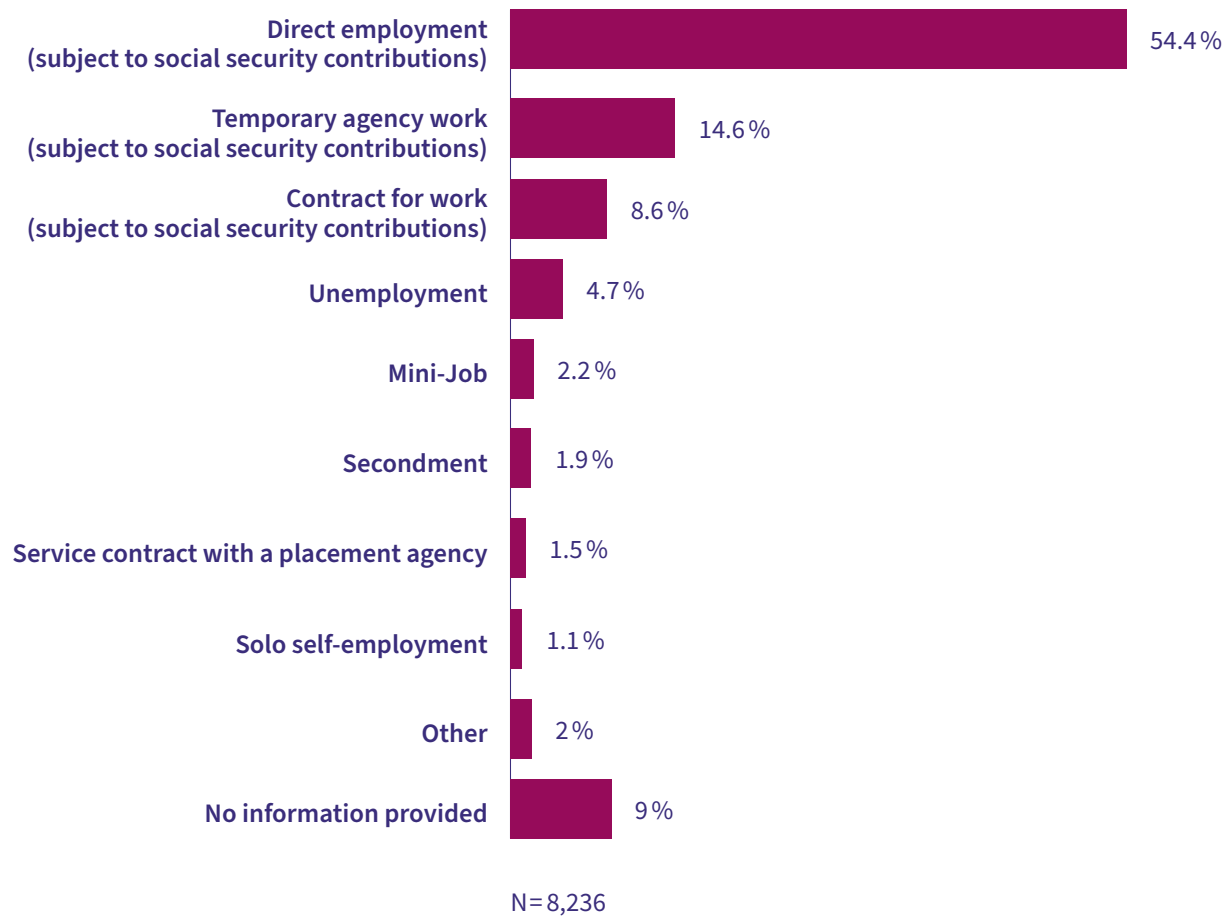
Industries

The six key industries of Fair Mobility are:

- / The Construction Industry
- / Agriculture
- / The Meat Industry
- / Domestic Care
- / Courier and Parcel Services
- / International Road Transport.

Together, these sectors account for 36.1 percent of the consultation cases. The highest proportion of individuals seeking advice comes from the Warehousing / Logistics sector (16.2 percent), which is closely connected to International Road Transport (10.1 percent) and Courier and Parcel Services (5.6 percent).

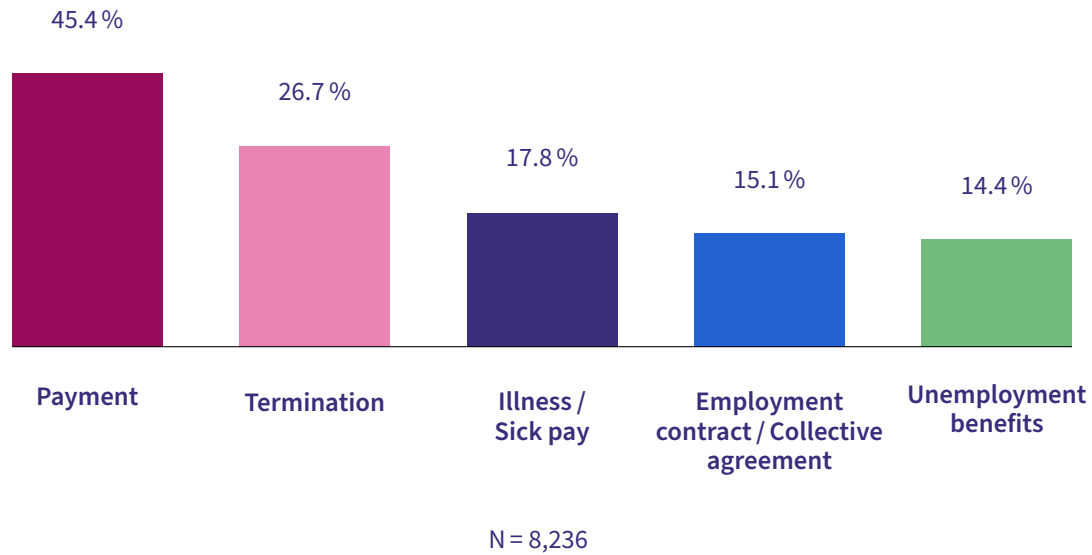




Employment Type

The vast majority of those seeking advice (77.7 percent) are in social insurance-based employment. Among all individuals seeking advice, 54.4 percent are in a direct employment relationship, 14.6 percent are employed through temporary work, and 8.6 percent have a contract for work. However, there are significant differences in employment types across industries. For example, 61.4 percent of those seeking advice who work in courier and parcel services are employed by subcontractors. In the field of home care, 38.4 percent are employed under a service contract with an employment agency.





Focus Areas and Successes of the Advisory Service

The reasons why individuals seek assistance from Fair Mobility are diverse and rarely limited to a single area of concern. Almost one in two cases (45.4 percent) is related to issues regarding compensation. Just over a quarter (26.7 percent) of the cases involve individuals affected by a dismissal or the consequences of being fired. Additionally, advisors are frequently faced with questions regarding illness and sick pay (17.8 percent), labour and collective agreements (15.1 percent), and unemployment benefits (14.4 percent).





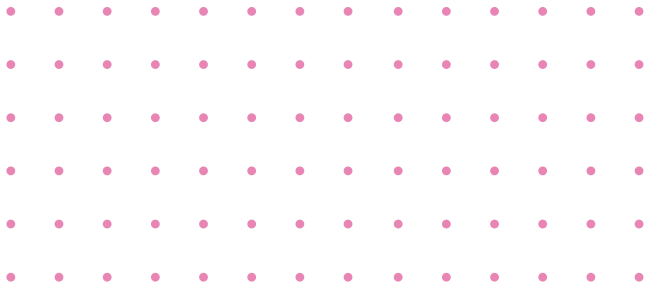
The service has a high success rate: in nearly 92 percent of cases, advisors provided effective support—either independently or in collaboration with partner organizations. In 3 percent of cases, individuals were referred elsewhere, while in just under 4 percent, contact was discontinued.



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