



Making the free movement
of workers fair.

The Work of Fair Mobility 2025 in Figures

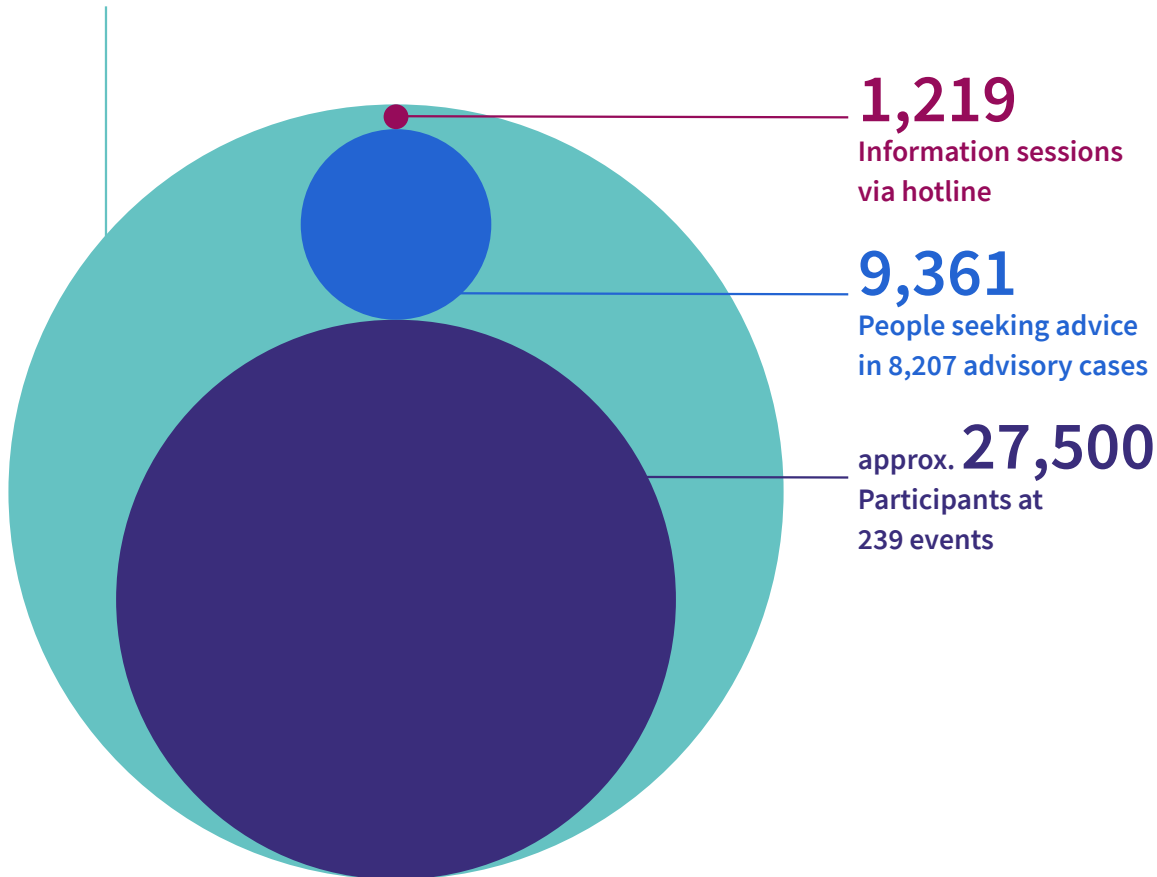
This is Fair Mobility

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 organisations 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



approx. **38,080**
People received information
and advice

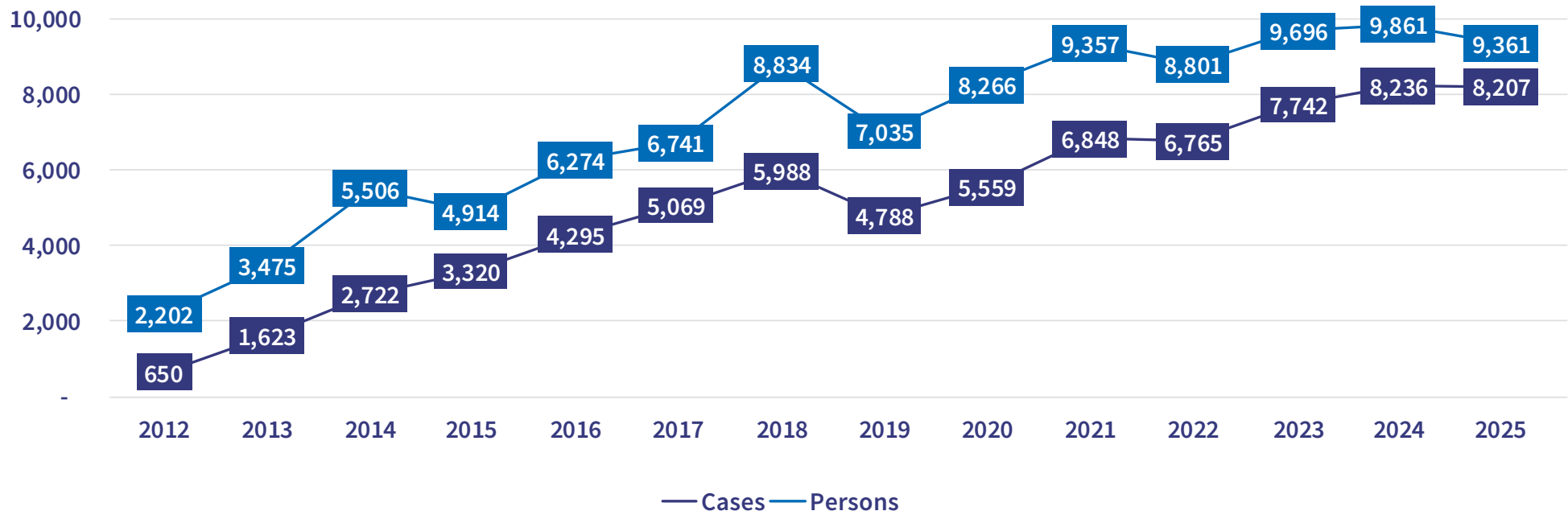


Number of People Seeking Advice

In 2025, the Fair Mobility team informed, advised, and supported around 38,080 advice seekers regarding their rights in the German labour market. Through 239 informational events, around 27,500 people were reached. More than 1,200 individuals contacted the hotline, and over 9,300 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 2025, the number of advice cases stabilised at a high level despite a reduction in advisory capacity, reaching 8,207 cases - only slightly below the previous year (-29). The advisory service is available to both individuals and groups, meaning that the number of people affected per case can vary considerably. Overall, around 7.7 percent of all consultations were group cases.





Evolution of cases over time



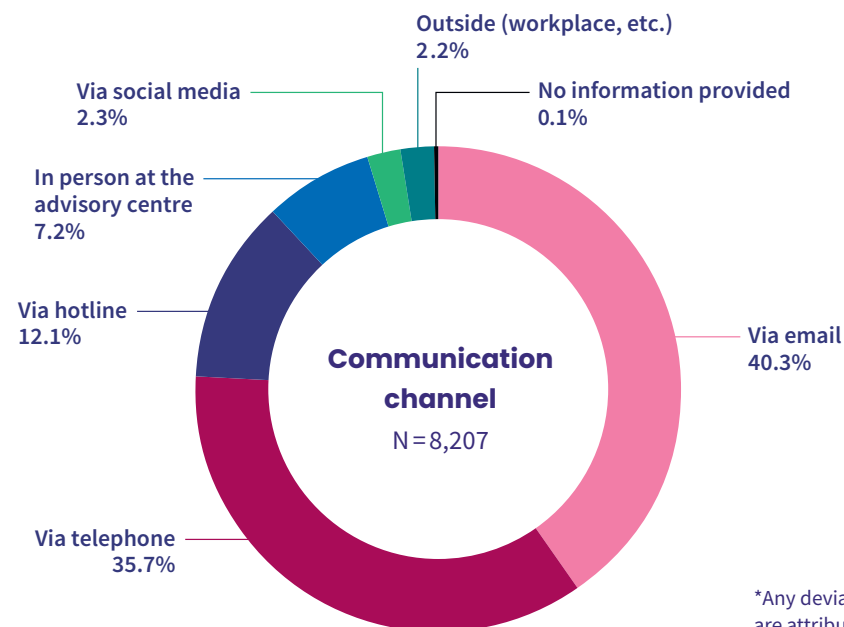
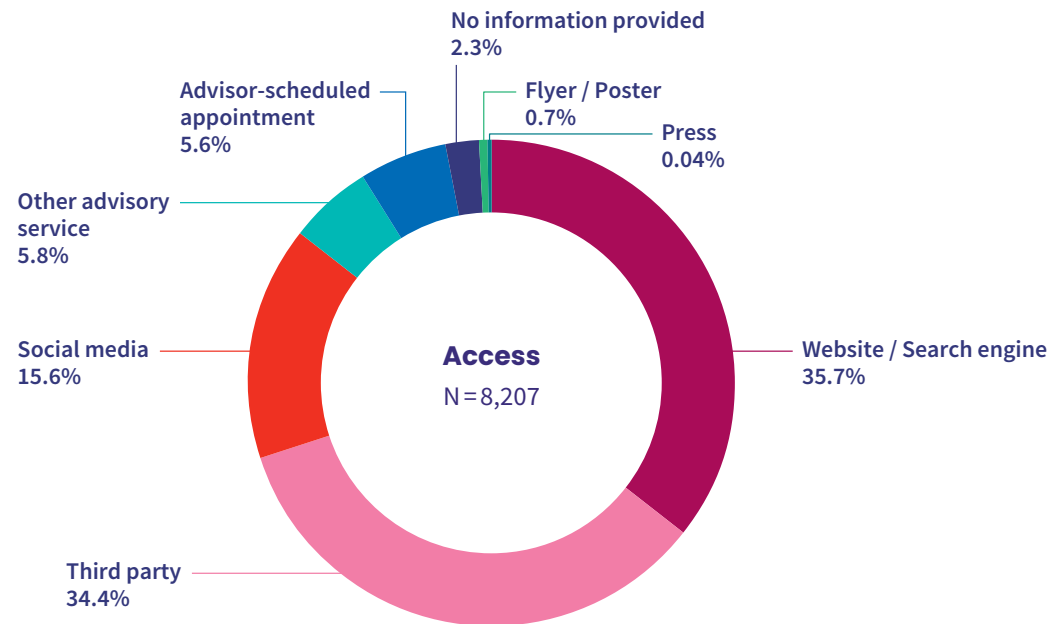
Access to our Advisory Service and Information

In the early years, the majority of people seeking advice found Fair Mobility through third parties (including colleagues, friends or other people seeking advice from their personal environment). Today, this channel accounts for around one third (34.4 percent) of contacts.

Currently, more than every second person seeking advice (51.3 percent) learns about Fair Mobility through its online presence: 35.7 percent through the website or search engines, and 15.6 percent through social media. This development is also due to the expansion of Fair Mobility's digital presence and digital offerings.

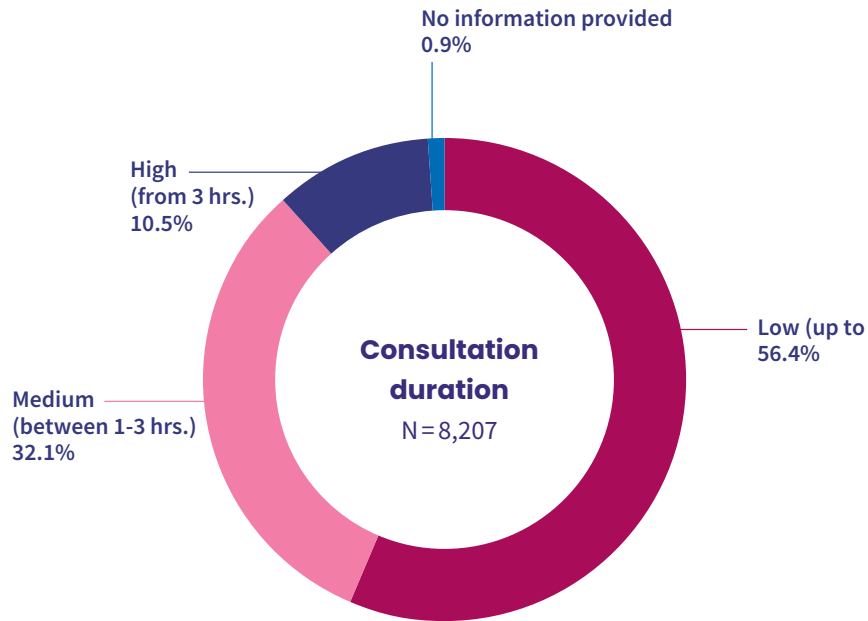
A similar development can be observed in the type of communication between people seeking advice and the advisers: for the first time, email is the most frequently used medium (40.3 percent), followed by telephone consultations (35.7 percent). Overall, these two forms of communication still account for around three quarters of all consultations.

The proportion of in-person consultations, for example at the advice centre or at the workplace of the person seeking advice, has decreased slightly by 0.5 percentage points compared to the previous year. Although people seeking advice are increasingly becoming aware of Fair Mobility through social media, only a very small share of consultation communication takes place via this medium which has even declined from 4.0 percent to 2.3 percent compared to the previous year.



*Any deviations from 100% in all figures are attributable to rounding.





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 2025, more than half of the cases (56.4 percent) required less than one hour of advisory work. About 38.9 percent of cases were resolved on the day of initial contact. However, more complex cases took longer. In 2025, the advisory process, from initial contact by the person seeking advice to the conclusion of the consultation, lasted an average of 15.4 days.





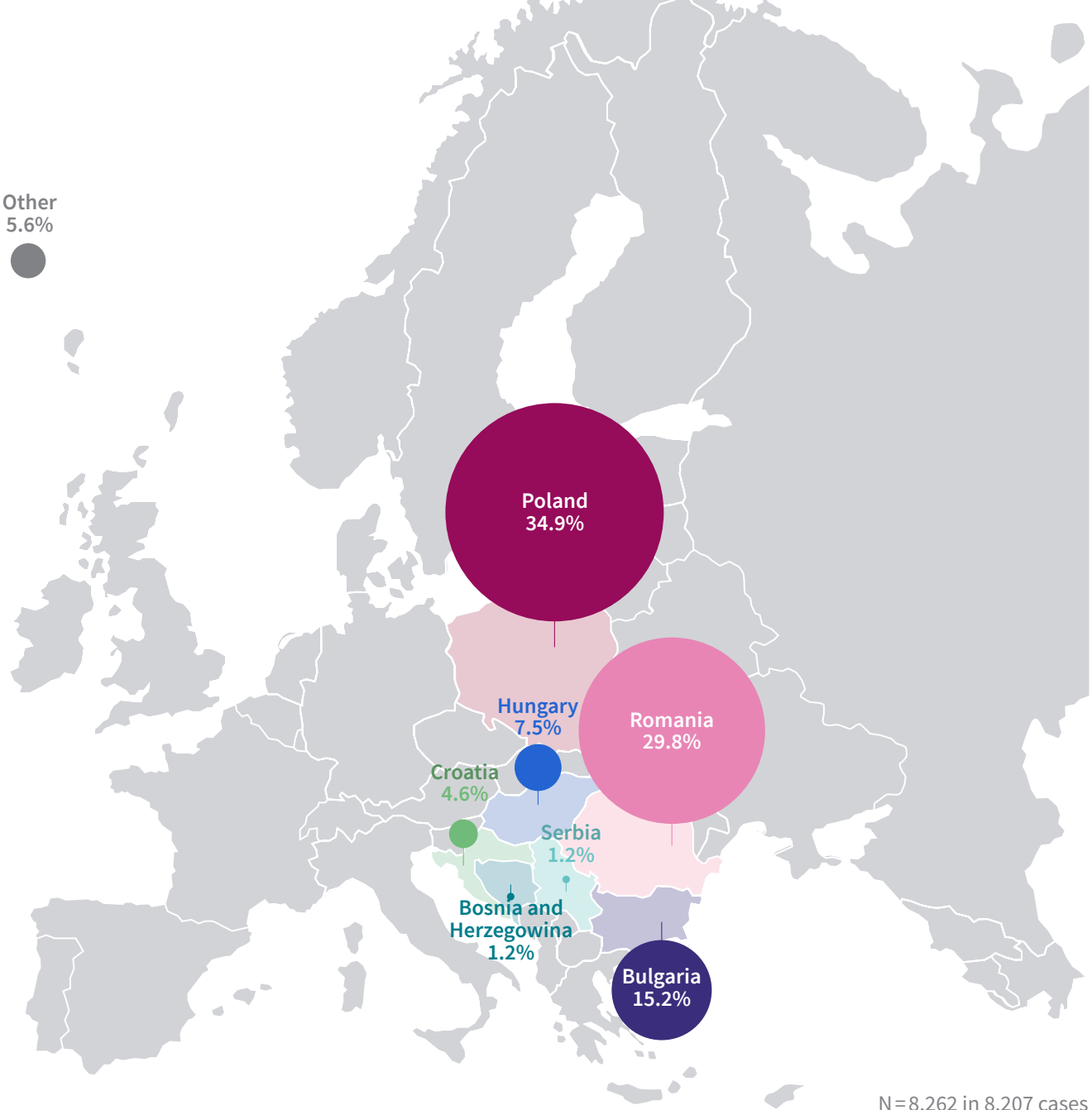
N=8,604 in 8,207 cases
 (multiple responses in group cases possible)

Gender of Individuals Seeking Advice

In 2025, the majority of individuals seeking advice are still male, with over 60 percent. However, in some cases there are significant gender differences across the industries of those seeking advice. For example, women account for more than 88 percent of those seeking advice in the field of domestic care, and more than 79 percent in the Healthcare / Inpatient Care. In contrast, the proportion of men is exceptionally high in the construction sector (93.6 percent) and in international road transport (91.8 percent). This reflects broader gender patterns within these industries.



Other
5.6%

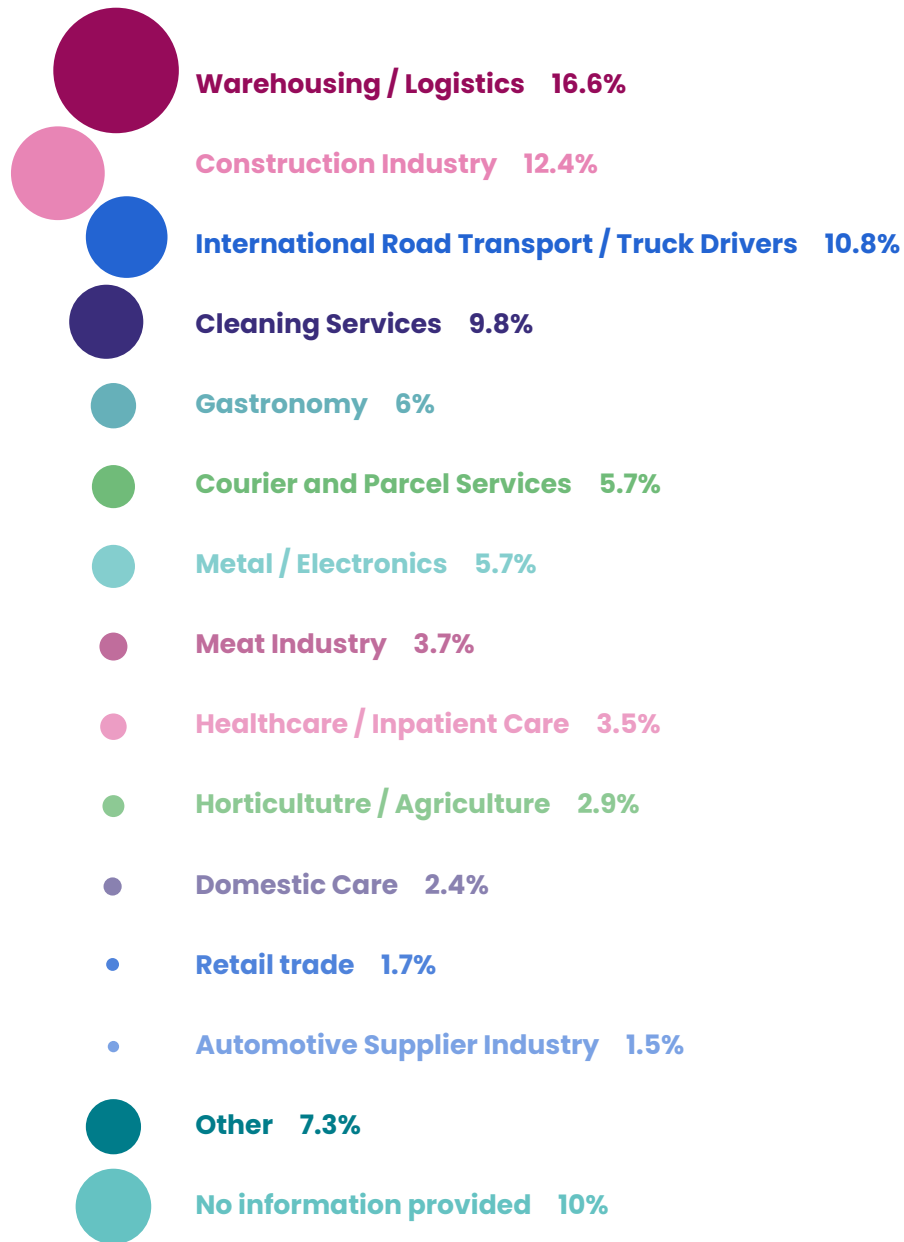


N=8,262 in 8,207 cases
(indication of dual nationality possible)

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. In 2025, most people seeking advice were from Poland (34.9 percent), Romania (29.8 percent), and Bulgaria (15.2 percent). The largest group of people seeking advice who do not come from an EU Member State are from Bosnia and Herzegovina (1.2 percent) and Serbia (1.2 percent).





N=8,207

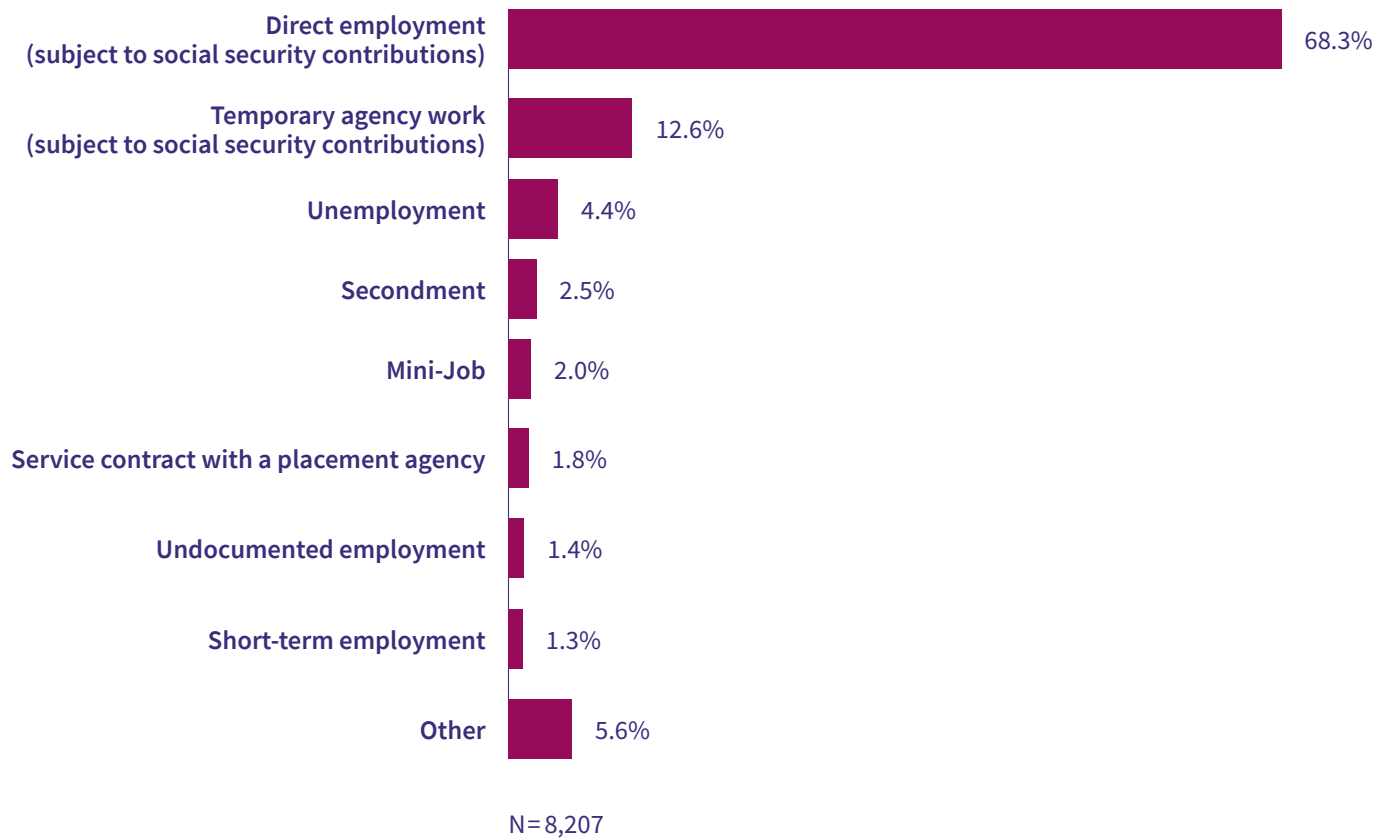
Industries

The six key industries of Fair Mobility are:

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

A total of 37.9 percent of consultation cases come from these six priority industries. The highest proportion of people seeking advice comes from the warehousing/logistics sector (16.6 percent), which is closely linked to international road transport (10.8 percent) as well as courier and parcel delivery services (5.7 percent). In 10 percent of cases, the exact industry of the people seeking advice is unknown.

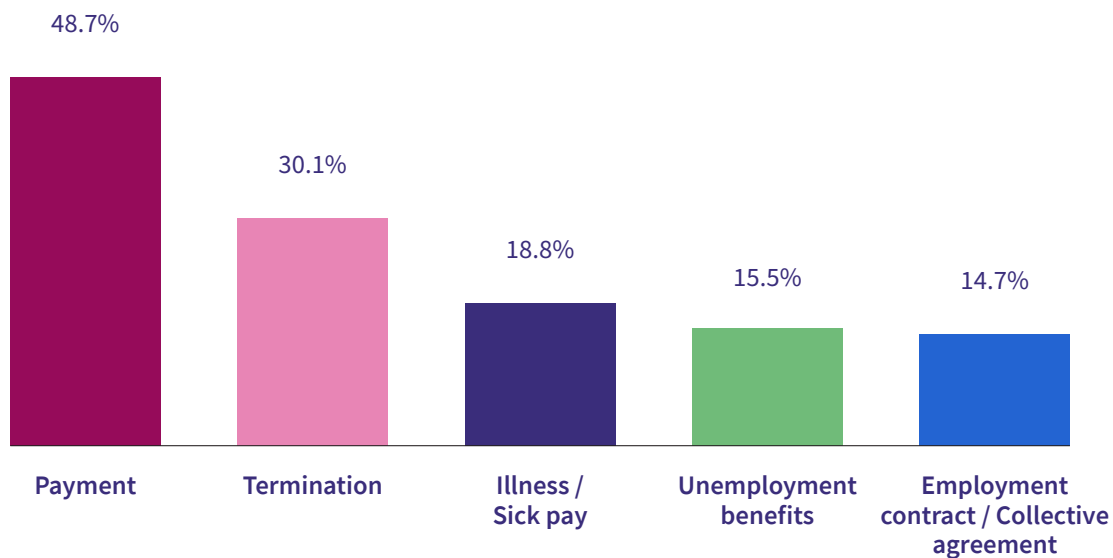




Employment Type

The vast majority of people seeking advice (80.9 percent) are in social insurance-based employment. Among those, more than half (68.3 percent) are in a direct employment relationship, while 12.6 percent are employed through temporary work. However, there are significant differences in types of employment across industries. For example, 37.7 percent of people seeking advice who work in horticulture or agriculture are in short-term employment. In domestic care, 36.5 percent are employed through a service contract with a placement agency.

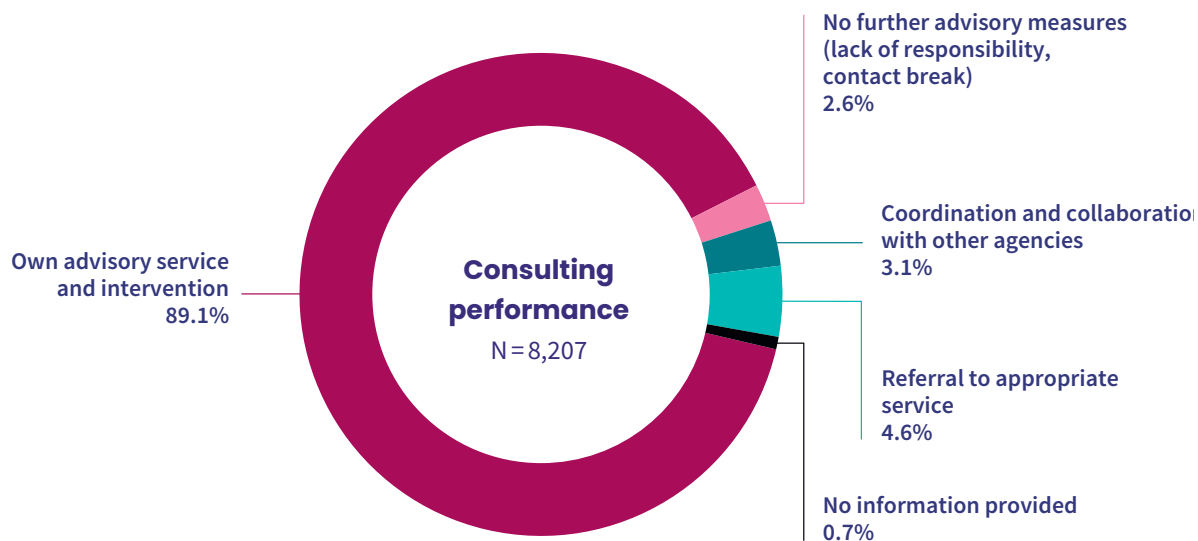




N=8,207 (multiple responses possible)

Focus Areas and Achievements of the Advisory Service

The reasons why individuals seek assistance from Fair Mobility are diverse and rarely limited to a single area of concern. As a result, several reasons for seeking advice are often given. In 2025, almost every second case (48.7 percent) is related to issues regarding compensation. In nearly every third case (30.1 percent), the people seeking advice are affected by a dismissal or the consequences of a dismissal. Additionally, advisors are frequently faced with questions regarding illness and sick pay (18.8 percent), unemployment benefits (15.5 percent), as well as labour and collective agreements (14.7 percent).



In 2025, Fair Mobility advisers were able to provide the necessary support and advice themselves or in cooperation with other organisations in 96.8 percent of cases. In 89.1 percent of cases, the support was provided directly by the advisers. Only in 2.6 percent of cases, no appropriate advice could be provided.



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