



RESEARCH DESIGN

Fair Labour Mobility EU: Counselling Network and Research for Mobile Migrant Labour

Authors

Sonila Danaj, Elif Naz Kayran, Eszter Zólyomi

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General contact:

Michaela Dälken, M.Daelken@iq-consult.de
IQ Consult gemeinnützige Gesellschaft für Weltoffenheit, Toleranz und Vielfalt mbH
Franz-Rennefeld-Weg 5
40472 Düsseldorf, Germany
www.fair-labour-mobility.eu

For more information on this publication: *Sonila Danaj* danaj@euro.centre.org

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1. Introduction

Cross-border labour mobility within the European Union has increased significantly over the past decade. Mobile migrant labour plays a vital role in addressing labour shortages, particularly in labour-intensive low-wage sectors such as construction, international road transport, seasonal agriculture, and the hospitality sector (hotel, restaurant, catering). However, this growing reliance on mobile migrant labour has not been matched by adequate structures to ensure their protection and access to rights.

Mobile migrant workers — and in particular posted third-country nationals (TCNs) — face multiple layers of vulnerability. Prior research and social partner reports indicate that to effectively reach this target group of cross-border EU and TCN workers and provide counselling, that is both appropriate and responsive to their working and legal conditions, specific expertise is required that takes into account the mobility patterns of their employment, and, in the case of TCNs, their migration status.

Social partners in various EU and candidate countries have been building such expertise to provide tailored counselling to mobile migrant labour on the ground, combining information provision with direct support for individual or group grievances and claims against their employers. These efforts have led to various initiatives, among which the now consolidated Fair Labour Mobility EU (FELM) network comprised of counselling centres in eight EU and candidate countries: Austria, Bulgaria, Germany, Hungary, Poland, Romania, Serbia and Slovenia. The FELM network has been granted funding through the Pilot Projects and Preparation Actions (PPPA) for the period 1 January - 31 December 2026 to enhance the protection of mobile migrant workers by expanding and consolidating a transnational counselling network, developing tailored counselling and support services, and generating robust, evidence-based recommendations for a permanent, EU-wide support structure. The project has a special focus on the most affected sectors (international road transport, construction, and seasonal work in agriculture and hospitality sector) as well as on addressing the specific needs of posted TCNs.

This research design document, here, describes how the research component of the project will be conducted.

Background of the study

Mobile migrant labour in the EU: categories and figures

Intra-EU labour mobility continues to grow despite a reverse trend in certain countries (e.g. Germany, the Netherlands and the UK)¹. In 2023, according to Eurostat, there were

¹ See for Germany: [https://www.statistikportal.de/de/zuwanderung-deutschland#:~:text=lm%20Jahr%202024%20wurden%20rund,\(601.000%20Personen%20pro%20Jahr\);](https://www.statistikportal.de/de/zuwanderung-deutschland#:~:text=lm%20Jahr%202024%20wurden%20rund,(601.000%20Personen%20pro%20Jahr);) for the Netherlands: <https://www.cbs.nl/en-gb/news/2026/06/population-growth-slows-for-third-consecutive-year>; for the UK: <https://migrationobservatory.ox.ac.uk/resources/briefings/long-term-international-migration-flows-to-and-from-the-uk/>

about 10.1 million working age (20-64 years) long-term EU movers² in the EU and about 1.83 million cross-border workers (20-64 years), whereas the number of postings (PD A1 certificates) reached about 5.5 million for an estimated about 3.5 million persons. Meanwhile, the inflow of third-country nationals doubled, reaching 3 324 000 mainly attributed to the Russian invasion of Ukraine. The main destination countries for all categories of movers were Germany, Spain and Italy, where more than half of the movers reside, while almost half of the movers (46%) are from Romania, Poland and Italy (European Commission, 2025).

In the case of posting and one of the main categories of cross-border workers, the latest available statistics based on the data from the Portable Document A1 Certificates³ (one of the main sources of information on intra-EU posting) show that, in 2023, the main sending countries were Germany, Poland, Italy, France and Spain, together with Slovenia and Lithuania in relative terms, while the main receiving countries were Germany, France, Austria and Belgium. The main sectors of activity for posted workers were industry (37.1%), construction (16.4%), agriculture (0.7%), and “other” services (45.8%). Road transport (39.2%) and construction (25.1%) were also the main sectors of employment for persons active in two or more Member States (De Wispelaere, De Smedt and Pacolet, 2025a).

Among posted workers, there has been an increase in the number of third-country nationals involved in posting. While the data on TCN postings is fragmented, the trend can be traced in the reporting of prior declarations.⁴ Among the countries that report the nationalities of the posted workers based on prior declarations, around one fifth of the posted workers reported in the prior declaration tools concern TCNs, most frequently sent from companies established in Poland (20.6%), outside the EU/EFTA (18.5%), and Portugal (12.0%). Depending on the way data have been reported, partial information is available on TCN involvement in posting in terms of number of posted TCN workers, number of postings done by TCNs, or number of notifications where TCNs have been involved. Based on such data, the main receiving countries include Belgium (25.1%), Bulgaria (23.9%), France (24.5%, data 2022), Italy (20.7%), and the Netherlands (24.1%)

² Mover is defined as a person who resides in a country other than that of their citizenship (European Commission, 2025).

³ A portable document A1 certificate (PD A1) is issued to a worker who is to be sent from one EU Member State to another to provide services attesting to them continuing to be covered by the social security system of the issuing country during their provision of services abroad.

⁴ Article 9 (1) (a) of the Directive 2014/67/EU of the European Parliament and of the Council of 15 May 2014 on the enforcement of Directive 96/71/EC concerning the posting of workers in the framework of the provision of services and amending Regulation (EU) No 1024/2012 on administrative cooperation through the Internal Market Information System (‘the IMI Regulation’) states that Member States may impose an obligation on a service provider established in another Member State to make a simple declaration to the responsible national competent authorities containing the relevant information necessary to allow factual checks at the workplace, including, among others, the identity of the service provider; the anticipated number of clearly identifiable posted workers; the anticipated duration, and the envisaged beginning and end date of the posting; and the nature of the services justifying the posting. Most Member States have imposed this requirement by setting up national prior declaration tools as a notification document to be submitted by the service provider to the corresponding public authorities in the receiving country. While each country has their own tool, some Member States include the requirement to declare the nationality of the posted worker, which helps trace the presence of posted third-country nationals in the posting supply chain (see De Wispelaere, De Smedt & Pacolet, 2025).

regarding posted TCN workers, Poland (55.7%) regarding TCN postings, and Lithuania (52.5%) regarding notifications of TCN posting. More than a fifth of the posted TCNs in multiple receiving EU countries were nationals of Ukraine, while other significant groups of TCN workers were originally from Belarus, Bosnia and Herzegovina, Brazil, Morocco, and Turkey. Furthermore, according to data from 2023, 8.5% of all postings are now also done from companies established outside of the EU (extra-EU), sending their workers most frequently to Bulgaria (22.3%), Sweden (18.2%), Italy (13.8%), and France (11.6%, data 2022) (De Wispelaere, De Smedt and Pacolet, 2025b).

Intra-EU seasonal workers, on the other hand, were estimated to be around 650 000 – 850 000 operating in sectors like agriculture, food services and accommodation, with significant variation across Member States (European Commission, 2023).

While the statistics on mobile migrant labour remain fragmented, existing data show that a significant number of people in the European Union cross borders for work and they might be exposed to various risks due to the differences across countries in terms of labour standards and labour protection mechanisms. In the next section, an overview of the main issues faced by mobile migrant labour is presented.

Main issues faced by mobile migrant labour

The main issues faced by mobile migrant labour across different groups include the violation of their labour rights independent of their legal status (Cremers, 2023), namely exploitative practices related to their employment and migration status, such as remuneration and other labour rights violations, non-compliant working conditions on work sites, irregular payment and non-payment of social security contributions, and precarious living conditions (European Commission, 2023; 2025; ELA, 2025).

Underpayment or unpaid salaries are the most frequently reported issues among mobile migrant labour as well as stakeholders (De Wispelaere, De Smedt and Pacolet, 2022; ELA, 2025). Workers are usually offered a formal contract that sets minimum wages, while they are promised other amounts in verbal agreements, that are subsequently not always respected by employers. The irregularities between workers' actual pay and the expected pay create circumstances of high risk of poverty for these workers, especially in cases when they are not paid at all. Other issues related to labour rights include not being paid for overtime or, in the case of posted workers, not being paid the allowances that they are entitled to receive while providing services abroad.

Another issue reported regularly concerning posted workers is irregularities with documentation of their employment and migration status. Previous research indicates that in some cases workers may not have a proper contract but only a verbal agreement or that the formal contract does not reflect their actual work, tasks or pay. In other cases, individuals might be in circumstances of bogus self-employment or bogus posting. In the case of posted workers, they might also not have all documents necessary to formalize their posting, such as the lack of the A1 portable document (PD A1) or having been given a forged one, or not having the administrative visa to provide services in Germany as a TCN posted worker, such as the so-called Vander Elst visa (Danaj, Vah Jevšnik, Kietbasa, and Szaraniec, 2023; ELA, 2025).

Irregularities are sometimes also linked to a lack of or insufficient social security coverage (Shutes, 2016). In the case of posted workers in particular, previous evidence shows that when workers are not issued a PD A1, they are not adequately covered while posted, not only in terms of social contributions and subsequent entitlements but also in case of sickness or accidents at work (Lillie, Kärkkäinen, and Kayran, 2025; Lukács Gellérné and Gyulavári, 2025). These types of issues are usually discovered after the fact of an incident or in case of immediate need, as was the case for instance during the COVID-19 pandemic or in work-related accidents. This lack of adequate coverage, then, makes it challenging to address and access workers' entitlements, and sometimes it demands that workers cover health care expenses privately (Danaj and Zolyomi, 2020; Danaj, Kayran and Geyer, 2023; Lillie, Ndomo and Kärkkäinen, 2023).

Poor working conditions are another repeatedly reported issue in the literature (Alberti and Danaj, 2017; Bagnardi, Sacchetto and Vianello, 2024; Novitz and Andrijasevic, 2020; Berntsen, 2016; Caro, Berntsen, Lillie, and Wagner, 2015; Cremers, 2011; Danaj and Zolyomi 2020; ELA, 2025). The challenges regarding working conditions include work intensification, long working hours, weekend work, as well as occupational safety and health matters such as lack of protective equipment and appropriate outfits, sometimes with fatal consequences (Cillo, 2021). Likewise, accommodation and living conditions have also been raised as a crucial concern, especially for specific categories such as seasonal workers (European Commission, 2023) or drivers in transnational road transport (ELA, 2025).

Efforts are made by public authorities and the trade union movement to minimize these issues and support mobile migrant labour in addressing their grievances and improve their working conditions. Among the measures observed in the literature, first is information provision, which can be broadly provided at the national and EU-level (e.g. through the EURES network) or more targeted (e.g. through the Fair Mobility campaigns and networks in Germany or the European Labour Authority campaigns). Enforcement is a second aspect where public authorities in collaboration with social partners monitor and enforce labour standards (ELA, 2023; Danaj et al., 2021). A third important area is seeking redress and providing legal aid, which is often provided by the trade unions and other civil society organisations in the form of tailored services for mobile migrant labour (Cremers, 2023).

In this study, we explore the third area in detail as explained in the next sections.

Objectives of the study

The study aims to

- Conduct a review of the existing academic/grey literature on counselling services for mobile migrant labour including EU and TCN workers providing services and/or working within the EU.
- Conduct a mapping of counselling services and their practices towards mobile migrant labour including EU and TCN workers in select Member States and Candidate Countries.

- Conduct empirical data collection and analyse said data to identify risk factors, assess sectoral characteristics (agriculture, construction, hospitality sector, and international road transport), and identify best practices and gaps in counselling and support practices.
- Contribute to the co-production of recommendations for new and/or improved counselling services for mobile EU and TCN workers.

Target group

The target of this research is counselling services for mobile migrant labour including EU and TCN workers, including posted workers, seasonal workers and other categories of workers, who are based in one EU or Candidate country to the EU while working and/or providing services to another EU country temporarily. The research focuses on counselling services provided by support organisations, such as trade unions (TUs) and non-governmental organisations (NGOs).

Definitions

For the purposes of this research, the following definitions are relevant:

A mobile migrant worker is a person who works as an employee or provides services in one EU Member State but is formally residing in another (sometimes neighbouring) EU Member State. This group includes various sub-categories. In this study we focus on seasonal or short-term mobile migrant labour (who temporarily live in the country of employment for a few months each year while keeping their permanent residence in their home country) including posted TCN. For the purposes of this study, there are also included workers in arrangements involving misclassification or circumvention of their employment status (e.g. bogus posting, bogus self-employment and other forms of misclassified employment) as well as workers who might reside in candidate countries to the EU or other third countries while working in an EU country, as these cases entail comparable barriers to enforcement of their rights and their access to support.

Counselling services are support services related to labour and social rights issues that mobile or migrant workers encounter when they work or provide services in an EU country other than their country of residence.

Counselling centres are entities or offices that support mobile or migrant workers on issues related to their labour and social rights.

2. Methodology

Methodological approach

The project adopts a comparative, sequential, mixed-methods approach combining desk research, survey data collection, and semi-structured interviews to examine counselling services targeted for EU and TCN mobile migrant labour that provide services and/or work within the EU. The methodological design serves three core objectives:

- a) to map and analyse counselling services targeting mobile migrant worker,
- b) to identify key risk factors and sector-specific characteristics, focusing on agriculture, construction, international road transport, and hospitality, from the perspective of counselling services, and
- c) to identify and discuss best practices and gaps in counselling provision across diverse national contexts.

This approach enables the study to capture both cross-national variation and service-level dynamics shaping counselling practices and outcomes for workers.

The research is structured into *four sequential and interlinked phases*, allowing findings from each stage to inform the next steps.

In the **first phase**, the project conducts a review of relevant academic and grey literature to establish a conceptual and empirical foundation for the study. This phase aims to systematise existing knowledge on counselling services for mobile migrant labour in the EU and to inform the subsequent mapping and case selection process. In parallel, consultations with the project's trade union partners support the refinement of what we learn from extant research and contribute to the identification of relevant country cases and counselling services for further study.

The **second phase** consists of a targeted survey addressed to counselling service centres in 12 selected countries. The survey is designed to map the characteristics, scope, and practices of counselling services most relevant to the project objectives. The *unit of analysis* is the counselling service centre, and *the geographic scope* is limited to the selected country cases. Survey data, comprising both closed-ended and open-ended responses, will be compiled, cleaned, and analysed to generate a comparative overview of counselling provision and to identify areas where additional qualitative insight is required. After the completion of the survey fieldwork, researchers will analyse the findings and invite a selected number of survey respondents for a follow-up exchange on various aspects discovered in the survey.

Building on the survey findings, the **third phase** involves a series of semi-structured interviews conducted with selected counselling services and, where relevant, complementary actors in the country cases. These interviews serve to deepen the analysis, clarify ambiguities arising from the survey data, and explore identified practices, challenges, and risk factors in greater detail. Interview findings are synthesised with the survey results to support cross-country and cross-sectoral comparisons.

In the **fourth phase**, the project validates and further refines its findings through two transnational workshops and a final transnational project conference. These co-production activities provide a structured forum to discuss preliminary results with practitioners and stakeholders, to validate interpretations, and to jointly reflect on identified risk factors, best practices, and gaps in counselling services. This final phase ensures that the analysis is grounded in practice and directly informs the formulation of evidence-based conclusions and recommendations.

Literature review

The literature review will be conducted as a targeted review of academic and grey literature addressing mobile migrant labour, including EU and TCN workers, and the role of counselling and support services in facilitating access to rights, information, and protection. Academic literature will be identified through searches in major scholarly databases and relevant journals, using predefined keyword combinations covering mobility regimes (e.g. posting, seasonal work), sectoral contexts (agriculture, construction, hospitality, and international road transport), and relevant organisations (trade unions, NGOs, counselling and advisory services). In parallel, grey literature will be collected from institutional sources, including European Union agencies, social partner organisations, and non-governmental organisations, to capture policy developments, operational practices, and empirical evidence that may not be reflected in peer-reviewed publications. The inclusion criteria will prioritise relevance to mobile migrant labour in the EU context and the counselling services and other organisations that support them.

The review will be organised thematically and comparatively, with particular attention to how different forms of labour mobility intersect with sectoral characteristics and institutional arrangements for counselling and support. Rather than providing an exhaustive state-of-the-art, the review aims to identify key analytical concepts, recurring empirical findings, and methodological limitations in existing research, especially regarding the visibility of counselling services and their role as intermediaries for mobile migrant workers. Insights from the literature review will directly inform the subsequent phases by guiding the mapping of counselling services, supporting the selection of country cases, and shaping the design of the survey questionnaire and interview guides.

Case selection

Criteria for the country case selection

The selection of country cases builds on a combination of desk research and targeted consultations conducted in the first phase of the project. Eight countries are currently pre-selected as partners of the project consortium, including those in which pilot activities are planned. The pre-selected eight countries already reflect different roles in the cross-border employment chains within the EU labour mobility systems as major receiving countries (Austria and Germany), sending countries with high levels of outward cross-border mobility and posting (Poland, Romania, Bulgaria, Hungary, and Slovenia), and a non-EU country of origin (Serbia) with significant labour mobility and migration links

to the EU. This configuration of cases allows the project to capture variation in counselling needs, institutional arrangements, and sectoral exposure across origin and destination contexts, while also addressing mobility dynamics involving third-country nationals.

In addition to these, four more country cases will be selected to strengthen the comparative design. The selection criteria for these additional four country cases will also target further geographical coverage (for instance, Southern and Northern EU Member States are underrepresented in the pre-selection) and capture variation in the role of countries as both sending and receiving contexts for mobile EU and TCN workers (for instance, Belgium, France, and the Netherlands have distinct patterns compared to the Central European EU Member States in the pre-selected sample). The selection strategy seeks to maximise analytical leverage by covering diverse institutional, regulatory, and mobility profiles relevant to the project objectives, which will be explored in the first phase of the research. In this respect, the additional country cases selected will be guided by a set of substantive and operational criteria identified through the literature review and consultations. These include the presence and diversity of counselling and support services for mobile migrant labour, the extent and nature of service providers' engagement with different categories of mobile EU and TCN workers, such as posted workers, seasonal workers, and the relevance of the four focus sectors (agriculture, construction, hospitality, and international road transport) within national mobility patterns. Consideration will also be given to the feasibility of data collection, including access to relevant counselling services and the availability of contextual information. A preliminary list of possible countries to be selected is provided in Table 1.

Table 1: Mapping of EU countries to base the selection for the study

Geographical coverage	Countries	Justification	Potential centres to contact
Northern Europe	Denmark, Finland, Sweden	Nordic labour market model, characterized by high levels of unionization, strong employer associations, and a tradition of social dialogue and collective bargaining; Denmark and Sweden a decentralized collective bargaining, while Finland has a centralized model; TUs in all three countries have previous experience with the protection of labour standards and supporting mobile migrant workers, especially posted workers	DK: trade unions, Workplacedenmark.dk local Job centres; International Citizen Service (ICS) FI: trade unions, Info Norden, EURES FI, municipal services, RIKU, Hermes Application (Teollisuusliiton Hermes - sovellus) SE: trade unions, Swedish Public Employment Service (Arbetsförmedlingen), EURES SE, local municipal services
Western Europe	Belgium, the Netherlands	Strong social partner organizations, although collective bargaining is centralized in BE and decentralized in NL; considerable presence of mobile migrant workers; active involvement of public authorities	BE: trade unions (such as ACV/CSC, ABVV/FGTB, ACLVB/CGSLB), Caritas, CIRE, Public Legal Aid, Benelux Union NL: Trade union support (Vakbondssteun), Public Legal Aid, Migration Inc., public employment services; WorkinNL, MyinfoNL
Southern Europe	Italy, Spain	Southern labour market model, strong unions; semi/un-declared work; cross-border seasonal work; outgoing migrant labour, incoming and outgoing TCN mobile migrant labour	IT: Camera del Lavoro, migration offices/trade unions, workers' assistance funds (sectoral) ES: trade unions, Colegios de Abogados, NGOs (Cáritas; Red Acoge)

Selection of questionnaire respondents and interview participants

The selection of questionnaire respondents and interview participants will follow a purposive and role-based sampling strategy aligned with the project's analytical focus on counselling services for mobile EU and TCN workers. The primary focus will be on counselling service centres operated by trade unions and other non-governmental organisations that provide support to mobile migrant labour across different mobility categories, including posted workers, seasonal workers, and other forms of temporary mobility. Survey respondents will be drawn from the identified counselling services in the selected country cases to ensure cross-country and cross-sectoral coverage.

Subsequently, interview participants will be selected based on their relevance to the research questions, including their degree of engagement with the project's focus sectors (agriculture, construction, hospitality, and international road transport) and their involvement in addressing identified risks and support needs. They could be respondents from the mapped counselling services in the survey sample or other actors with complementary, relevant information for the case countries represented.

Data collection

Questionnaire

The study will deploy a structured, evaluative questionnaire to map and assess existing counselling and support services for mobile EU and TCN workers across the selected 12 EU Member States. It will also serve to identify good practices, gaps in provision, and areas for potential policy development at national and EU levels. The questionnaire will be administered in English and implemented as an online survey using the European Commission's EUSurvey tool. The questionnaire will be targeted at representatives of counselling centres, trade union organisations, NGOs, and other relevant support services providing assistance to mobile EU and TCN workers.

Content of the questionnaire

The questionnaire will have an introductory text with information on the project, study objectives and key definitions used. This will be followed by some filter questions and an information page on data protection and consent for respondents before moving on to the main part of the questionnaire. An outline of the questionnaire's structure and themes are provided in the Annex 1.

In terms of the substantive contents of the questionnaire, the following themes will be covered:

- basic information on the organisations completing the questionnaire, establishing the classification of both respondents and their respective organisations.
- organisational characteristics, capacity, and resource conditions in order to identify the context of service provision, and information on the target groups (clients) served by the organisations, such as posted TCNs, seasonal workers and other mobile EU citizens.

- service provision capturing information on the scope and depth of counselling and support services provided (such as information on rights and obligations, legal advice, case handling, referrals, and follow-up, advocacy and awareness-raising), the modes of service delivery (e.g., in-person, online, multilingual support), and other operational practices.
- main grievances, risks, and problems (e.g., unpaid wages, working conditions, access to accommodation and social protection) encountered by mobile migrant labour, as observed by counselling services, also disaggregated by sector and worker status.
- cooperation with relevant actors, such as enforcement agencies, public authorities and other stakeholders, as well as existing links and networks between counselling centres/services at local, national and transnational levels.
- challenges and gaps faced by counselling services delivering support to cross-border mobile migrant labour.
- good practices and recommendations for improving service provision for the target group.

Type and formulation of questions

The questionnaire will consist primarily of closed-ended questions (i.e., provide a question prompt and ask respondents to choose from a list of possible responses) to ensure cross-country comparability, complemented by open-ended questions (with a space where respondents can construct their own response) to capture contextual information and qualitative insights. EUSurvey tool supports a wide range of question formats, including multiple-choice, Likert-scale items, and open-text fields. It also allows respondents to save partially completed questionnaires and return to them later.

Testing of the questionnaire

Prior to full implementation, the questionnaire will be tested with a small number of project partner organisations to assess clarity, relevance, length, and cross-country applicability. Feedback will be used to refine the questionnaire before its roll-out. Dissemination will be carried out through the project partners' networks of counselling and support services to maximise coverage and ensure representation across different types of organisations and national settings in the 12 countries.

Follow-up exchanges

Based on the completed online questionnaires, follow-up exchanges will be conducted with respondents from the selected counselling centres in the 12 identified countries for a better understanding of their services and practices. These exchanges aim to clarify and validate survey responses, address any inconsistencies in the information provided and obtain more detail on specific practices or approaches identified through the questionnaire.

Adherence to GDPR

The collection and processing of the data will be carried out in full compliance with the General Data Protection Regulation (GDPR). Respondents will be informed about the purpose of the study, the use of the data collected, and their rights as data subjects. No

personal data will be collected beyond an optional e-mail address provided solely for the purpose of follow-up exchanges. E-mail addresses will be used only to contact respondents for clarification or additional information related to their survey responses and will not be linked to questionnaire data during analysis. All data will be stored securely and used exclusively for research and analytical purposes.

In-depth interviews with select counsellors and experts

In the third phase of the fieldwork, semi-structured in-depth interviews with selected counsellors, stakeholders, and other experts will be conducted online, via phone, and/or face-to-face depending on feasibility and at the request of the interviewee. A set of open-ended questions will be drafted, aiming to better understand the complexity of providing counselling services to mobile migrant labour, sectoral characteristics, risk factors, gaps and good practices. While the questionnaire and follow-up exchanges will aim to understand counselling services from within the centres that provide them, the interviews will aim to combine in-depth understanding of practices with a broader perspective. This approach will lead not only to an assessment of current practices but also to the identification of gaps in services, ways to improve existing services, and the articulation of new ones. In that respect, key factors for effective cross-border long-term counselling will also be identified. The interview questions will therefore cover seven thematic areas, namely current state of affairs, sectoral characteristics, needs, gaps, risks, good practices, and recommendations. The interviews will also follow the same GDPR compliance rules as discussed above for the survey design, and interview respondents will be informed transparently about the project. They will also be asked for explicit consent to participate (see Annexes 2 and 3 for the information sheet and consent form as part of the interview methodology protocols).

Data analysis

Summary statistics

Survey data will be analysed using a presentation of summary statistics and descriptive statistics to provide a structured overview of counselling services and their key characteristics across the selected country cases. Given the targeted nature of the survey and the expected number of responses, the analysis will focus on frequency distributions, cross-tabulations, and summary indicators that capture variation in the scope of services, types of mobile migrant labour supported, sectoral focus, and organisational practices. Closed-ended survey questions will be used to generate comparative descriptive insights across countries and sectors, while responses to open-ended questions will be systematically reviewed to contextualise and interpret these patterns. The aim of this stage is not to produce statistically generalisable findings, but to develop a coherent and comparative empirical picture of counselling service provision and to identify recurring features, divergences, and areas requiring further qualitative exploration.

In addition, descriptive summaries will be used to identify patterns of engagement with EU and TCN workers, differences in counselling practices across mobility categories (e.g. posted workers, seasonal workers, and sector-specific characteristics relevant to

agriculture, construction, hospitality, and international road transport. These descriptive findings will serve both as an empirical output and as an analytical input for the subsequent qualitative analysis, helping to prioritise themes and cases for deeper investigation through interviews.

Thematic analysis of the survey and interviews

Qualitative data from the open-ended survey questions and semi-structured interviews will be analysed using a **thematic analysis approach**. This analysis will involve the systematic coding of qualitative material to identify key themes, recurring patterns, and salient contrasts across countries, sectors, and types of counselling services. Coding will be guided by the project's research objectives, particularly the identification of risk factors for mobile migrant labour, sector-specific challenges, counselling practices, and perceived gaps in existing support structures, while remaining open to inductively emerging themes. This combined deductive–inductive approach allows the analysis to remain grounded in both the conceptual framework and the empirical material.

The thematic analysis will be conducted comparatively, enabling the research team to distinguish between common challenges across multiple contexts and practices that are specific to particular institutional or sectoral settings. Findings from the interviews will be triangulated with survey results to strengthen the robustness of the analysis and to ensure internal consistency. The interpretations from the findings will also be validated in co-production activities in phase four. The qualitative analysis will thus provide depth and explanatory insight into the descriptive survey findings, supporting the identification of best practices and informing the development of evidence-based conclusions and recommendations.

3. Research milestones and deliverables timeline

In this section we provide the timeline for the accomplishment of the project milestones and deliverables of the project. While the activities labelled as Deliverable and Milestone constitute hard deadlines, the other internal activities' deadlines are indicative and could be adjusted based on the development of the WP2 and related tasks.

Description	Type of Activity	Deadline	Comments
Research Design and tools	Deliverable	31 March	To upload in the e-portal
Fieldwork preparation completed	Milestone	31 March	To tick the box in the e-portal
Transnational Workshop 1: Presenting the questionnaire	Fieldwork preparation	09-11 March	An advanced draft/final draft is presented and discussed with the partners helping them understand their task of responding to the questionnaire
Fieldwork Step 1: questionnaire distribution	Data collection	20 March- 30 April	The questionnaire is sent to the counselling centres followed up by 2 reminders (8 April, 22 April). The research team and IQ Consult might decide to extend the period the survey remains open based on the response rates.
Fieldwork Step 2: follow-up exchanges	Data collection	8 April – 13 May	Based on survey inputs, clarification follow-ups via email will be conducted
Fieldwork Step 3: interviews	Data collection	13 May – 30 June	20-30 in-depth interviews with experts, stakeholders and selected counsellors will be conducted (1-3 per country)
Analysis	Data analysis	1 July – 31 August	The findings from the three phases of data collection will be analysed
Publication templates	Outlining	July	The structure of the country fiches, the policy brief, best practices document, and the synthesis report will be drafted and agreed between the European Centre and IQ Consult
Transnational Workshop 2	Co-production	October (tbc)	Presentation of findings, feedback, discussing and drafting of recommendations
12 country fiches: first draft (2-4 pages each)	Drafting of results	31 August	Drafts are sent to partners for feedback
Feedback on country fiches	Review	11 September	Partners provide feedback to the European Centre. We suggest two reviewers per country fiche: one from the country in question and one from IQ Consult
12 country fiches: final draft	Deliverable	30 September	European Centre revises and finalises the country fiches
Synthesis report: first draft (30-50 pages)	Drafting of results	09 October	European Centre prepares the first draft of the synthesis report to be presented during TW2 and sent to partners for review
Feedback on the synthesis report	Review	30 October	Partners provide feedback to the European Centre
Synthesis report: final draft	Deliverable	23 November	European Centre revises and finalises the synthesis report
Best practices and recommendation: first draft (20-30 pages)	Drafting of results	30 October	European Centre and IQ Consult organize a session during TW2 to work on identifying best practices and discussing recommendations, prepare the first draft of the document and send it to partners for review
Policy brief: first draft	Drafting of results	13 November	The first draft of the policy brief is prepared by the European Centre and sent to IQ Consult for review
Feedback policy brief	Review	20 November	IQ Consult provides feedback on the policy brief to the European Centre
Best practices and recommendations: final draft	Deliverable	30 November	All partners work to finalize the best practices and recommendations document for the final conference
Policy brief: final draft	Deliverable	30 November	The policy brief is completed
Final Conference	Dissemination	01/02 December	Final outputs are presented in Brussels
Publication of Research outputs	Milestone/ Deliverable	18 December	The publication of all research outputs to the project and the European Centre's website is completed and they are uploaded in the e-portal, and the milestone box is ticked.

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Annexes

Annex 1: FELM Survey Questionnaire

Fair Labour Mobility EU Questionnaire

Prepared by Eszter Zólyomi, Elif Naz Kayran, Sonila Danaj

Introduction, definitions and consent

This online survey is conducted by the European Centre for Social Welfare Policy and Research as part of the EU co-funded project 101259287 titled Fair Labour Mobility EU: Counselling Network and Research for Mobile Migrant Labour, which focuses on cross-border labour mobility within the European Union and aims to enhance the protection of mobile migrant labour, including EU and TCN workers, by expanding and consolidating a transnational counselling network, developing tailored counselling and support services, and generating robust, evidence-based recommendations for a permanent, EU-wide support structure. The purpose of the survey is to map existing counselling services, identify risks, gaps and best practices in current support systems, collect practice-based insights, recommendations, and challenges directly from counselling centres. Therefore, this survey is aimed at counselling services which provide counselling to mobile EU and TCN migrant workers.

Who should complete the survey?

There should be one response per counselling centre.

Ideally completed by a person with good overview of counselling service activities and organisational/operational aspects. It can also be completed in consultation with colleagues or in small group esp. when responding to questions about good practices, challenges, recommendations.

We would highly appreciate it if you could complete the survey and contribute to this research project.

Before filling in the questionnaire, please carefully read the glossary below.

Glossary of terms and definitions:

Mobile migrant worker	A person who works as an employee or provides services in one EU Member State but is formally residing in another (sometimes neighbouring) EU Member State. In this study we focus on short-term or seasonal mobile migrant workers who temporarily live in the country of employment while keeping their permanent residence in their home country. They include posted EU citizens, posted third-country nationals (TCNs) and seasonal workers. For the purposes of this study, there are also included workers in arrangements involving misclassification or circumvention of their employment status (e.g. bogus posting, bogus self-employment and other forms of misclassified employment) as well as workers who might reside in candidate countries to the EU or other third countries while working in an EU country, as these cases entail comparable barriers to enforcement of their rights and their access to support.
Counselling services	Support services related to labour and social rights issues that mobile migrant workers encounter when they work or provide services in an EU country other than their country of residence.
Counselling centres	Entities or offices that support mobile migrant workers on issues related to their labour and social rights.
Posted EU citizens	A posted EU citizen is an employee who holds citizenship of an EU/EEA country and who is employed and resides in an EU Member State and is sent by their employer to another EU country for a limited period under a service contract, intra-corporate secondment or temporary staffing agency.
Posted third-country nationals (TCNs)	A posted third-country national is an employee who does not hold citizenship of an EU/EEA country and who is employed and resides in an EU Member State and is sent by their employer to another EU country for a limited period under a service contract, intra-corporate secondment or temporary staffing agency.
Seasonal workers	A seasonal worker is a third-country national (or a EU citizen) who retains their principal place of residence in a third-country (or in their EU Member State of residence) and stays legally and temporarily in the territory of an EU Member State to carry out an activity dependent on the passing of the seasons, under one or more fixed-term work contracts concluded directly between that third-country national and the employer established in that EU Member State.

Does your organisation provide counselling services to mobile migrant workers (EU citizens and/or TCNs)?

1. Yes, to EU mobile migrant workers
2. Yes, to TCN mobile migrant workers
3. Yes, to both
0. No, we only provide services to nationals working locally *[Terminate] [When answered No: Then the survey is terminated here for you. Thank you for your time.]*

How to complete the questionnaire?

- For most questions it is sufficient to click on the answer of your choice. For other questions you will have the necessary space to type in your answer. When you have answered all the questions, click on « Next ».
- **ATTENTION:** you can complete the questionnaire in more than one sitting. It is possible to interrupt the completion of the questionnaire, save it as a draft and resume at a later time.
- By clicking on «Submit» when you answered the last question, your answers will be registered definitively.

The data in the survey is treated **confidentially**, and the survey is conducted under data protection laws⁵ (click [here](#) for more information⁶). Do you agree to participate and for us to collect this data in all the communicated conditions?

1. Yes, I agree
0. No, I do not agree *[Terminate] [When answered No: Then the survey is terminated here for you. Thank you for your time.]*

⁵ The survey is compliant with the general rules and principles of Data Protection Regulation (EU) 2016/679.

⁶ Link to the information sheet, see the next page.

Information sheet on the processing of your personal data

As a result of your participation in this survey, personal data relating to you might be collected and processed. These data will be processed in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR). With this information sheet, we would like to inform you about the use and storage of your data.

Purpose of data collection

This online survey is conducted by the European Centre for Social Welfare Policy and Research as part of the EU co-funded project 101259287 titled Fair Labour Mobility EU: Counselling Network and Research for Mobile Migrant Labour, which focuses on cross-border labour mobility within the European Union and aims to enhance the protection of mobile migrant labour, including EU and TCN workers, by expanding and consolidating a transnational counselling network, developing tailored counselling and support services, and generating robust, evidence-based recommendations for a permanent, EU-wide support structure. The purpose of the survey is to map existing counselling services, identify risks, gaps and best practices in current support systems, collect practice-based insights, recommendations, and challenges directly from counselling centres. Therefore, this survey is aimed at counselling services which provide counselling to mobile EU and TCN migrant workers.

Data collected

The personal data that will be collected about you in this study includes the following: your function (i.e., job role), IP address, and your email address. You can leave your email address at the end of the survey. However, this is not compulsory. The email address you provide will solely be used to contact you for clarification or additional information related to your survey responses and will not be linked to questionnaire data during analysis.

Use of your personal data

Only personal data required for the purposes of this study will be collected and processed.

Data collected for this study will be pseudonymised. This means that data that might identify you, such as professional information (i.e., job role), IP address and email address, will be separated from the other data in the study. In this way, the data can no longer easily be attributed to a specific data subject. Only the

researcher can link the data to a specific individual. However, this will only happen in exceptional cases, for example if you wish to exercise your right to access, rectify or erase your data. You will also not be identified in publications arising from the research.

The legal basis for processing your data is your consent, in accordance with (Art. 6(1)(a) GDPR), which you provide by voluntarily participating in this survey.

Your personal data will be stored at a secure storage location at the European Centre for Social Welfare Policy and Research and will be accessed only by - authorized staff on a need-to-know basis. Your personal data will be retained for a period of 5 years following the official end of the project in accordance with the requirements of the Grant Agreement. This retention period is necessary to fulfil legal, contractual, and audit obligations as specified in the Grant Agreement. After the 5-year period has elapsed, all personal data and records will be securely deleted unless further retention is required by applicable law.

Your rights

You have the right to request more information about the use of your data. In addition, you have the right to access, rectify or erase your data.

If you wish to exercise one of these rights, please contact the researchers using the contact details at the bottom of this information sheet, and by explicitly specifying your request.

Contact details

For the purposes of this research, the European Centre for Social Welfare Policy and Research located at Berggasse 17, 1090 Vienna, ec@euro.centre.org, +43131945050 is the data controller. More specifically, only the researchers involved (Sonila Danaj, Elif Naz Kayran, Eszter Zolyomi, and Nikko Bilitza) will have access to your personal data. Should you have any specific questions about this study, including the processing of your personal data, please feel free to contact them (danaj@euro.centre.org, kayran@euro.centre.org, zolyomi@euro.centre.org, bilitza@euro.centre.org).

If, after contacting the data controller, you would still like to lodge a complaint about the use of your personal data, you can do so at any time to the Austrian Data Protection Authority at dsb@dsb.gv.at.

The survey is hosted on EUSurvey, a service provided by the European Commission, which processes data in accordance with Regulation (EU) 2018/1725. You may also contact the Commission's Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

Section A: Basic information

This section collects information on the organisations for which respondents are completing the survey and establishes the classification of respondents and organisations.

ASK ALL

QA1. In which country is your organisation located? <i>(choose only one)</i>	
Drop down menu of the 12 selected countries.	
Other <i>[Terminate] [When answered this option: This survey is aimed at organisations in the 12 listed countries, so the survey is terminated here for you. Thank you for your time.]</i>	13

ASK ALL

QA2. In which region is your organisation located? <i>(choose only one)</i>	
Drop down menu for regions of the country selected	

ASK ALL

QA3. What type of organisation is it? <i>(choose only one)</i>	
Trade union	1
NGO	2
Other	3

ASK IF QA3 = 3 (OTHER)

QA4. If 'Other', please specify

ASK ALL

QA5. What level does your organisation operate at? (select all that apply)	
Local	1
Regional	2
National	3
Transnational	4
Other	5

ASK IF QA5 = 5 (OTHER)

QA6. If 'Other', please specify

ASK ALL

QA7. What is the name of your organisation?

ASK ALL

QA8. In which year was your organisation established?	
Enter year	Numeric
Don't know	98

ASK ALL

QA9. How many staff members does your organisation have in total? Please include only employees. Your best guess is acceptable.	
Enter the number of staff members	Numeric
Don't know	98

ASK ALL

QA10. What is your role in the organisation?

Section B: Organisational characteristics and resources of counselling services

This section collects data on organisational capacity and resource conditions to precisely identify the conditions of the counselling services provided and the target groups they serve.

ASK ALL

QB1. How many years has your organisation been providing counselling services to mobile migrant workers? Your best guess is acceptable.	
Enter the number of years	Numeric
Don't know	98

ASK ALL

QB2. What is the geographic coverage of your counselling services to mobile migrant workers? (select all that apply)	
Local	1
Regional	2
National	3
Cross-border	4

ASK ALL

QB3. How many staff members are involved in counselling activities/services to mobile migrant workers? Please include only employees. Your best guess is acceptable.	
Enter the number of staff members	Numeric
Don't know	98

ASK ALL

QB4. Where is the main office of your counselling services located? Name the city/town.

ASK ALL

QB5. How many branch offices does your counselling services have? Your best guess is acceptable.	
Enter the number of branch offices	Numeric
Don't know	98

ASK ALL

QB6. What are your counselling services' main funding sources? (select all that apply)	
National public funding	1
Regional public funding	2
Local (e.g. city, municipality) public funding	3
EU funding	4
Trade union funding	5
Project-based funding	6
Other	7

ASK IF QB6 = 7 (OTHER)

QB7. If 'Other', please specify

ASK ALL

QB8. What is the duration/security of your counselling services' funding? (choose only one)	
Short-term (1 year or less)	1
Medium-term (more than 1 year)	2
Long-term/Permanent	3

ASK ALL

QB9. In which languages are your counselling services provided to mobile migrant workers? (select all that apply)	
Drop-down menu of languages	

ASK ALL

QB10. Which group of mobile migrant workers do your counselling services target in terms of worker status? (select all that apply)	
Posted workers	1
Seasonal workers	2
Bogus self-employed	3
Other	4

ASK IF QB10 = 4 (OTHER)

QB11. If 'Other', please specify

ASK ALL

QB12. Which group of mobile migrant workers do your counselling services target in terms of migrant status? (select all that apply)	
EU citizens	1
Third-country nationals (TCNs)	2
Both	3

ASK ALL

QB13. Which sector(s) do the mobile migrant workers you counsel mainly work in? (select all that apply)	
Agriculture	1
Construction	2
Hospitality	3
International road transport	4
Domestic care	5
Metal industry	6
Other	7

ASK IF QB13 = 7 (OTHER)

QB14. If 'Other', please specify

Section C: Counselling service provision

This section maps the core activities and operational practices of counselling services and collects data on their scope and depth.

ASK ALL

QC1. What types of counselling services does your organisation offer to mobile migrant workers? (only one option possible per line)				
	Service not offered	Offered sporadically/on request	Offered but not all the time	Core service provided consistently
C1.1. Legal advice/assistance (contracts, wages, working hours etc.)	1	2	3	4
C1.2. Legal representation	1	2	3	4
C1.3. Language support (translation of documents, interpretation)	1	2	3	4
C1.4. Information on (labour) rights and obligations	1	2	3	4
C1.5 Information on collective bargaining agreements, e.g. on pay rates	1	2	3	4
C1.6. Support with enforcement/practical problem solving (claiming wages, issues with accommodation, health insurance etc.)	1	2	3	4
C1.7. Referrals to/follow-up with public authorities/enforcement agencies	1	2	3	4
C1.8. Referrals to specialised support services based on need	1	2	3	4
C1.9. Mediation with employers	1	2	3	4
C1.10. Outreach and awareness-raising about workers' rights	1	2	3	4
C1.11. Psychosocial support	1	2	3	4
C1.12. Other	1	2	3	4

ASK IF QC1.12 = 2, 3 or 4 (OTHER)

QC2. If 'Other', please elaborate

ASK ALL

QC3. Of the counselling services offered at which frequency are they used by mobile migrant workers [...]? (only one option possible per line)						
	Never	Rarely	Sometimes	Often	Very often	Not applicable (not offered)
C3.1. Legal advice/assistance (contracts, wages, working hours etc.)	1	2	3	4	5	99
C3.2. Legal representation	1	2	3	4	5	99
C3.3. Language support (translation of documents, interpretation)	1	2	3	4	5	99
C3.4. Information on (labour) rights and obligations	1	2	3	4	5	99
C3.5 Information on collective bargaining agreements, e.g. on pay rates	1	2	3	4	5	99
C3.6. Support with enforcement/practical problem solving (claiming wages, accommodation, health insurance etc.)	1	2	3	4	5	99
C3.7. Referrals/follow-up with public authorities/enforcement agencies	1	2	3	4	5	99
C3.8. Referrals to specialised support services based on need	1	2	3	4	5	99
C3.9. Mediation with employers	1	2	3	4	5	99
C3.10. Outreach and awareness-raising about workers' rights	1	2	3	4	5	99
C3.11. Psychosocial support	1	2	3	4	5	99
C3.12. Other	1	2	3	4	5	99

ASK IF QC3.12 = 2, 3, 4 or 5 (OTHER)

QC4. If 'Other', please elaborate

ASK ALL

QC5. In which format do you provide your counselling services to mobile migrant workers? (select all that apply)	
In person (face-to-face)	1
Phone	2
Email	3
Online chat	4
Social media	5

Text (information leaflets, brochures)	6
On-site visits	7
Other	8

ASK IF QC5 = 8 (OTHER)

QC6. If 'Other', please specify

Section D: Worker grievances encountered

This section collects data on the risk factors and problems faced by mobile migrant workers as observed by counselling services.

ASK ALL

QD1. Based on your experience, what are the main issues encountered by mobile migrant workers? (select all that apply)	
Wages	1
Allowances	2
Social security contributions (including health insurance and healthcare)	3
Applicable collective bargaining agreements	4
Documentation (employment contract, administrative forms e.g., PD A1)	5
Residence and work permit	6
Vander Elst Visa	7
Accommodation	8
Working hours / Rest periods	9
Dismissal	10
Work accident	11
Violence/threat/harassment/sexual abuse at work	12
Family reunification	13
Other	14

ASK IF QD1. = 14 (OTHER)

QD2. If 'Other', please elaborate

ASK ALL – Follow-up question to QD1

QD3. Do the counselling services of your organisation have established approaches/methods/practices to tackle these issues? (choose only one)	
Yes	1
No	0

ASK IF QD3 = 1 (YES)

QD4. Please briefly describe

Section E: Cooperation

This section collects data on the links between counselling services and maps potential existing networks.

ASK ALL

QE1. Do the counselling services of your organisation cooperate with any of the following actors at the national level? (only one option possible per line)	Never	Rarely	Sometimes	Often	Very often
E1.1 Labour inspectorates	1	2	3	4	5
E1.2 Lawyers, external legal experts or legal aid organisations	1	2	3	4	5
E1.3 Social security institutions (health insurance, pension)	1	2	3	4	5
E1.4 Migration or residence authorities	1	2	3	4	5
E1.5 Employers	1	2	3	4	5
E1.6 Employers' organisations	1	2	3	4	5
E1.7 (Other) Trade unions	1	2	3	4	5

E1.8 (Other) NGOs	1	2	3	4	5
E1.9 Media	1	2	3	4	5
E1.10 Research or academic institutions	1	2	3	4	5
E1.11 Other	1	2	3	4	5

ASK IF QE1.11 = 2, 3, 4 or 5 (OTHER)

QE2. If 'Other', please specify the actor and the frequency of cooperation

ASK ALL

QE3. Do the counselling services of your organisation cooperate with any of the following actors at the transnational level? (only one option possible per line)					
	Never	Rarely	Sometimes	Often	Very often
E3.1 Labour inspectorates	1	2	3	4	5
E3.2 Legal experts, lawyers or legal aid organisations	1	2	3	4	5
E3.3 Social security institutions (health insurance, pension)	1	2	3	4	5
E3.4 Migration or residence authorities	1	2	3	4	5
E3.5 Employers	1	2	3	4	5
E3.6 Employers' organisations	1	2	3	4	5
E3.7 (Other) trade unions	1	2	3	4	5
E3.8 (Other) NGOs	1	2	3	4	5
E3.9 ELA (European Labour Authority)	1	2	3	4	5
E3.10 EURES (European Network of Employment Services)	1	2	3	4	5
E3.11 Other	1	2	3	4	5

ASK IF QE3.11 = 2, 3, 4 or 5 (OTHER)

QE4. If 'Other', please specify the actor and the frequency of cooperation

ASK ALL

QE5. Does your organisation regularly cooperate with other counselling centres or organisations providing counselling services to mobile migrant workers? (choose only one)	
Yes, at national level (GO TO QE6 and then QF1)	1
Yes, at translational level (GO TO QE8)	2
Yes, both at national and transnational level (GO TO QE6)	3
No (GO TO QF1)	0

ASK IF QE5 = 1 or 3

QE6. What types of national-level cooperation does your organisation have with other counselling centres or organisations providing counselling services to mobile migrant workers? (select all that apply)	
Referral of clients	1
Sharing and exchanging information or advice	2
Case coordination or case conferences	3
Shared training, events, exchange visits	4
Joint on-site visits	5
Joint projects or programmes	6
Joint funding applications	7
Formal partnerships	8
Informal collaboration	9
Other	10

ASK IF QE6 = 10 (OTHER)

QE7. If 'Other', please specify

ASK IF QE5 = 2 or 3

QE8. Which countries does your organisation cooperate transnationally with other counselling centres or organisations providing counselling services to mobile migrant workers? (select all that apply)	
Drop down menu with names of EU countries	

ASK IF QE5 = 2 or 3

QE9. What types of transnational cooperation does your organisation have with other counselling centres or organisations providing counselling services to mobile migrant workers? (select all that apply)	
Referral of clients	1
Sharing and exchanging information or advice	2
Case coordination or case conferences	3
Shared training, events, exchange visits	4
Joint on-site visits	5
Joint projects or programmes	6
Joint funding applications	7
Formal partnerships	8
Informal collaboration	9
Other	10

ASK IF QE9 = 10 (OTHER)

QE10. If 'Other', please specify

Section F: Challenges and gaps

This section collects data on the difficulties and limitations that counselling services face in delivering support to mobile migrant workers.

ASK ALL

QF1. To what extent does the counselling services you provide are affected by the following challenges? (only one option possible per line)					
	Not at all	To a small extent	To some extent	To a large extent	To a very large extent
F1.1 Insufficient funding	1	2	3	4	5
F1.2 Short-term/project-based funding cycles	1	2	3	4	5
F1.3 Staff shortages	1	2	3	4	5
E1.4 High staff turnover	1	2	3	4	5
E1.5 Limited specialist expertise	1	2	3	4	5
E1.6 Administrative burden	1	2	3	4	5
E1.7 Language barriers	1	2	3	4	5
E1.8 Other	1	2	3	4	5

ASK if QE1.8 = 2, 3, 4 or 5 (OTHER)

QF2. If 'Other', please specify

ASK ALL

QF3. What are the main day-to-day challenges you face in supporting mobile migrant workers? You can also illustrate with an example.

ASK ALL

QF4. Do you face specific challenges related to cross-border cases involving TCNs? If yes, please elaborate. You can also illustrate with an example.

ASK ALL

QF5. Are there sector-specific challenges which make the provision of counselling services to mobile migrant workers especially difficult? Can you explain why? You can also illustrate with an example.

ASK ALL

QF6. Has demand for your counselling services increased in the past 3 years regarding the following groups of mobile migrant workers? (only one option possible per line)

	Yes	No	Don't know	Not applicable
F6.1 Posted workers	1	0	98	99
F6.2 Seasonal workers	1	0	98	99
F6.3 Bogus self-employed	1	0	98	99
F6.4 TCNs	1	0	98	99
F6.5 EU citizens	1	0	98	99
F6.6 Other	1	0	98	99

ASK if QF6.6 = 1 (OTHER YES)

QF7. If 'Other', please specify

ASK ALL

QF8. Has demand for your counselling services increased in the past 3 years regarding the following sectors? (only one option possible per line)

	Yes	No	Don't know	Not applicable
F8.1 Agriculture	1	0	98	99
F8.2 Construction	1	0	98	99
F8.3 Hospitality	1	0	98	99
F8.4 International Road Transport	1	0	98	99

F8.5 Domestic care	1	0	98	99
F8.6 Metal industry	1	0	98	99
F8.7 Other	1	0	98	99

ASK if QF8.7 = 1 (OTHER YES)

QF9. If 'Other', please specify

ASK ALL

QF10. What additional counselling services would your organisation need to provide to better support mobile migrant workers?

Section G: Good practices and recommendations

This section collects data on good practices observed in counselling services and recommendations for improving service provision to the target group.

ASK ALL

QG1. Could you provide examples of good practices that your organisation has implemented to effectively support mobile migrant workers?

ASK ALL

QG2. If you could introduce two changes at the national level to improve counselling services for mobile migrant workers, what would they be and why?

ASK ALL

QG3. If you could introduce two changes at the EU level to improve counselling services for mobile migrant workers, what would they be and why?

Ending text of the survey

Please provide your email address below for follow-up exchanges. The email address you provide will only be used to contact you for clarification or additional information related to your survey responses and will not be linked to questionnaire data during analysis.

We thank you for your cooperation to this online survey. Your reply is of great value to us. If you have any more comments you would like to provide, you can do so below.

Annex 2: Information Sheet

INFORMATION SHEET

Fair Labour Mobility EU: Counselling Network and Research for Mobile Migrant Labour

Cross-border labour mobility within the European Union has increased significantly over the past decade. Mobile migrant labour plays a vital role in filling labour shortages, particularly in labour-intensive and low-wage sectors such as construction, international road transport, seasonal agriculture, and the hospitality sector (hotel, restaurant, catering). However, this growing reliance on mobile migrant labour is not matched by adequate structures to ensure their protection.

Therefore, the general objective of this project is to enhance the protection of mobile migrant workers by:

- expanding and consolidating a transnational counselling network,
- developing tailored counselling and support services,
- generating robust evidence-based recommendations for a permanent, EU-wide support structure.

During its project implementation timeline, Fair Labour Mobility EU will conduct a comprehensive mapping of existing counselling services and identify risk factors, gaps and best practices across Europe in four sectors. Based on this, we will develop evidence-based policy recommendations for a long-term, institutionalised EU-wide counselling structure for mobile and migrant labour. Practically, we will expand, consolidate and coordinate a representative transnational counselling network that provides low-threshold support to mobile migrant labourers. Fair Labour Mobility EU will also deliver sector-specific and multilingual counselling, with targeted measures to address the group of posted third-country nationals. Lastly, the project will offer targeted support and capacity building for the counselling centres.

The Fair Labour Mobility EU partnership comprises seven trade union-related organisations from Poland (OPZZ), Bulgaria (CITUB), Hungary (VASAS), Slovenia (ZSSS), Romania (BNS), Serbia (SSSS), and Austria (ÖGB), project coordination by IQ Consult (Germany), and the research implementation by the European Centre for Social Welfare Policy and Research (Austria), as well as supported by a group of associated partners who contribute strategic, operational and political expertise, such as German Trade Union Confederation (DGB) and bfw/Faire Mobilität. For more details about our project, news, and updates, please see our website [here](#).

You are invited to participate because of your valuable experience and knowledge related to the topic under study. Other interviewees include other counselling services, union representatives, employer representatives, public officials, and experts.

1. Voluntary participation

Participation in the study is entirely voluntary. You may decline, withdraw, or revoke your consent at any time without providing a reason and without facing any negative consequences. If you withdraw, data collected up to that point may still be used if necessary to ensure the validity of the research results.

2. Research procedure

You will be interviewed about EU and TCN cross-border worker issues and the role of counselling services targeting them. Our goal is to understand your and your organisation's perspectives.

With your consent, the interview will be digitally audio recorded and transcribed. The interview will be recorded so that the information that you provide can later be analysed anonymously by the research team.

Audio recordings or transcripts will not be published or used in research findings. They will be stored at a secure location, and only the research team of the project will have access to these files. These files will be permanently deleted after 5 years upon completion of the project.

3. Potential benefits

The study will provide up-to-date insights into the views, needs, and experiences of participant organisations, particularly counselling services and other relevant institutions. The results may inform public policy and offer socially significant knowledge and improvement of counselling services in the field of cross-border mobility in the EU.

4. Potential risks and discomforts caused by the study

No risks, harms, or discomforts are expected from participating in the study.

5. Costs, compensation and funding

No compensation will be provided for participation.

The research is funded by the European Commission – Pilot Projects and Preparatory Actions (PPPA), Project number 101259287.

6. Dissemination of Results

The research will result in reports, policy recommendations, and a collection of best practices, and will be discussed with relevant stakeholders in transnational events. Project updates are available at: <https://www.euro.centre.org/projects/detail/5382>

Your identity will not be revealed in connection with any of the outputs from this research. Personal data, such as your name, will be stored separately in password-protected computers and can be accessed only by essential researchers. Any information that might identify you will not be shared outside of the research team. No identifying information will appear in any of the reports or other publications. Where direct quotes from the interviews may be used, anonymity will be ensured by using a pseudonym. Your interview responses will be treated in confidence in accordance with the General Data Protection Regulation (EU) 2016/679 and the Austrian Data Protection Act (Datenschutzgesetz – DSG).

Contact Information

For further information about the project and the research and if you would like to discuss or withdraw your consent, please contact Sonila Danaj (danaj@euro.centre.org).

Annex 3: Consent Form

CONSENT TO PARTICIPATE IN SCIENTIFIC RESEARCH

Fair Labour Mobility EU: Counselling Network and Research for Mobile Migrant Labour

I understand that participation in the study is voluntary and that I may interrupt or terminate my participation in the study at any time without giving a reason. This will not result in any negative consequences for me. Until I withdraw or terminate my participation, the research data collected from me may continue to be used in the study.

By giving my consent to participate in this study as a research subject, I agree to the collection of data and material from me for the study described in the information sheet. I give my consent to participate in this study as a research subject:

I agree that my voice may be recorded for research purposes. The audio recording will not be shared publicly or included in research results or publications.

Yes No

I agree that quotes or excerpts from the transcript of this recording may be used in research outputs.

Yes No

I agree that I may be contacted after the interview if the researcher has further questions based on the first interview or if the answers need to be clarified.

Yes No

I confirm that I have received the information sheet for the research subject and the privacy notice, and that I have had the opportunity to ask the researchers specific questions.

I have therefore received sufficient information about the content of the research, its progress, and what it means for me, as well as about the processing of my personal data. My personal data will be processed in accordance with the General Data Protection Regulation (EU) 2016/679 and the Austrian Data Protection Act (Datenschutzgesetz – DSG). I have had sufficient time to consider my participation in the study. I have not been pressured or enticed to participate in the study.

Signature, name in block letters, and date of the person participating in the study.

Or

Verbal consent: The interviewee gives verbal consent. The researcher documents this in a reliable manner, for example by videoing or recording when data is collected using these methods, or by noting down the manner and time of obtaining consent.

Contact:

Sonila Danaj

danaj@euro.centre.org

+43 1 319 45 05-26

Interviewer's Name

EMAIL

PHONE NUMBER