

# STAY SAFE

## BE AWARE

**of the risks of trafficking, exploitation and abuse**  
*in the context of the Ukraine emergency*

All humanitarian assistance is free. Aid workers are prohibited from requesting or receiving any payment or sexual favours in exchange for their help.

1

Aid workers are not permitted to have sexual relationships with refugees or other people in need of their assistance.

2

If someone offers you humanitarian services, such as transportation, accommodation, or assistance, but asks for something in return, please report this to the authorities.

3

**In any of following situations, try to reach a safe, public place, where you can call the police or one of the helplines behind:**

- You are transferred from one person to another during the journey, even if there are no payments.
- Individuals are threatening you; or controlling where you stay and sleep.
- Someone wants to take you away from your family or others you are travelling with or is stopping you from contacting others freely.
- Someone is offering you identity or legal papers or a job that sounds too good to be true.
- Someone who is not a public official, or a border guard is asking to hold your passport or other identification documents.
- Someone is asking to keep your phone, laptop or other means of communication.
- Someone hired you but is not paying you, or paying only part of what was promised, or limiting your movement, for example by confiscating your documents or locking the door so you can't leave.



# There are steps you can take to stay safe:

- 1 Stop and reflect. Follow your own intuition about people you don't know.
- 2 Keep in touch with your family and other people you trust and do not accept to be separated if you are traveling together.
- 3 Always hold onto your documents. Keep a separate copy of your passport or other identity documents. You can also keep them on your phone and send them to someone you trust.
- 4 Keep money in different places.
- 5 Agree a safe word with a friend that you can use quickly to signal you feel in danger.
- 6 Ask the person who is offering you help (like transport, housing, work) to show you their identity document and give you the exact destination. Always write down their phone numbers, vehicle registration plate (take a picture if you can) and share them with someone you trust.
- 7 Do not hand over your phone, laptop or other means of communication to anyone.
- 8 Do not trust workers or volunteers who do not clearly identify themselves and their organization. Humanitarian workers should wear IDs at all times.
- 9 Use organised transportation by known providers, as far as this is possible and try to avoid traveling alone.
- 10 Many companies in Europe are offering free travel for Ukrainians. Prioritize public, government-provided transportation over privately arranged travel. See this webpage for options: <https://ec.europa.eu/free-travel-options>

## Where to get help

### Emergency services if immediate support is needed

(police, ambulance)

**112** free of charge

### Contact UNHCR

[hunbu@unhcr.org](mailto:hunbu@unhcr.org)

send text message to  
the SMS number:

**+36 30 533 0027**

If you experienced or you are experiencing a situation of abuse, violence, sexual violence, trafficking you can receive support safely and confidentially. **NANE, EMMA and Patent hotline**

**+36 80 505 101**

Mon, Tue, Thur and Fri 18-22h  
Wed 12-14h

or contact

[help.women.ukraine@gmail.com](mailto:help.women.ukraine@gmail.com)

If you think you or someone you know is in danger of being trafficked or taken somewhere against their will to work or other purposes, you can call the **European emergency number 112**, or consult the list in the below QR for hotlines specific to the country you are in.



If someone is asking for money, sexual acts or to perform services in exchange for any type of humanitarian assistance **report to the police 112**

send text message to  
**+36 30 533 0027**

Email UNHCR  
[hunbu@unhcr.org](mailto:hunbu@unhcr.org)

Contact  
[inspector@unhcr.org](mailto:inspector@unhcr.org)