

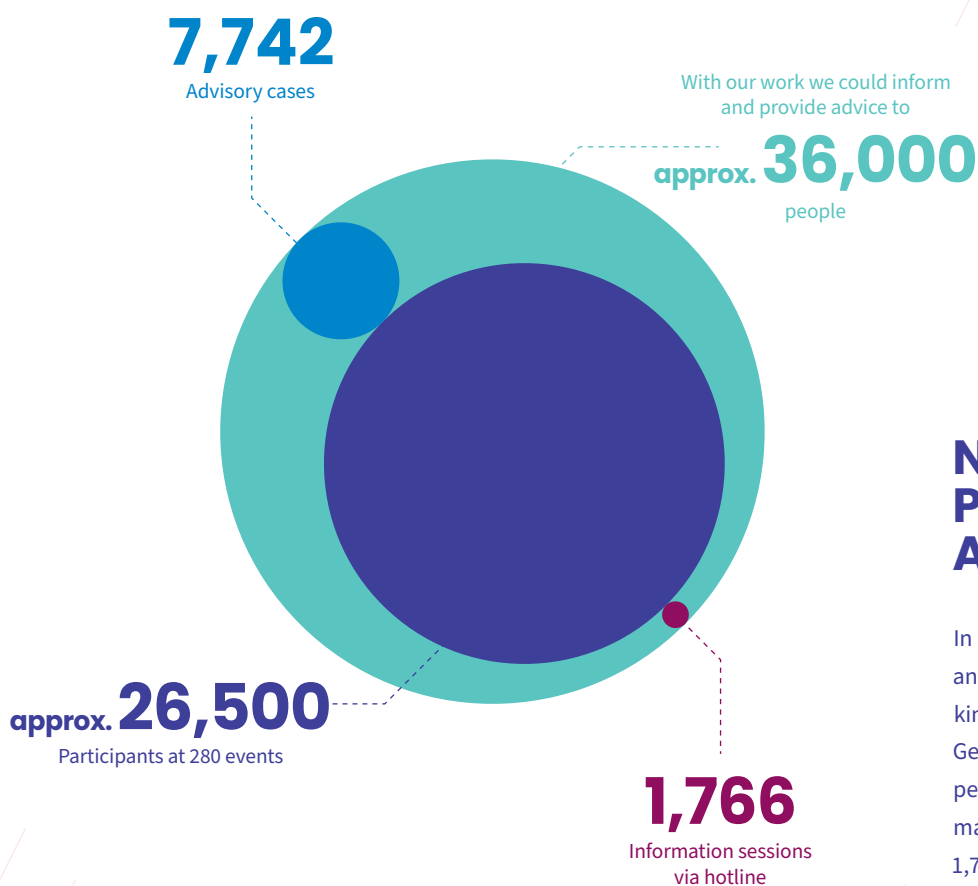
*fair* **DGB**

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# THE WORK OF FAIR MOBILITY 2023 IN FIGURES

# THIS IS FAIR MOBILITY

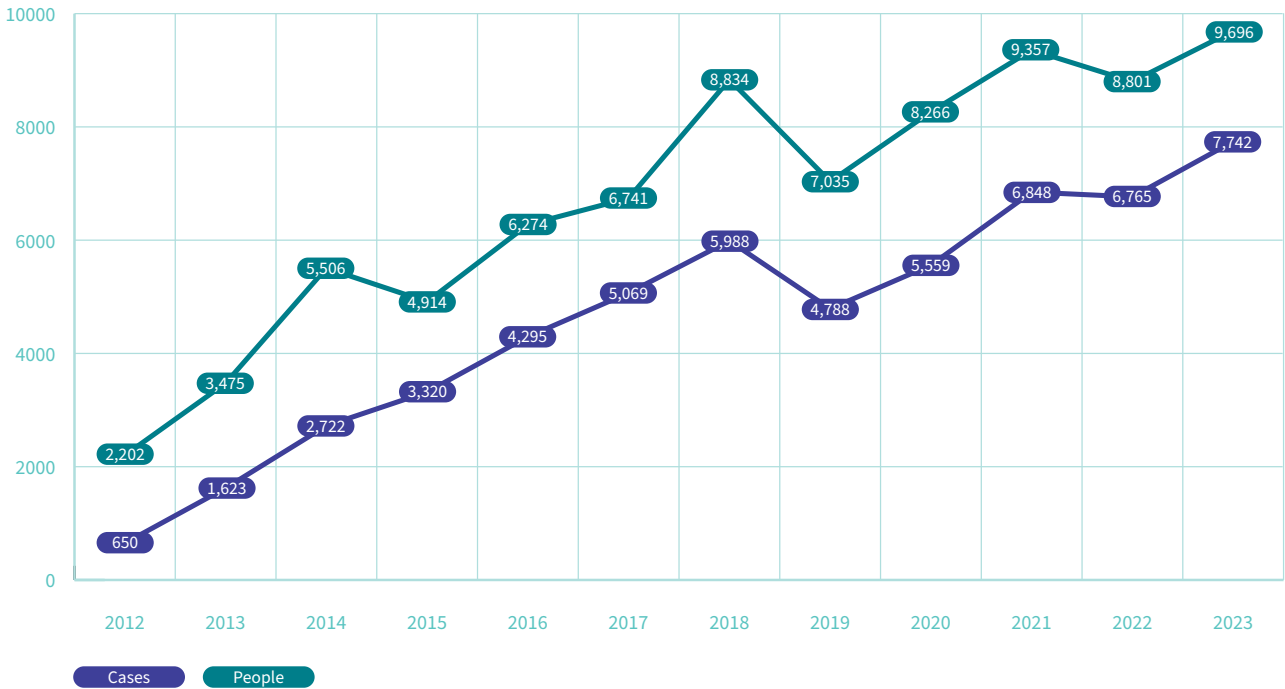
Fair Mobility is an advisory network of the German Trade Union Confederation (DGB), which is funded by the German Ministry of Labour and Social Affairs (BMAS). At 13 advice centres, employees from Central and Eastern Europe are provided with information, advice and support on labour law issues and problems in their native languages. In addition, the individual Fair Mobility advice centres cooperate with comparable facilities run by local organisations and are part of a nationwide network. The advisory services are generally available to employees from all sectors. Fair Mobility also possesses in-depth sector-specific knowledge in a total of six key sectors. Further information can be found at [www.faire-mobilitaet.de](http://www.faire-mobilitaet.de).



## NUMBER OF PEOPLE SEEKING ADVICE

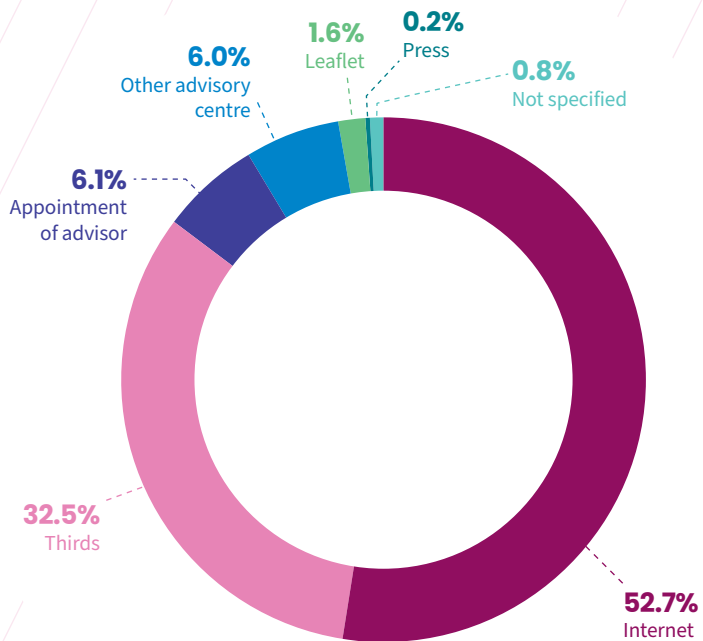
In 2023, the Fair Mobility team informed and advised around 36,000 people seeking advice about their rights on the German labour market. Around 26,500 people were reached through 280 informational events. In addition, more than 1,700 individuals sought advice via the hotline and more than 7,700 people contacted one of the advice centres directly.

Since the beginning of data collection in 2012, there has been an overall increasing trend in the number of advisory cases and the number of people seeking advice. Between 2012 and 2018 in particular, there was a steady increase in the number of cases. In 2019, the number of advisory cases declined for the first time, which was partly due to restructuring and staff changes at Fair Mobility. In subsequent years, the number of cases rose again - even during the Covid-19 pandemic. The number of people affected per case varies greatly at times - on the one hand, there are many individual advisory sessions, but on the other hand there are also group cases with a large number of affected individuals.

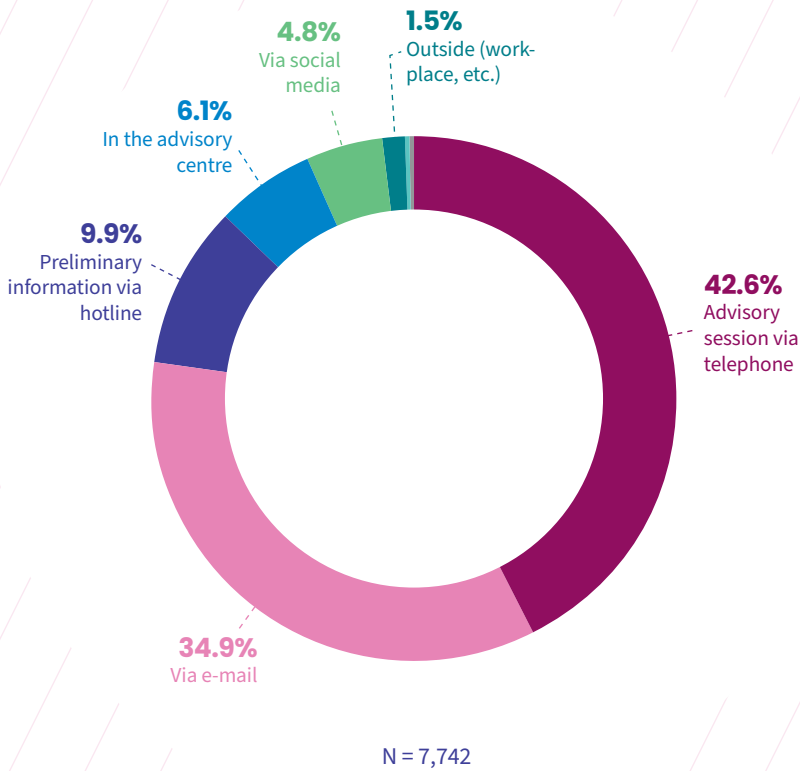


## ACCESS TO ADVICE AND INFORMATION

In the early years, the majority of people seeking advice learned about Fair Mobility through third parties (e.g. work colleagues or other people seeking advice from their personal environment), but now only around a third (32.5 per cent) do so. Today, more than every second person seeking advice (52.7 per cent) finds out about Fair Mobility via the internet. This likely is due to the expansion of Fair Mobility's digital presence and services.



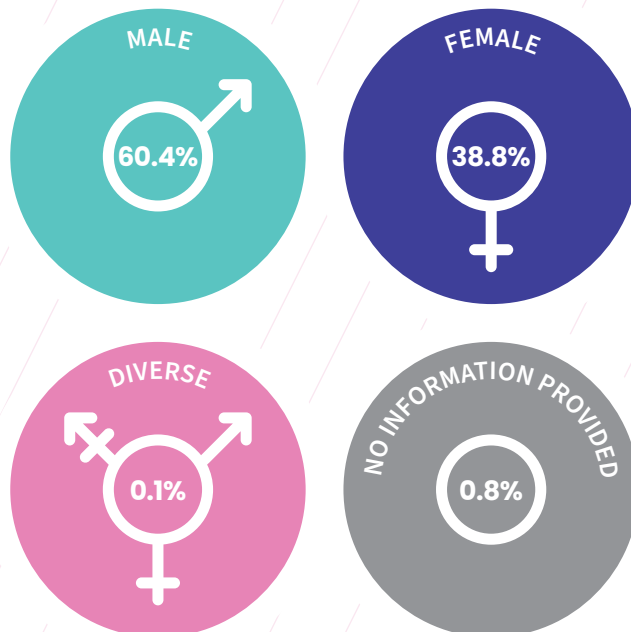
N = 7,742



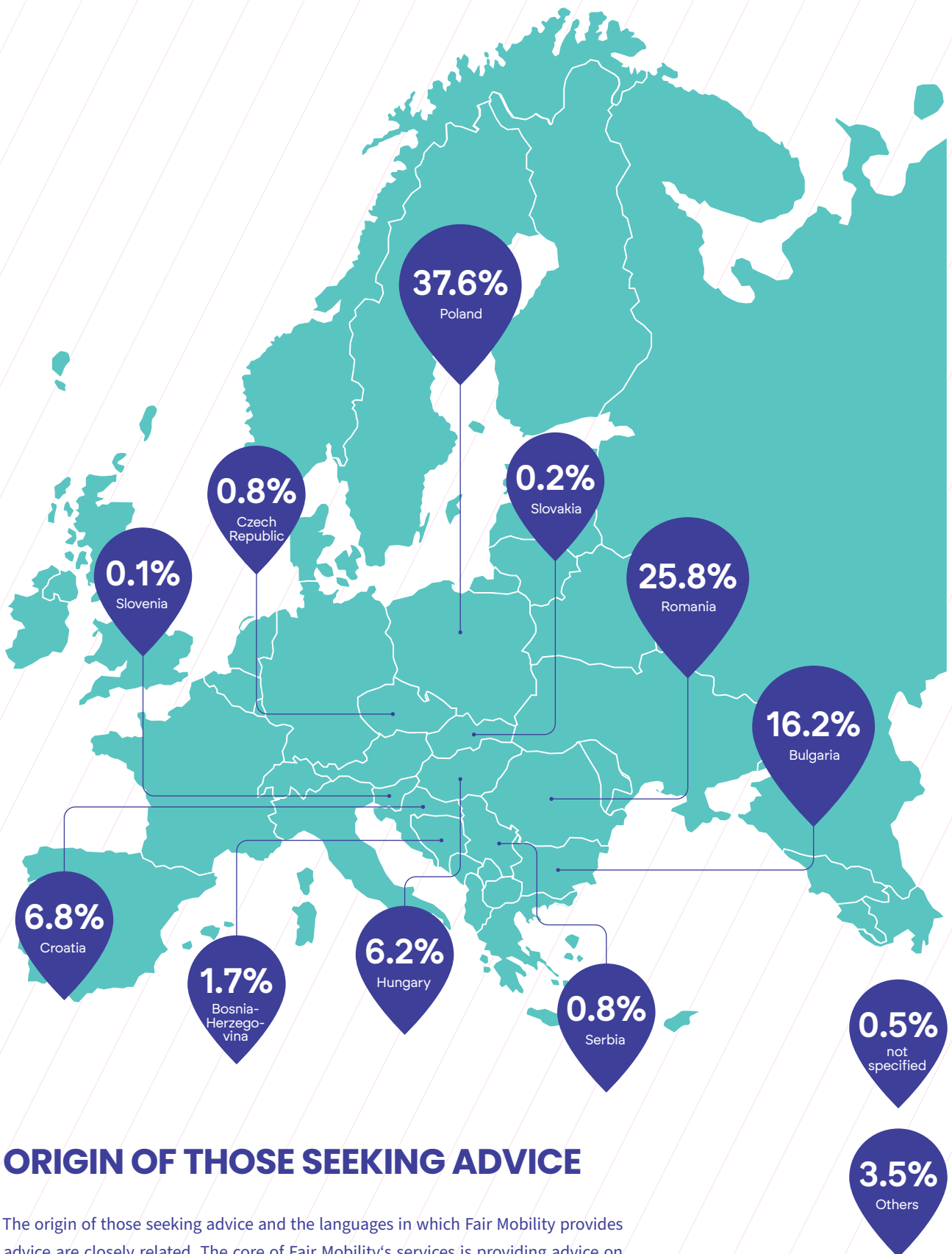
This fundamental development is also reflected in the form of communication with those seeking advice: around three quarters of consultations in 2023 were conducted by telephone (42.6 per cent) or email (34.9 per cent). In contrast, the proportion of face-to-face advisory sessions (at the advice centre or at the workplace of the person seeking advice) is declining. The share of direct communication was significantly higher before the Covid-19 pandemic.

## GENDER OF THOSE SEEKING ADVICE

In 2023, the majority of people seeking advice were men, accounting for over 60 per cent. However, there are significant differences depending on the sector. For instance, women make up 87 per cent of those seeking advice in the domestic care sector, whereas in the courier and parcel delivery sector, the proportion is only 22.4 per cent. The gender distribution among those seeking advice therefore partly reflects which sectors are more female or male dominated.



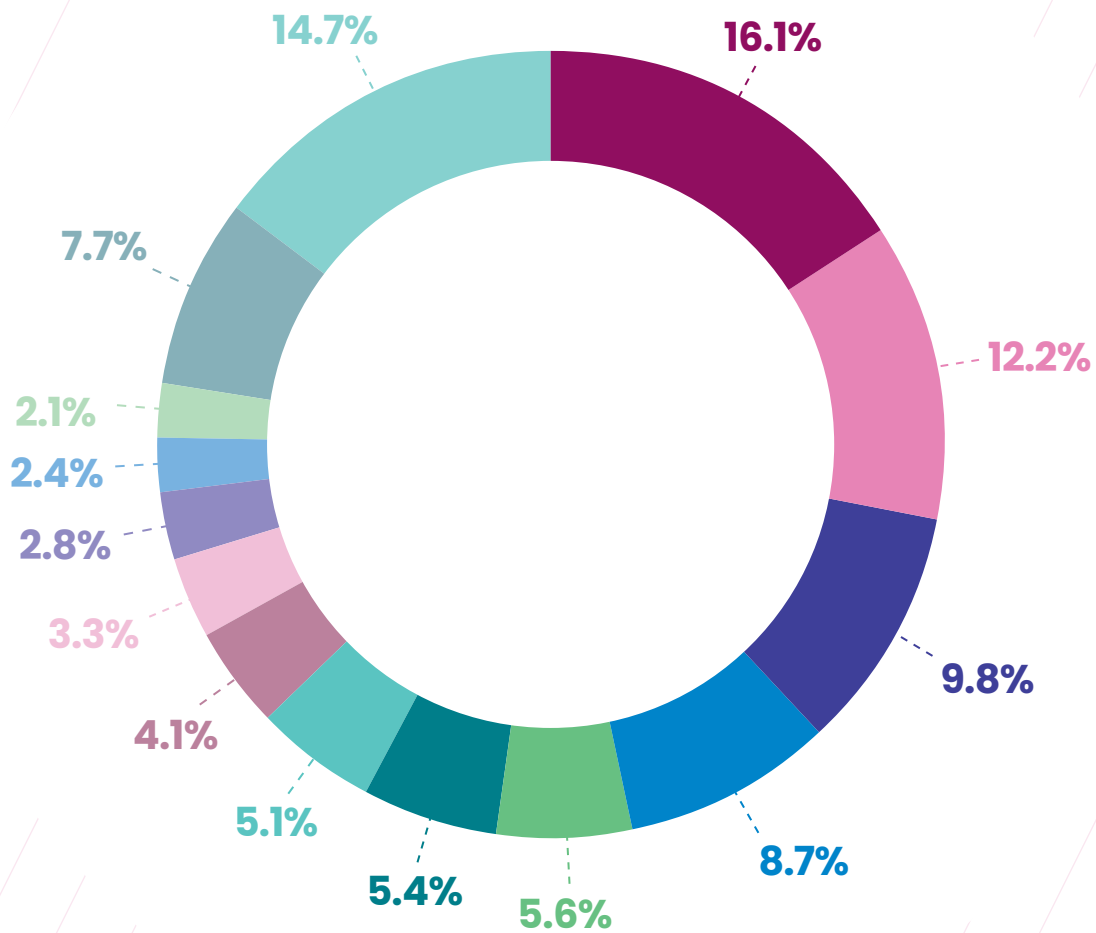
N = 8,137 in 7,742 cases (multiple responses in group cases possible)



## ORIGIN OF THOSE SEEKING ADVICE

The origin of those seeking advice and the languages in which Fair Mobility provides advice are closely related. The core of Fair Mobility's services is providing advice on German labour law in the native language of the employees. Therefore, the origin of those seeking advice to some extent reflects the languages in which the information is offered. Most of those seeking advice come from Poland (37.6 per cent), Romania (25.8 per cent) and Bulgaria (16.2 per cent). The largest group of advice seekers who were sent to Germany but do not come from an EU member state come from Bosnia-Herzegovina (1.7 per cent).

N = 7,808 in 7,742 cases  
(indication of dual citizenship possible)



N = 7,742

## SECTORS

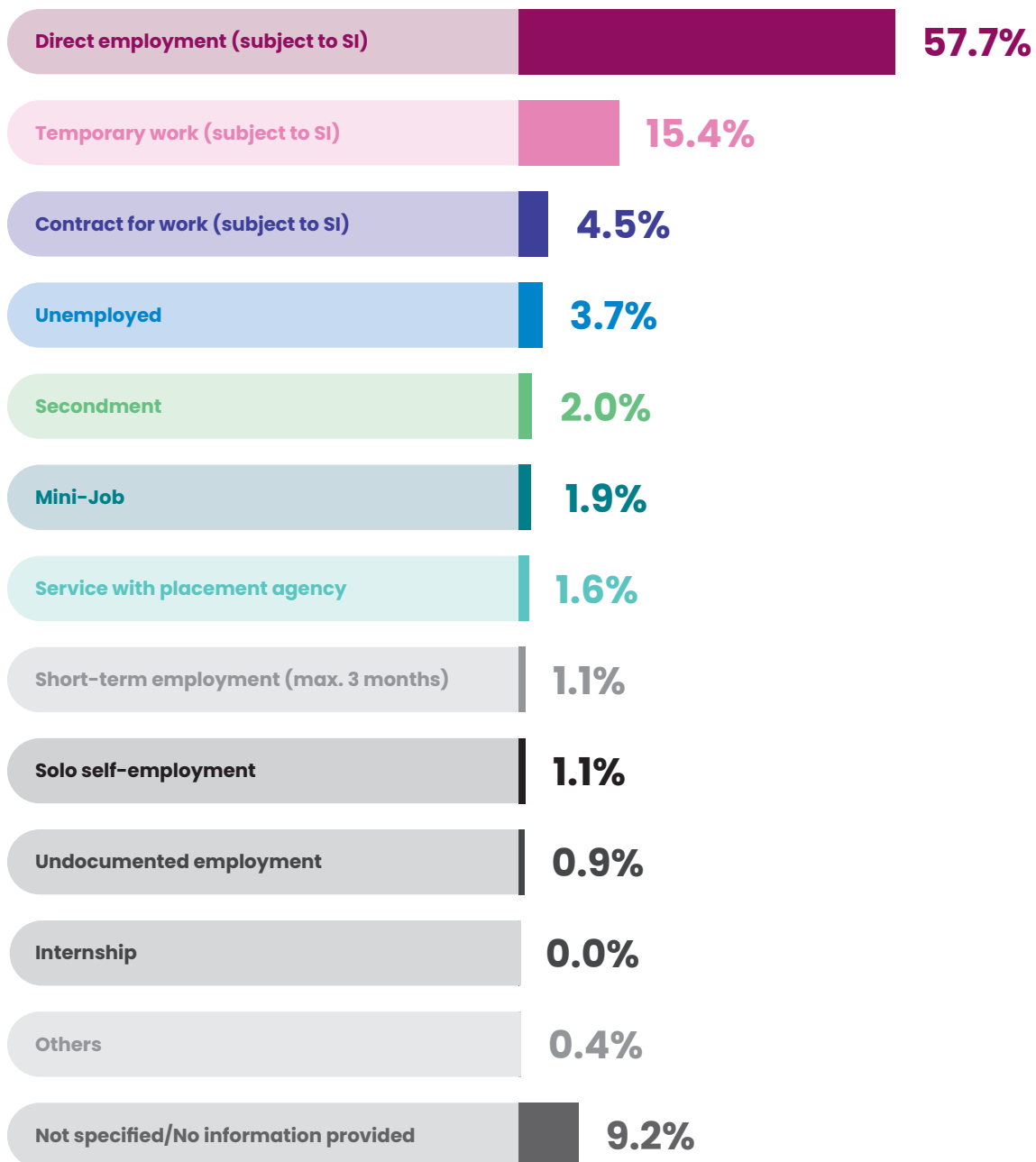
The main sectors covered by Fair Mobility are

- The construction industry
  - Agriculture
  - The meat industry
  - Domestic care
  - The courier and parcel services sector
- and
- International road transport

In total, these sectors account for over 37 per cent of advisory cases. The sec-

tor with the highest share of people seeking advice is warehousing/logistics (16.1 per cent), which is closely connected to international road transport and courier and parcel delivery services. Furthermore, in 14.7 per cent of cases, the exact sector in which those seeking support by Fair Mobility are employed is not known. The category 'other' (7.7 per cent) includes, for example, employees from the manufacturing industry, the service sector, the food industry or the retail trade.

- Warehouse/Logistics
- Construction Industry
- International road transport
- Cleaning Services
- Gastronomy
- Parcel and Courier Industry
- Metal/Electronics
- Meat Industry
- Domestic Help
- Healthcare System
- Horticulture/Agriculture
- Automotive Industry
- Others
- Not specified/No information provided



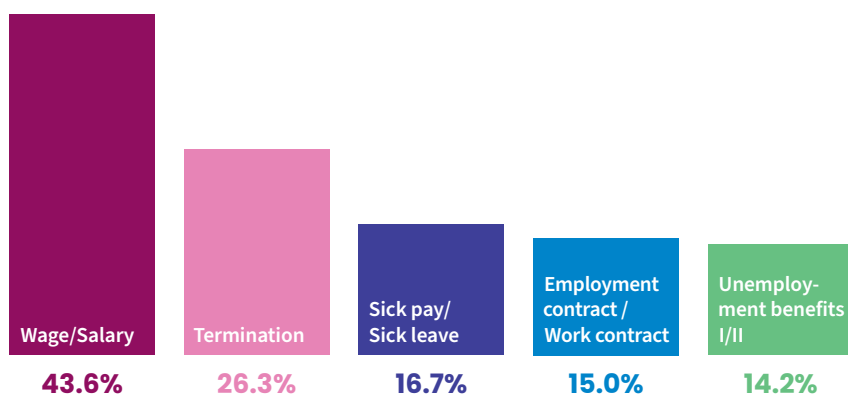
N = 7,742

## EMPLOYMENT TYPE

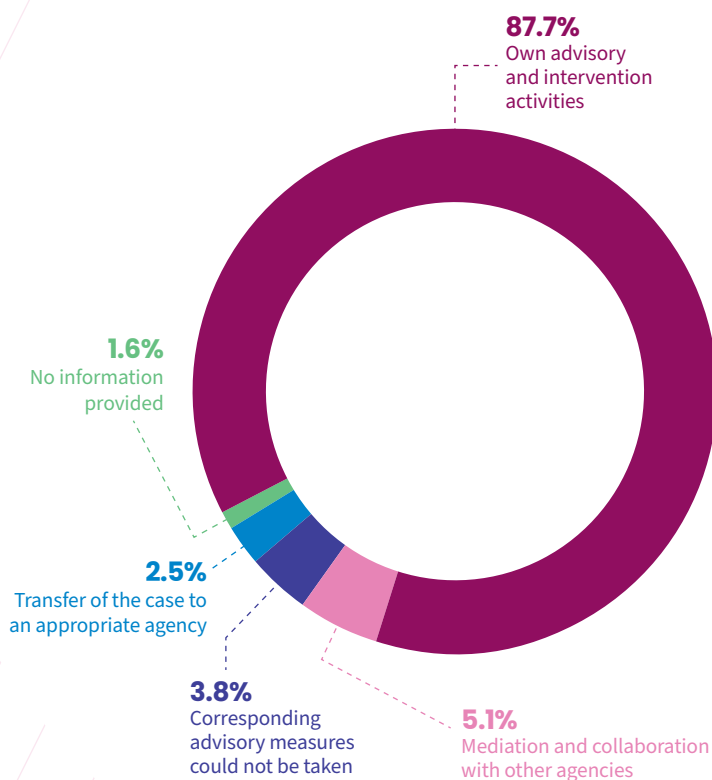
The vast majority of those seeking advice (78 per cent) are in social insurance-eligible employment: Well over half (57.7 per cent) are in direct employment, 15.7 per cent in temporary employment and 4.5 per cent are engaged under a contract for work. There are significant differences in employment types across the individual sectors: in agriculture, for example, over 47 per cent of employees are directly employed and subject to social security contributions, while simultaneously more than a third (36.6 per cent) are only employed on a short-term basis for a maximum of three months.

# MAIN TOPICS AND SUCCESSES OF THE PROVIDED ADVICE

The reasons why people turn to Fair Mobility for advice are diverse and can rarely be narrowed down to a single topic. A particularly large proportion of cases (43.6 per cent) are related to issues concerning wages. In just over a quarter (26.3 per cent) of cases, those seeking advice are affected by a dismissal or its consequences. In addition, advisors are often confronted with questions about illness and sick pay (16.7 per cent), employment and collective agreements (15 per cent) and unemployment benefits (14.2 per cent).



N = 7,742 (multiple responses possible)



In more than 95 per cent of cases, the Fair Mobility advisors were able to support those seeking advice with their concerns or at least refer them to a suitable institution. In the vast majority of cases (87.7 per cent), the Fair Mobility advisors were able to offer the necessary support and advice services themselves. In 3.8 per cent of cases, no appropriate advisory measures could be taken.

N = 7,742



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## Impressum

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