# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Module</th>
<th>Title</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Objectives and Participants</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Training structure and duration</td>
<td>4</td>
</tr>
<tr>
<td><strong>Module 1</strong></td>
<td>Human trafficking concepts and trends</td>
<td>5</td>
</tr>
<tr>
<td>1.</td>
<td>Human Trafficking concepts</td>
<td>5</td>
</tr>
<tr>
<td>1.1.1</td>
<td>International law and human trafficking: Securitarian and Human Rights paradigms</td>
<td>5</td>
</tr>
<tr>
<td>1.2</td>
<td>Human Trafficking types and trends</td>
<td>8</td>
</tr>
<tr>
<td>1.2.1</td>
<td>Labour exploitation</td>
<td>8</td>
</tr>
<tr>
<td>1.2.2</td>
<td>Sexual exploitation</td>
<td>10</td>
</tr>
<tr>
<td>1.2.3</td>
<td>Trafficking in Human Beings for Organ Removal</td>
<td>13</td>
</tr>
<tr>
<td>1.2.4</td>
<td>Other types of trafficking</td>
<td>14</td>
</tr>
<tr>
<td><strong>Module 2</strong></td>
<td>Human trafficking and the tourism sector</td>
<td>15</td>
</tr>
<tr>
<td>2.1</td>
<td>Human trafficking and Tourism</td>
<td>15</td>
</tr>
<tr>
<td>2.1.1</td>
<td>Connections between trafficking and tourism</td>
<td>15</td>
</tr>
<tr>
<td>2.1.2</td>
<td>Risk factors and reasons for risk increase</td>
<td>20</td>
</tr>
<tr>
<td><strong>Module 3</strong></td>
<td>Prevention strategy and good practices</td>
<td>22</td>
</tr>
<tr>
<td>3.1</td>
<td>Tourism staff: role in trafficking prevention</td>
<td>22</td>
</tr>
<tr>
<td>3.1.1</td>
<td>Joint training and cooperation</td>
<td>24</td>
</tr>
<tr>
<td>3.1.2</td>
<td>How to prevent becoming a trafficking victim abroad</td>
<td>26</td>
</tr>
<tr>
<td>3.2</td>
<td>Managers and human trafficking</td>
<td>27</td>
</tr>
<tr>
<td>3.3</td>
<td>Prevention of Child Trafficking</td>
<td>29</td>
</tr>
<tr>
<td>3.4</td>
<td>Procedures and referral systems</td>
<td>30</td>
</tr>
<tr>
<td>3.5</td>
<td>International Good practices</td>
<td>32</td>
</tr>
<tr>
<td><strong>Module 4</strong></td>
<td>Practical exercises</td>
<td>33</td>
</tr>
<tr>
<td><strong>Module 5</strong></td>
<td>Group Exercise</td>
<td>35</td>
</tr>
<tr>
<td>6.</td>
<td>Bibliography</td>
<td>36</td>
</tr>
</tbody>
</table>
General objectives of the training sessions
- Acquire knowledge about human trafficking trends and types;
- Understand that Human Trafficking is a human rights violation as well as a risk for business;
- Be aware on the different connections between human trafficking and tourism;
- Acquire knowledge of good practices and be able to design process for implementation of prevention strategies.

Specific objectives of the training sessions
- Understand the signs of human trafficking in the tourism sector in order to be able to detect victims;
- Understand the different dimensions of prevention and how they should be coordinated amongst staff members;
- Comprehend how to assess the risk of human trafficking in the company;
- Promote knowledge of relevant international networks to share good practices and stimulate active participation of staff in prevention strategies.

Participants
- Managers/ directors of tourism related companies
- Staff of tourism related companies
- Suppliers of tourism related companies
- Trainees in tourism related companies
- Students in tourism schools
- Members of regulatory bodies of tourism
- Business associations

Training structure and duration [at least 12,5 hrs]

**MODULE 1**
- Concepts, types of human trafficking and trends  [at least 1,5h]

**MODULE 2**
- Human trafficking and the tourism sector [subsets]: connections and risk factors [at least 2h]

**MODULE 3**
- Prevention strategy and good practices [at least 3 h]

**MODULE 4**
- Practical exercises (each exercise at least 1h)

**MODULE 5**
- Group exercise [e.g. using knowledge café methodology] to discuss specific implementation of good practices in the particular context of the company [at least 2h]
1.1.1 International law and human trafficking: Securitarian and Human Rights paradigms

Human trafficking is a relatively recent concept built upon the concepts of:
- slavery, enlarged on the basis of the wider version of the 1956 “Supplementary Convention on the Abolition of slavery, the slave trade and institutions and practices similar to slavery” to encompass new forms such as debt servitude, forced marriage, sale of children for sex exploitation,
- forced labour as foreseen in the 1930 ILO Convention nº 29 [art. 2º, nº1].

In spite of the existence of divergent perspectives, it was possible to reach in 2000 a fundamental consensus on the essence of human trafficking and adopt an international legal definition aimed at facilitating the emergence of a comprehensive international approach to THB and a convergence in national approaches with regard to the establishment of domestic criminal offences. The Palermo Protocol to Prevent, Suppress and Punish Trafficking in Persons to the Convention against Transnational Organised Crime, is the first global legally binding instrument with an agreed definition of trafficking in persons - art.3 (a) - structured in 3 pillars:

(i) **Actions** associated with the different stages in the cycle of trafficking such as recruitment, transport, transfer, harbouring or receipt of persons;

(ii) **Means** associated with the methods of control over victims both violent, through use of force or other forms of coercion, and non-violent involving fraud or deception, the abuse of power or of a position of vulnerability;

(iii) **Ends** associated with exploitation of the victim for commercial profit, involving different purposes such as sexual exploitation, labour exploitation, removal of organs, domestic servitude.

This definition has however two main limitations insofar it presupposes that (i) trafficking is exclusively a transnational phenomenon that involves victims crossing borders and being moved through different countries and that (ii) traffickers are transnational organised crime groups. This proved to be a restrictive view as there is also domestic trafficking, victims trafficked within their own country of origin or residence, and there are other types of traffickers other than transnational organised crime which operate on a smaller, local/regional and less sophisticated scale.

Even though there is a consensual and widely accepted concept, there are two contradictory paradigms in terms of the combat against human trafficking: a securitarian paradigm and a human rights paradigm (see table below). The securitarian approach still prevails in many States. The Convention against Transnational Organised Crime and its Protocol to Prevent, Suppress and Punish Trafficking in Persons, despite the reference to victim protection, is still dominated by a state-centred securitarian approach focused on the crime of human trafficking with the priority attached to the punishment of traffickers; as a consequence the
victim and the protection of his/her rights are a secondary objective and tends to be seen instrumentally as a procedural participant to provide evidence to secure the condemnation of traffickers; protection is conditional on collaboration with the criminal proceedings to condemn traffickers (see Table 1).

The adoption of a human rights approach faces many resistances. The 2005 Warsaw Convention, the Council of Europe Convention on Action against Trafficking in Human Beings is the most innovative and advanced international instrument to combat human trafficking. It contrasts with the Palermo Protocol as it incorporates a “human rights approach” to human trafficking, as opposed to a securitarian approach, focused on the victims and attaching priority to the protection of their human rights, including their rehabilitation and reintegration as well as reparation, and the active prevention of human trafficking (art.5).

Moreover, the Warsaw Convention enlarges the concept of human trafficking insofar it is adapted to new trends in two ways: by acknowledging the existence of domestic trafficking alongside transnational trafficking; and by considering that human trafficking is not an exclusive activity of transnational organised crime organisations but can also be carried out by other types of traffickers (art.2).

The most fundamental policy implication of a human rights approach is that prevention becomes the main priority and therefore all States, at different levels national, regional or local, that ratified the Convention
have a binding obligation to implement a prevention strategy which includes various action-areas such as training, education, awareness raising campaigns, research (art. 5).

**TRAINING RESOURCES**

When providing training, present the primary source and comment on the articles:

**Art. 2 a) “Organized criminal group” shall mean a structured group of three or more persons, existing for a period of time and acting in concert with the aim of committing one or more serious crimes or offences established in accordance with this Convention, in order to obtain, directly or indirectly, a financial or other material benefit;**

*Convention against Transnational Organised Crime, 2000*

**Art. 3 Use of Terms**

*For the purposes of this Protocol:*

[a] “Trafficking in persons” shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs; intended exploitation set forth in subparagraph [a] of this article shall be irrelevant where any of the means set forth in subparagraph [a] have been used;

[b] The consent of a victim of trafficking in persons to the intended exploitation set forth in subparagraph a) of this article of a child for the purpose of exploitation shall be considered “trafficking in persons” even if this does not involve any of the means set forth in subparagraph [a] of this article;

[c] The recruitment, transportation, transfer, harbouring or receipt.

[d] “Child” shall mean any person under eighteen years of age.

*Protocol to Prevent, Suppress and Punish Trafficking in Persons to the Convention against Transnational Organised Crime, 2000*

**Art. 2 – Scope**

This Convention shall apply to all forms of trafficking in human beings, whether national or transnational, whether or not connected with organised crime.

*Council of Europe Convention on Action against Trafficking in Human Beings, 2005*

**Art. 5 – Prevention of trafficking in human beings**

1 Each Party shall take measures to establish or strengthen national co-ordination between the various bodies responsible for preventing and combating trafficking in human beings.

2 Each Party shall establish and/or strengthen effective policies and programmes to prevent trafficking
in human beings, by such means as: research, information, awareness raising and education campaigns, social and economic initiatives and training programmes, in particular for persons vulnerable to trafficking and for professionals concerned with trafficking in human beings.

3 Each Party shall promote a Human Rights-based approach and shall use gender mainstreaming and a child-sensitive approach in the development, implementation and assessment of all the policies and programmes referred to in paragraph 2.

[...] Art. 36 – Group of experts on action against trafficking in human beings

1 The Group of experts on action against trafficking in human beings (hereinafter referred to as “GRETA”), shall monitor the implementation of this Convention by the Parties.

2 GRETA shall be composed of a minimum of 10 members and a maximum of 15 members, taking into account a gender and geographical balance, as well as a multidisciplinary expertise. They shall be elected by the Committee of the Parties for a term of office of 4 years, renewable once, chosen from amongst nationals of the States Parties to this Convention.

Council of Europe Convention on Action against Trafficking in Human Beings, 2005

1.2. Human Trafficking Types and Trends

1.2.1 Labour exploitation

Trafficking for labour exploitation is one of the most undetected forms of trafficking, mistaken often with labour exploitation. As a matter of fact, although labour exploitation is a human right violation and contradicts both national and international law concerning workers’ rights, there is a difference between both. People that are trafficked cannot abandon the relationship with their employer. They are either physically or mentally coerced to remain in the relationship, through several methods, from threats to imprisonment, drug or alcohol addiction or more frequently withholding travel documents.

The tourism sector is one of the most trafficking prone industries, as it has a large demand for skilled and unskilled labour and is highly seasonal. Job offers in the tourism sector are therefore highly attractive to unskilled workers all over the world, that see in the sector the opportunity to better their lives, that they will probably never have in their countries of origin. The high seasonality and labour-intensity of tourism, make the sector the perfect enticer for unsuspecting victims.

Trafficking for labour exploitation often starts with a job offer that looks credible. Its credibility either comes from a recruitment/ employment agency, from a job advertisement, from social media or from a friend or former colleague. Many traffickers will provide victims with detailed job descriptions and even contracts. There are many documented cases of recruitment/ employment agents controlled by traffickers, leading to the recruitment of victims by unsuspected employers.
When providing training on trafficking for labour trafficking mention that:

- Focus on prevention strategies;
- Job offers that seem legitimate may not be;
- Job offers that come through recruitment/ employment agencies can be a front for a trafficking ring even if the company is legal;
- Job offers from friends and former colleagues can also lead to human trafficking – many victims are coerced to recruit more victims;
- Recruitment is done also via social media; traffickers study their victims profiles and posts for over 6 months to send a perfect job offer;
- All job offers abroad should be checked with the embassy of the country;
- A contract is not enough proof that the person will not be trafficked;
- All types of persons can fall into a trafficking ring, independently of the level of education, gender, age, ethnicity or country of origin;
- Trafficking victims can be mixed with legal workers;
- It is important to recognise the signs of labour trafficking in order to detect and refer victims to assistance and support;
- Companies/ organisations mentioned in the job offer should be researched. Look for information regarding labour standards and pending accusations in court.

Training methodologies

- Theoretical background on trafficking for labour exploitation;
- Case study analysis;
- Job offer research;
- Simulation of a situation of labour trafficking at a restaurant (example).

Materials

- Statistics (ILO);
- Case studies;
- Information on recruitment/ employment agencies controlled by traffickers;
- Online advertisements;
- Testimonies.
1.2.2 Sexual exploitation

 Trafficking for sexual exploitation is the most well known form of human trafficking, normally associated to women and children in public spaces. However, it also occurs in private spaces and with men. Unfortunately, like in all forms of trafficking, traffickers’ modus operandi is always evolving. Faced with police investigation and the difficulty in restraining the victims, traffickers are increasingly resorting to private spaces such as apartments and hotels. These spaces are also connected to the perceived “value” of the victim, as these victims are sold and exploited for higher amounts than the victims in public spaces. Sexual exploitation of trafficking victims is not only limited to forced prostitution they can also be used for pornography and other tasks in the sex industry.

 The connection of trafficking to the tourism sector is mainly through hotels. Trafficking victims are sold and exploited in hotels. These victims can be brought in by the traffickers which can assume openly that role or can be disguised as a boyfriend/ girlfriend, only revealing his/her intention when the victim arrives at the

TRAINING RESOURCES

//Testemony
Awino was 14 years old when the Ugandan rebel Lord’s Resistance Army abducted her from her boarding school in 1996.
“We were taken away from the school campus heading nowhere, walking the whole time,” she said. Awino claimed she was taken to southern Sudan, where victims were raped and beaten and forced to work in the gardens and carry luggage. She said those caught trying to escape were killed.
Awino was 22 years old and had two children by the time she managed to escape.

TRAINING RESOURCES

//Case Study
Since 2009, at least 2,000 workers, mainly from Vietnam, but also from Romania, Bulgaria, Hungary, Slovakia and the Ukraine have been forced to work under very harsh conditions in the state forest of the Czech Republic. The commonly known as “Tree Workers Case” was the largest case of people trafficked for labour exploitation found in a single place and has led to several reports, as well as a documentary.
http://thetreeworkerscase.com/
When providing training on trafficking for sex trafficking mention that:

- Focus on prevention strategies;
- Trafficking victims can be found in hotels of all sizes and shapes;
- Trafficking victims can be found in 1 star or 5 star hotel – will depend on the type of clients;
- All types of persons can fall into a trafficking ring, independently of the level of education, gender, age, ethnicity or country of origin;
- It is important to recognise the signs of sex trafficking in order to detect and refer victims to assistance and support;
- Victims can be surprised by the sex exploitation when they arrive at the room (loverboy approach) so it is important to see if the person’s demeanour changes while staying at the hotel, especially in relation to the person he/she arrived with.

//Training methodologies

- Theoretical background on trafficking for sexual exploitation;
- Case study analysis;
- Simulation of a situation of sex trafficking at a hotel (can be done by actors without previous knowledge of staff);
- Practical exercise on detection of sex trafficking in hotel rooms.

TRAINING RESOURCES

//Materials

- Statistics (UNODC);
- Case studies;
- Campaigns [https://www.youtube.com/watch?v=KlIVVj4seBA](https://www.youtube.com/watch?v=KlIVVj4seBA)
- Information on hotels where trafficking victims were found in sexual exploitation
- Testimonies.
Case Study

Mary first encountered Jamie Byron on Facebook. A girlfriend who had moved to Montreal suggested they’d be a good match. During those initial online chats, he flirted with her, told her she was sexy. They would text each other. He posed questions that seemed like normal conversation at the time.

They arrived at a house in Montreal around 7 a.m. Exhausted, Mary went to sleep. When she woke up, she found herself alone with Byron, who immediately shattered any notion of romance. “Everything went down from there,” she says. “He told me he wanted me to work. We got into a fight because I refused … and I told him I wanted to leave.”

Her resistance meant nothing. Byron beat her that first day when she refused to do what he wanted. He then took her to see a customer and forced her to have sex with him. He collected $300.

Byron burned her birth certificate and stole her health card, textbook tactics used by pimps to gain control of their victims. He also threatened to hurt her family if she ran away. On days when she didn’t want to work, he pushed her around, pulled her hair and threw her into walls. He wasn’t shy to head-butt her in the face. With Mary fully under his control, Byron booked hotels and posted provocative photos of her in online escort ads. Mary was soon servicing nine or 10 men a day, for which she could bring in $1,000 or more. Every bit of that cash was handed over to Byron. The johns got just about anything they wanted if they were willing to pay for it;
The general term ‘trafficking in organs’ covers a whole range of illicit activities that aim to commercialise human organs and tissues that are needed for therapeutic transplantation. All current organs and tissues available only amount to 15% of the needs.

Trafficking in Human Beings for Organ Removal (THBOR) is the type of trafficking focused on organ removal for trade. It can take place in different locations and traffickers can use different stratagems. They can either drug their subject or allure them for a sexual encounter that end with the victim unconscious and missing one or more organs. This trafficking can take place at hotels, using the privacy of the hotel against the victim, with several strategies to prevent the hotel staff from entering the room.

There is also organ tourism or travel for transplantation. Travel for transplantation is the movement of organs, donors, recipients, or transplant professionals across jurisdictional borders for transplantation purposes. Travel for transplantation becomes transplant tourism if it involves organ trafficking and/or transplant commercialism or if the resources devoted to providing transplants to patients from outside a country undermine the country’s ability to provide transplant services for its own population. There is the

preconception that there is a financial transaction and a willingness of the person to sell his/her organ, but that is not always the case. Some are coerced and some imply deception.

**TRAINING RESOURCES**

//When providing training on trafficking for organ trade mention that:
- Focus on prevention strategies;
- Trafficking victims can be found in hotels of all sizes and shapes;
- All types of persons can fall into a trafficking ring, independently of the level of education, gender, age, ethnicity or country of origin;
- It is important to recognise the signs of organ trafficking in order to detect and refer victims to assistance and support;
- Victims can be surprised by different stratagems, including sexual encounters or the use of drugs.

//Training methodologies
- Theoretical background on trafficking for organ trade;
- Case study analysis;
- Simulation of a situation of organ trafficking at a hotel.

//Materials
- Statistics (UNODC);
- Case studies;
- Testimonies.

Antonio Medina, 23, a paperless Central American migrant moving through Mexico to the US, says he knows a fellow traveller who witnessed organ trafficking, after he and his wife were captured by a criminal gang.

“He was travelling with his wife and they [gangsters] took both of them,” Medina told Al Jazeera during an interview in Mexico. “They [gangsters] put them in separate [hotel] rooms. He heard his wife screaming.
Belarusian man who answered an advertisement to sell a kidney for $10,000 was eventually flown to Ecuador for surgery to transplant the organ to an Israeli woman. When locked in a Quito hotel room, he pleaded with his traffickers to let him go, stating he had changed his mind. They refused, threatening to kill his family if he didn’t go through with the procedure.


**1.2.4 Other types of trafficking**

Trafficking is done for multiple purposes. One of the most profitable trades in the world, alongside drug trafficking and arms trade, it also has at the backline the treatment of people as tradable objects – merchandise. Other types of trafficking include trafficking for begging, for committing crimes, for domestic servitude, for forced marriage and for illegal adoption. These multiple types of trafficking are normally not directly connected to tourism.

After he went in and saw her on a table with her chest wide open and without her heart or kidney.”

http://www.aljazeera.com/indepth/features/2011/05/2011515153229450357.html
2.1 Human trafficking and tourism

The tourism sector is affected by human trafficking like in general the majority of labour-intensive, less regulated and seasonality driven economic sectors in the world economy are. Trafficking in human beings, alongside drug trafficking and arms trafficking, is one of the three major and more profitable illegal businesses at the global level but simultaneously has increasing, though invisible, links with legal activities.

2.1.1 Connections between trafficking and tourism

Tourism presents different and complex linkages with human trafficking both direct and indirect, some positive others negative. These linkages involve six dimensions:

(i) Places for human trafficking activities.

Premises of hotels are used as locations to exploit victims of trafficking for sexual exploitation, taking advantage of the privacy associated with hotel rooms. This is an increasing trend as a result of traffickers’ strategies to transfer operations from open to closed spaces in order to circumvent tightening security control by the police in traditional public areas and locations for prostitution. Similarly hotel rooms have been used for removal of organs of victims as they can be sterilised and prepared for the surgery. With a view to carry out these activities the main concern of traffickers is to prevent hotel staff access to the room which they try to achieve using various strategies ranging from displaying the “do not disturb” sign for long periods/permanently, requesting expressly for the room not to be cleaned to simulating security problems (stealing of a personal item) providing an excuse to keep the staff away and prevent them from entering the room.

TRAINING RESOURCES

//Case Study

Hotels and Motels in the Toronto area where traffickers using the “loverboy” strategy brought victims to be exploited sexually

(ii) Victims work in tourism

There can be trafficking for labour exploitation involving seasonal workers hired to employment agencies for temporary positions by hotels/restaurants during peak seasons. Some of these employment agencies for temporary labour have links with trafficking networks or can even be owned by traffickers and are proactively recruiting victims to be exploited. Hotels and other tourism companies such as restaurants are often not aware of the situation as they are dealing with a legal agency, do not have a direct contractual relationship with the worker and do not know the contractual conditions between workers and the employment agency. In many cases these seasonal workers might not be even aware they are trafficking victims until the moment they try to leave the agency or find out that their salary has not been paid or that their travel documents are still in possession of, and retained by the agency. Given the seasonality factor, hotels and other tourism companies are at risk of being indirectly involved in human trafficking as they contract workers through employment agencies. For tourism companies it does not suffice to check if the agency is legal as traffickers often use legal instruments to mask their illegal activities. Greater scrutiny is required to obtain further references about the agency, to include anti-trafficking clauses in the contract and even to request assurances and evidence that workers are being paid.

TRAINING RESOURCES

//Case study

Recruitment agencies creating vulnerability to exploitation/being possibly involved in trafficking in persons

In order to apply for a job, Vivianna from country X had to pay an application fee of 100 country X Dollars to be interviewed by the recruiter. She then had to pay another 100 country X Dollars for a final interview by a recruitment agency staff and hotel employers, who came from country Y to country X to conduct an interview with Vivianna. She next paid 600 country Y Dollars for the recruiter to process the job offer and give her a labour certificate, and another 600 country Y Dollars for a physical examination. All of this was paid before she was actually offered a position. Vivianna waited a month to be offered a job. She had to pay another 200 country Y Dollars for an embassy interview to get a foreign temporary worker visa, and then the recruitment agency took over the processing for the hotel group.

The interview took place in June 2007. If an applicant failed the interview, they would not get another opportunity and there was no refund for the money already paid. Vivianna was very thankful she passed the interview. About 3000 people total came to the interview, but only about 500 people were selected and received a final offer. Vivianna arrived in country Y in October 2007, after paying 3000 country Y Dollars to the recruitment agency for a processing fee and an airline ticket. In order to afford all of these fees, Vivianna pawned the title to her house, in exchange for a loan, which she planned to pay with the money she made working in country Y for the hotel. A friend of a friend loaned her the money, and she had to pay him back with 20% interest.
Vivianna’s story:
- Shared overcrowded apartment without freedom of choice
- Rent deducted from salary
- Meal plan deducted from salary
- Tax deductions were not explained
- Working hours not guaranteed
- Paycheck ended up being as low as 3.25 countryY Dollars for a two week period.

Adapted from a real case provided by the New York based City Bar Justice Center at the UNODC Expert 31 Group Meeting in Vienna, Austria, October 2014

(iii) Trafficking in the supply chain of products acquired by tourism companies

Hotels have to buy goods (food, textiles, ) to be used in their activity from various suppliers and there is a risk of existence of slave labour/human trafficking in the supply chain of these products. This is an indirect link with human trafficking which requires an active policy of control of relations with suppliers, by imposing standards of stricter control over the supply chain through anti-trafficking clauses in contracts combined with direct monitoring/inspection of suppliers’ activity to enforce it.

TRAINING RESOURCES

//Case Study

Much of the chocolate that is bought in local shops is made with cocoa beans grown in the Cote d’Ivoire, West Africa. Thousands of children, as young as ten are trafficked to harvest the beans on cocoa farms in this area. Their freedom is taken and they are forced to work long hours without pay. They are beaten and often work in dangerous conditions using machetes to open the cocoa beans.

http://www.stopthetraffik.org/campaign/chocolate

(iv) Ownership of tourism companies

A growing trend in tourism is the direct ownership of hotels, restaurants or travel agencies by traffickers as instruments of a strategy to hide and thus facilitate the development of their criminal activities.
Traffickers have been investing part of the huge profits obtained with human trafficking directly in the tourism industry in order to control hotels to be used for sexual exploitation. In general the strategy is to deliberately mix human trafficking with genuine business activities in order to make detection more difficult. However, there are cases where hotels are built and solely used for human trafficking. Here traffickers use the concept and the umbrella of a hotel to disguise their criminal activity. This is the strongest link possible and implies a direct presence at the heart of the tourism sector as traffickers become “insiders”, tourism businessmen.

There are also reports of travel agencies being controlled by traffickers, selling packages to victims, including transport, accommodation, job at the destination country and even false documents if needed. In this way not only travel agencies provide credit and create a debt which will be a fundamental mechanism to control the victim (debt bondage), but they also gain access to privileged information about immigration controls and security procedures in airports in the trafficking routes.

Case study:

- Travel agencies in Brazil were controlled by traffickers that recruited and organised the transportation of victims, there are more than 20 judicial cases against travel agencies: Agência Costamares travel

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**TRAINING RESOURCES**

//Case Study

*Golden Palace Buffet*

Chinese restaurant in the USA owned by a trafficker who used victims for labour exploitation living in the premises, working for long hours and with restrictions to their freedom.


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**TRAINING RESOURCES**

//Case Study

Hotel in India, Mysore, was specifically designed and built by traffickers for sexual exploitation activities, with secret rooms and alerts to avoid police raids.

[https://www.youtube.com/watch?v=YRJWx3DXEnl](https://www.youtube.com/watch?v=YRJWx3DXEnl)
(v) **Tourism as Human Trafficking recruitment inducer / carrot**

Many victims are recruited by means of false offers of employment in the tourism sector (via internet or employment agencies), either in hotels or restaurants. Traffickers use this strategy for two reasons: attractiveness, working in a hotel is perceived as attractive, glamorous and somehow associated with positive and rewarding images of the experience of tourists; credibility, insofar an employment in tourism is seen as a credible offer because it is easier to get a job in a hotel or restaurant, due to the high degree of seasonality and high demand during peak seasons, and there are jobs that do not require special skills and are therefore adequate to persons with low levels of qualifications.

(vi) **Reintegration of former human trafficking victims**

This is a positive link whereby hotels or restaurants contribute actively to the reintegration of former victims by offering professional training or job opportunities. Reintegration through the labour market is a powerful strategy to counteract the social exclusion victims are subjected to and simultaneously to promote the rehabilitation and self-esteem of the victim.

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**TRAINING RESOURCES**

//Case Study

Youth Career Initiative in the USA Marriott group in partnership with the US Department of State.

https://www.youtube.com/watch?v=sH53BHjd0kQ


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**TRAINING RESOURCES**

//Case study

Recruitment ad by an employment agency to work in a restaurant/ hospitality where the candidate does not have to work at nights and weekends.

Restaurant / Hospitality / Retail Experience Wanted !!! We are training candidates who have experience in these fields into management! NO Nights or Weekends!!!

Our restaurant is an outsourced sales and marketing firm retained by major companies to execute local sales, client retention and customer service on their behalf.

//Requirements

- Meet with new and existing clients
• Consistently meet the needs of current perspective clients
• Serve as a liaison to the local businesses for the client
• Work closely with the client to facilitate good client relations

//Offers
• Leadership Training Courses (Covey, Blanchard, Maxwell)
• National and International Travel Opportunities
• Personal Coaching and Mentorship Program
• Professional Career Driven Environment

Our restaurant is an outsourced sales and marketing firm retained by major companies to execute local sales,

Applicants that are interested please apply to GBS agency at XXXXXX

2.1.2 Risk factors and reasons for risk increase

• Hiring of seasonal workers during peak seasons through temporary employment agencies given that those agencies might have connections to, or even be controlled by traffickers.

• Above average incidence of foreign and immigrant workers in the staff as the propensity for human trafficking is higher in these groups.

• Geographic location of hotels in regions internationally known as sex tourism destinations is a permanent factor leading to an increase in the risk of human trafficking as victims are brought in to meet the increase in demand for sexual services, namely through escort agencies, brothels controlled by traffickers.

• Location in a country where the organisation of high profile sport events - football world cup, major international golf tournaments, car races – musical events or large conferences are taking place. This risk factor is associated with a temporary rise in demand for sexual services leading to an increase in the flows of human trafficking during the events.

• Lack of a prevention strategy to control and minimise external risks on the part of tourism companies which tends to magnify the risks.

These risk factors may exist in isolation or may coexist and be combined in different ways and proportions. In short the highest level of risk is attained when all the factors are combined, i.e. when one hotel, located in
a region internationally known as a destination for sex tourism, hires seasonal workers through temporary employment agencies, the majority being foreigners/migrants, to meet the peak during a high profile international sports event and lacks a prevention policy for human trafficking.

These risks tend to increase overtime as a result of the interplay between 3 different factors:

(i) Rapid increase in the global flows of tourists which doubled since 1995 to reach 1 billion tourists in 2012, increasing to 1.1 billion in 2014 associated with a global revenue of 1.5 trillion US$\(^1\). Projections point to further expansion to 1.7 billion in 2050, according to the worst-case scenario, or to 4.2 billion according to the best-case scenario (Yeoman et al. 2012\(^2\)). This increase in the global number of tourists generates an increase in the demand for human trafficking thus intensifying flows in particular for sex tourism destination countries.

(ii) Continuous change and innovation in traffickers’ strategies, in particular by transnational organised crime traffickers, which adjust rapidly practices in order to circumvent control procedures set up by authorities and undermine the impacts of anti-trafficking policies. Current trends contribute to aggravate the level of risk. Firstly, the transition from public to closed places in the case of sexual exploitation in order to avoid detection make hotels a preferred location to exploit victims. Secondly, the increasing use of false promises of jobs in the tourism sector as a strategy to recruit victims fuelled and made more credible by the rapid increase in tourism flows mentioned above. Thirdly, the intensification of the tendency for traffickers to invest in the tourism sector and own directly hotels.

(iii) Non-robustness of prevention policies as a result of a slow pace of diffusion of international good practices to prevent human trafficking in tourism to the majority of companies operating in the tourism sector, in particular hotels, in spite of the active role of leading global hotel chains and the emergence of various International codes which are often signed but not effectively implemented. This is aggravated by the deficit of robust public prevention policies specifically designed for the tourism sector.

A major implication is that each hotel unit ought to carry out a risk assessment to evaluate its specific level of risk taking into account its location and practices in order to be able to implement prevention measures according to the risk profile.

---

3.1 Tourism staff: role in human trafficking prevention

Tourism staff members have a key role to play in human trafficking prevention. They can know how to avoid becoming trafficking victims (labour trafficking) and how to detect trafficking victims at their workplace (organ removal and sex trafficking). They can also design campaigns, receive and provide training and take to each new job the best practices they have accessed before.

However, in order to be active preventive agents they have to know the signs of human trafficking and what to do when they find trafficking situations.

TRAINING RESOURCES

//Signs of sex trafficking

**Sex trafficking in tourism (especially hotels) has specific signs:**

- Marks of physical abuse, restraint, or confinement;
- Evidence of verbal threats;
- Evidence of untreated illness, injuries, etc.;
- Signs of malnourishment, poor hygiene, fatigue, sleep deprivation, changes in personality or behaviour;
- Restricted, mediated, or controlled communication;
- Dissociation or avoidance of interaction with others, especially about sharing personal situation;
- Restricted, mediated, or controlled communication;
- No control over or possession of money or personal identification documents;
- Appears to be with a significantly older "boyfriend" or males;
- Few or no personal possessions carried in small or plastic bags;
- No freedom of movement or constantly monitored;
- Treated in a demeaning or aggressive manner;
- Signs of fear, anxiety, tension, submission, or nervousness;
- Suspicious tattoos or branding on women or girls;
- Use of large amounts of towels and frequent change of bed linens;
- High amounts of condoms in the room;
- Frequent entries in the hotel room at strange hours;
- Large number of men taken to the room;
- Client asks for room not to be cleaned;
- Client asks for room near exits;
- Attempt not to show minor ID;
- Minor with "parent" with whom there is a strange relation;
- Room paid in cash and denial of providing credit card details.
//Signs of labour trafficking

Labour trafficking in tourism has specific signs:
- Unpaid, paid very little, paid only in tips;
- Long working hours (normally over 10 hours per day);
- Malnourishment;
- Poor working conditions;
- Mention of work conditions different from advertised;
- Absence of identification documents (retained by employer);
- Obligation to sleep at the same location as work;
- Controlled communication by employer;
- Control of bank account by employer;
- Foreign nationals threatened with deportation;
- Mention of large or growing debts to another person.

//Signs of organ trafficking

Organ trafficking in hotels has specific signs:
- Client asks for room not to be cleaned;
- Client asks for room near exits;
- “Do not disturb” is on the door for several hours or even days;
- The smell coming from the room is similar to hospitals;
- There is evidence of blood;
- Trash shows needles, scalpels and other hospital waste;
- Room paid in cash and denial of providing credit card details.

3.1.1 Joint training and cooperation

In order to correctly detect signs of human trafficking, all staff should have joint training, with details on procedures for referral of suspected cases and cooperation with relevant authorities (especially police) and victim support organisations.

Many early signs of human trafficking could be detected at the front desks of hotels, but due to lack of training as well as inadequate or non-existent internal referral systems, stay undetected. It is important to know the signs and have a system that first alerts all staff and when evidence shows that human trafficking may be taking place brings in adequate external players – police for victim protection and NGOs for victim assistance.
Training should take place at several levels:
- Hotel owners/managers to create adequate procedures, referral systems and prevention strategies;
- Human resources managers to prevent hiring trafficking victims, especially through recruitment agencies;
- All staff – to detect human trafficking signs and understand the referral system.

Cooperation should be carried out with:
- The adequate police force, with expertise on human trafficking, designating a contact point;
- Victim support organisations with training in dealing with trafficking victims;
- Human trafficking experts that can be consulted in case of suspicion.

**TRAINING RESOURCES**

//Case Study

At hotels, it is important for staff to understand specific indicators that are more visible depending on their role and location. This does not mean that the presence of one of these indicators is sufficient to consider it a human trafficking case, but multiple indicators in conjunction may show the presence of a trafficking victim.

**FRONT DESK, CONCIERGE, BELLMAN, AND DOORMAN**

These staff members are the first to have contact with the potential victims. It is important they are able to recognise the indicators below and refer the suspicions to the hotel manager, security and other staff that can follow up on the cases, namely people with direct access to the room.

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Room paid for with cash or rechargeable credit card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals checking into room appear distressed, coerced, or injured.</td>
<td>Excessive use of hotel computers for adult oriented websites</td>
</tr>
<tr>
<td>Few or no personal possessions carried in small or plastic bags.</td>
<td>Minor taking on adult roles or behaving older than actual age (paying bills, requesting services).</td>
</tr>
<tr>
<td>Patrons not forthcoming about full names, home address, or vehicle information when registering.</td>
<td>Rentals of pornography when children are staying in the room.</td>
</tr>
<tr>
<td>Patron appears with a minor that he did not come with originally.</td>
<td>Minor with patron late night or during schools hours (and not on vacation).</td>
</tr>
<tr>
<td>Individuals dropped off at the hotel or visit repeatedly over a period of time.</td>
<td>Room is rented hourly, less than a day, or for long term-stay that does not appear normal.</td>
</tr>
<tr>
<td>Individuals checking into room have no identification.</td>
<td>Room rented as fewer beds than patrons</td>
</tr>
<tr>
<td>Patron requests for information or access to adult services or sex industry.</td>
<td>Minor accessing business center and frequenting social networking or sexually explicit websites.</td>
</tr>
<tr>
<td>Individuals selling items to or begging from patrons or staff.</td>
<td></td>
</tr>
</tbody>
</table>
**HOUSEKEEPING AND ROOM SERVICE**

With a privileged position in term of room access, it is important to be vigilant, especially when the front desk has already referred the suspicion. Main indicators below:

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Do not disturbed” sign used constantly.</td>
<td>Refusal of cleaning services for multiple days.</td>
</tr>
<tr>
<td>Excessive amounts of cash in room.</td>
<td>Smell of bodily fluids and musk.</td>
</tr>
<tr>
<td>Presence of multiple computers, cell phones, pagers, credit cards swipes, or other technology.</td>
<td>Individuals leaving room infrequently, not at all, or at odd hours.</td>
</tr>
<tr>
<td>Children’s items or clothing but no child registered with the room.</td>
<td>Individuals hanging out in hallways or appearing to monitor the area.</td>
</tr>
<tr>
<td>Excessive amounts of alcohol or illegal drugs in rooms.</td>
<td>Minors left alone in room for long period of time.</td>
</tr>
<tr>
<td>Excessive number of people staying in the room.</td>
<td>Extended stay with few or no personal possessions.</td>
</tr>
<tr>
<td>Provocative clothing and shoes.</td>
<td>Men waiting in the lobby or outside of the room.</td>
</tr>
<tr>
<td>Constant flow of men to a room at all hours.</td>
<td>Individuals selling items to other patrons or staff.</td>
</tr>
<tr>
<td>Excessive amount of sex paraphernalia in rooms (condoms, lubricant, rubbing alcohol, lotion, etc.).</td>
<td>Individuals begging for money or food.</td>
</tr>
<tr>
<td>Room stocked with merchandise, luggage, mail packages and purses/wallets with different names.</td>
<td>Individuals digging in hotel garbage or taking a lot of toiletries form housekeeping carts.</td>
</tr>
</tbody>
</table>

**RESTAURANT AND BAR**

Restaurants and bar staff are in a key position to observe activity that could indicate a potential trafficking situation. Main indicators below:

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patron entertaining a minor at the bar or restaurant that i did not come with originally</td>
<td>Individuals loitering and soliciting male costumers.</td>
</tr>
<tr>
<td>Patron requesting information or access to adult services or to local sex industry.</td>
<td>Individuals waiting at a table or bar and picked up by a male (trafficker or costumer).</td>
</tr>
<tr>
<td>Individuals asking staff or patrons for food or money.</td>
<td>Individuals taking cash or receipts left on tables.</td>
</tr>
<tr>
<td>Individuals exhibiting anxious and nervous behavior and avoiding contact with staff and other patrons.</td>
<td>Individuals do not have identification, cell phones, or money of their own.</td>
</tr>
</tbody>
</table>

Source: [Human Trafficking in Hotels and Motels – Victim and Location Indicators, Polaris Project, 2012 at: http://www.twolittlegirls.org/ufiles/Hotel%20and%20Motel%20Indicators%20AAG.pdf](http://www.twolittlegirls.org/ufiles/Hotel%20and%20Motel%20Indicators%20AAG.pdf)
3.1.2 How to prevent becoming a trafficking victim abroad

Victims are allured to working in tourism and often hop on the first plane, especially when supposed employers pay for their airfare, documents and arrange for a work visa.

Avoid becoming a trafficking victim by:

- Researching the employer/ company;
- Researching the recruitment/ employment agency;
- Researching on labour rights (international and national);
- Going to the embassy to collect information on the employer/ company;
- Learning the language of the country;
- Confirming the contract with a lawyer;
- Phoning the employer/ company to confirm details of documentation sent by email/letter;
- Never handing over your ID/ passport to the employer/ recruitment agency;
- Fleeing at the first signs of suspicion/ movement control even if ID/ passport has been withhold;
- Reporting to the authorities threats of deportation, debts or salary decrease/ withhold as well as exploitation and non fulfilment of labour rights.

3.2 Human Trafficking prevention strategy: the role of managers

The design and implementation of a coherent prevention strategy requires a multidimensional and holistic approach in order to coordinate seven different dimensions that have to be articulate if effectiveness is to be achieved.

The first area is Training of both managers and the staff which should be developed on a regular basis. The training should be “introductory” prepared for each new employee joining the hotel staff, including temporary seasonal workers, and “advanced” for permanent staff. Training may also combine “specialised training” designed to a specific staff group, such as the front desk or the security staff in a hotel, or joint training where members of staff from different sectors participate in order to stimulate cooperation, coordination and information sharing. Training enables members of the hotel staff to understand the phenomenon of human trafficking, recognise the signs of trafficking in the context of their functions and what they can do in cooperation with other staff members to control the risks. It is desirable that training can also be extended to include suppliers and other hotel external partners.

The second area is the establishment of clear Procedures inside the hotel, possibly codified in a manual, that: defines the procedures for each sector, front desk, housekeeping or security aimed at detecting suspicious cases of eventual human trafficking; set up a flow chart of information within the organisation; and allocates responsibilities thus achieving a rational division of labour. The procedure manual is presented to each new employee and should undergo regular revision, on a participatory basis; to take into account accumulated experience and new inputs from research.

The third area is Regulation at both the macro and micro levels. The macro level involves the adoption of
international codes of conduct, such as ECPAT, the design and negotiation with other tourism companies of national sectorial codes of conduct adapted to specific conditions of a country. These codes should go beyond the scope of ECPAT, which focuses on children, to include adults, in particular women. The micro level dimension is related to the inclusion of anti-trafficking clauses in contracts with suppliers and business partners or the extension of procedures to all the units within a group i.e. ensuring the implementation of good practices to franchised units. This is of critical importance in terms of a tighter control of relations with temporary employment agencies enabling companies to impose through contracts clear standards of behaviour, greater transparency or even mechanisms of ethical auditing in order to ensure compliance with standards. There are already good practices and guidelines to work with these recruitment agencies (see below), to ensure decrease risk of trafficking.

<table>
<thead>
<tr>
<th>Practice</th>
<th>Guidelines for Checking Recruitment Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entity responsible source</td>
<td>ITP International Tourism Partnership</td>
</tr>
</tbody>
</table>

The fourth area concerns **Risk assessment** and implies that each unit carries out a regular assessment of its specific risks of human trafficking and sets up a risk profile.

The fifth area relates to **Cooperation** with external players not only business partners and other private sectors players, but also government agencies, i.e. security forces and NGOs. Fighting effectively human trafficking requires a close monitoring and coordination between these three different sectors and the establishment of good channels to share know how or refer cases either to the police, when a case has to be reported for investigation, or to NGOs when a victim is detected and protection has to be offered. It is also crucial to join global networks against human trafficking, such as the Global Business Coalition against Human Trafficking or the Institute of Hotel Security Management in the UK:

The sixth area concerns **Communication** of the anti-trafficking prevention policy adopted by the hotel which can be translated into information in the website or the organisation of campaigns for staff or clients to explain the contents and motivations for certain procedures. This communication strategy has two fundamental structural effects. Firstly, it enhances the brand and promotes the business attracting clients who are increasingly concerned with this phenomenon thus fuelling in turn the process of prevention. Secondly, it contributes to systemic prevention insofar it is a powerful indirect message for traffickers who might be thinking of using the hotel, letting them know that the staff is trained and alert and therefore that hotel is an hostile environment for human trafficking.
The seventh area relates to **Research** which is a fundamental though often ignored dimension of prevention. It is crucial to systematically collect, share and analyse/interpret information related to specific cases, confirmed or not confirmed, within a group of hotels or among the industry, in order to identify patterns and detect changes in the modus operandi. Traffickers are very flexible and versatile continuously changing their strategies implying the need to monitor closely in order to rapidly detect innovations and adjust policies.

### 3.3 Prevention of Child Trafficking

When dealing with prevention of child trafficking there are several good practices that can be implemented by companies and organisations.

(i) **Awareness raising campaigns**: targeted at potential clients (e.g. video Air France/ECPAT “A child is not a souvenir” (demand side);

(ii) **Education for protection**: role of schools and actions targeted at potential victims and families (supply side);

(iii) **Procedures to prevent and detect child sexual exploitation**: e.g. mandatory identification of a child at check-in; special check-in for children; detecting signs of sexual exploitation in rooms (exploitation side);

(iv) **Procedures to prevent and detect child labour exploitation in tourism**: e.g. local community information and training on human trafficking; identification of minors by labour inspectors (exploitation side).
3.4 Procedures and referral systems

It is important for all tourism related companies to have procedures for human trafficking prevention, victim detection, suspicion referral (internal); and cooperation with organisations and police (external).

In creating a referral system the company should have procedures for:

INTERNAL REFERRAL

//Procedure flow

Register the indicators that generated suspicion of human trafficking

Pass relevant information to manager
Pass relevant information to security
Pass relevant information to all staff

More indicators
No more indicators

Feedback to a centralised person (in security or management)

Analyse the information Consulting of trafficking expert

Case archive External referral and evidence report
EXTERNAL REFERRAL

- Referral of the case to police;
- Referral of the case to victim support organisations;
- Referral of case within the company group as case study and background information for training and research.

TRAINING RESOURCES

//Example
A man in his forties arrives with an eight year old child. He does not check in the minor, alleging he has not brought his ID card. The minor does not speak when the concierge speaks to him. His demeanour is distant towards his “father”. After insistence from the hotel staff the man shows an ID card, which looks suspicious.

Front desk report to Manager and security that a man arrived with a child that maybe is not his son.

Security starts registering entries in the room (people and frequency).

All staff are instructed to be attentive to human trafficking signs.

Security registers large numbers of men entering at different times during the day.

Housekeeping finds large amounts of condoms and provocative clothing for the minor.

Restaurant staff registers that the child does not interact with alleged father.

Doorman reports restrictions to child movement by “father”.

Security and management analyse the case and decide to refer it to police.

External referral and evidence report to police.
### 3.5 International good practices

<table>
<thead>
<tr>
<th></th>
<th>Carlson</th>
<th>Hilton</th>
<th>Hyatt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct</td>
<td>Code of Business, Ethics and Conduct (made available to all employees via intranet and public via website)</td>
<td>Code of Business, Ethics and Conduct (made available to all employees via intranet and public via website)</td>
<td>Code of Business, Ethics and Conduct (made available to all employees via intranet and public via website)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>**Networks and</td>
<td>International tourism partnership</td>
<td>International tourism partnership; Global Business Coalition against HT</td>
<td>International tourism partnership</td>
</tr>
<tr>
<td>Partnerships</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Global Business Coalition against HT</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>1300 hotels – training of trainers</td>
<td>3500 staff trained – first US and Mexico; in 2014 international Online training AHLEI/ECPAT USA</td>
<td>54,000 staff trained (since 2012, partnership with Polaris Project Training also for franchises Specific training for large sports events</td>
</tr>
<tr>
<td></td>
<td>Annual training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>**Support and</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>**Relationship with</td>
<td>Contract clauses with suppliers on anti-trafficking, labour standards and children’s rights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>suppliers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 2
Examples of International Good Practices at Hotels.
Disclaimer: This table does not reflect all the good practices of these hotels nor does it reflect all good practices that have taken place at Hotels.
<table>
<thead>
<tr>
<th>Intercontinental</th>
<th>Starwood</th>
<th>Wyandham</th>
<th>Meliá</th>
<th>Accor</th>
</tr>
</thead>
<tbody>
<tr>
<td>International tourism partnership</td>
<td>International tourism partnership</td>
<td>International tourism partnership</td>
<td>Polaris Project expert for case discussion</td>
<td></td>
</tr>
<tr>
<td>Campaigns on for large sports events</td>
<td>Training available in English, Portuguese and Spanish</td>
<td>Training for company units and franchises</td>
<td>AHLA/ECPAT training module</td>
<td>32,000 staff trained (worldwide)</td>
</tr>
<tr>
<td>Training on human rights and children protection</td>
<td>For all managers</td>
<td></td>
<td></td>
<td>Manual describing reporting procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>E-learning</td>
</tr>
<tr>
<td>International Tourism Partnership with US Department of State – 6 months training and then reintegration of former victims (Career Path initiative) – also with other international groups</td>
<td>Temporary shelter for victims</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract clauses with suppliers on anti-trafficking, labour standards and children’s rights</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>21 contract clauses on several issues</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Accor sustainable procurement charter (non mandatory) including audits</td>
<td></td>
</tr>
</tbody>
</table>
//Example of contract clause with suppliers
Carlson supports a child’s right to a safe and secure childhood and condemns all forms of commercial sexual exploitation of children. Supplier will use its best efforts to assist in that support by: (1) not knowingly using any form of child or forced labor, including without limitation using subcontractors or suppliers who use child or forced labor; (2) not knowingly engaging in or supporting the business of, or doing business with companies who engage in or support, the commercial exploitation of children; (3) prohibiting the use of all company equipment for the viewing, storage, distribution, promotion or other use of materials, which sexually exploit children and establishing procedures to enforce such policies; and (4) prohibiting the use of images or concepts in its marketing or on its premises which sexually exploit children. Carlson supports the values of human rights, labor standards, the environment and anti-corruption. Supplier will use its best efforts to assist in that support by: (1) affording all employees basic human rights by treating them with dignity and respect, providing a safe and healthy work environment and (2) protecting the communities and environments in which they operate by having effective environmental policies and complying with existing legislation and regulations regarding the protection of the environment.
TRAINING RESOURCES

//Practical exercise 1 – recognising colleagues as victims of trafficking
To be carried out after training.
The restaurant manager hires an actor to play the part of a temporary worker hired through a recruitment agency.

This worker will say/show his/her colleagues that:
- He/she lives above the restaurant;
- Works more than 12 hours per day (always there before other arrive and after they leave);
- Has no ID and travel documents (with employer);
- Has almost no money, asking to burrow from colleagues.

Verify if:
- Other colleagues detect and report suspicions
- Internal referral system works

TRAINING RESOURCES

//Practical exercise 2 – front desk staff exercise to detect sex trafficking at the hotel
To be carried out after training.
Hotel manager could hire (without knowledge of hotel staff), a group of actors to be the trafficker, victim and clients of sex trafficking.

Trafficker and victim should check in, showing some of the suspicious indicators (e.g. paying in cash, asking for the room not to be cleaned, all transactions – cash and documents - are done by trafficker and victim does not respond directly to inquiries).

Verify if:
- Front desks detects and reports suspicions
- Internal referral system works
- The rest of the staff are aware of the suspicions and are observing for more indicators
//Practical exercise 3 – housekeeping exercise to detect sex trafficking in hotel rooms
To be carried out during or after the training.
Hotel manager could hire (without knowledge of hotel staff), a group of actors to be the trafficker, victim, and clients of sex trafficking.

Prepare a room with the following:
- Excessive number of towels used and discarded on the floor;
- Dirty linens;
- Large quantities of condoms in the trash;
- Clothing related to sex industry;
- Used syringes;
- Several men entering the room.

Verify if:
- Housekeeping employees detect and report the situation as suspicions
- Internal referral system works
- The rest of the staff are aware of the suspicions and are looking for more indicators

TRAINING RESOURCES

//Practical exercise 4 – visit a hotel with an active prevention policy
To be carried out during or after the training.
Schedule a visit to a hotel known for its active prevention policy against human trafficking. Discuss with the hotel manager and staff procedures adopted and results attained since the beginning of the implementation of the policy.
1.3. Human trafficking and tourism

A knowledge café or World Café is a type of business meeting or organisational workshop which aims to provide an open and creative conversation on a topic of mutual interest to surface their collective knowledge, share ideas and insights, and gain a deeper understanding of the subject and the issues involved (source https://en.wikipedia.org/wiki/Knowledge_Cafe).

After the four training modules have taken place, organise a knowledge café to discuss how to implement the good practices and a prevention strategy at your company. Divide the staff into three groups with specific discussion items. After 20 minutes, rotate the groups in order for all of them to be able to discuss all the questions. At the end, discuss in plenary the conclusions of the group discussions.

Suggestions of topics:
- Risks of trafficking and risks for business: Risk assessment of the company - what has to be factored in?
- Challenges when creating referral systems: privacy versus victim protection.
- Solutions to improve cooperation with other companies and external players (State and NGOs).
- How to create reliable systems to check suppliers and assure a trafficking free supply chain.
- What is the role of the company in victim protection and reintegration?
6. Bibliography

//Books

//Reports and official documents

//Articles


//Websites


- https://www.youtube.com/watch?v=sH53BHjd0kQ, accessed on the 22nd of May 2015.
