

COMBAT

Trafficking in Human Beings



SLIDES
SUPPORTING
THE
REFERENCE
GUIDE



FOR HOTEL
OPERATIONAL
STAFF

COMBATTHB is a project of:

COMBAT THB: The Framework



Why targeting THB?

- One of the most profitable types of crime today after arms and drugs trading
- An approx. US\$ 150 billion business per year
- 2/3 of it from commercial sexual exploitation, 1/3 from forced labour exploitation

Who?

- A team of 3 universities with established reputation in hospitality joined forces with a CSO with track record in the field of human trafficking prevention and assistance
- Oxford Brookes University (leading partner), University of West London, Lapland Institute for Applied Science, Rațiu Foundation for Democracy

What is COMBAT THB?



- The project aims to involve relevant hospitality and tourism stakeholders in the design and implementation of a preventive and remedial training toolkit
- A practical, step-by-step guidance for businesses to combat trafficking in human beings within the EU
- Emphasis on understanding the phenomenon designated activities to support the learning process set of recommendations for improving your work
- Targets primarily hotel industry: hotel chains and independent hotels
- A 3 level approach: corporate, managerial and operational handbooks

1. What is Human Trafficking?



The European Union defines the trafficking of human beings (THB) as:

The recruitment, transportation, transfer or harbouring of persons who are in a position of vulnerability, using threat, force or other forms of coercion for the purpose of exploitation.

Types of exploitation:

- Sexual exploitation
- Forced labour or services (including forced criminality)
- Slavery or practices similar to slavery
- Servitude
- Removal of organs
- Forced begging
- Illegal adoption
- Forced marriage

What is Human Trafficking? (individual activity)



Take 15 minutes to read “Karla’s story” as presented in the Appendix 1 of the operational level handbook.

Questions:

- Determine whether this is a case of human trafficking and explain the reasons for your answer.
- If it is a case of THB, identify what type of exploitation is involved?

Additional discussion:

- Have you ever heard/read/encountered potential similar cases?

What is the extent of trafficking in human beings (THB)?



Number of THB victims in Europe:

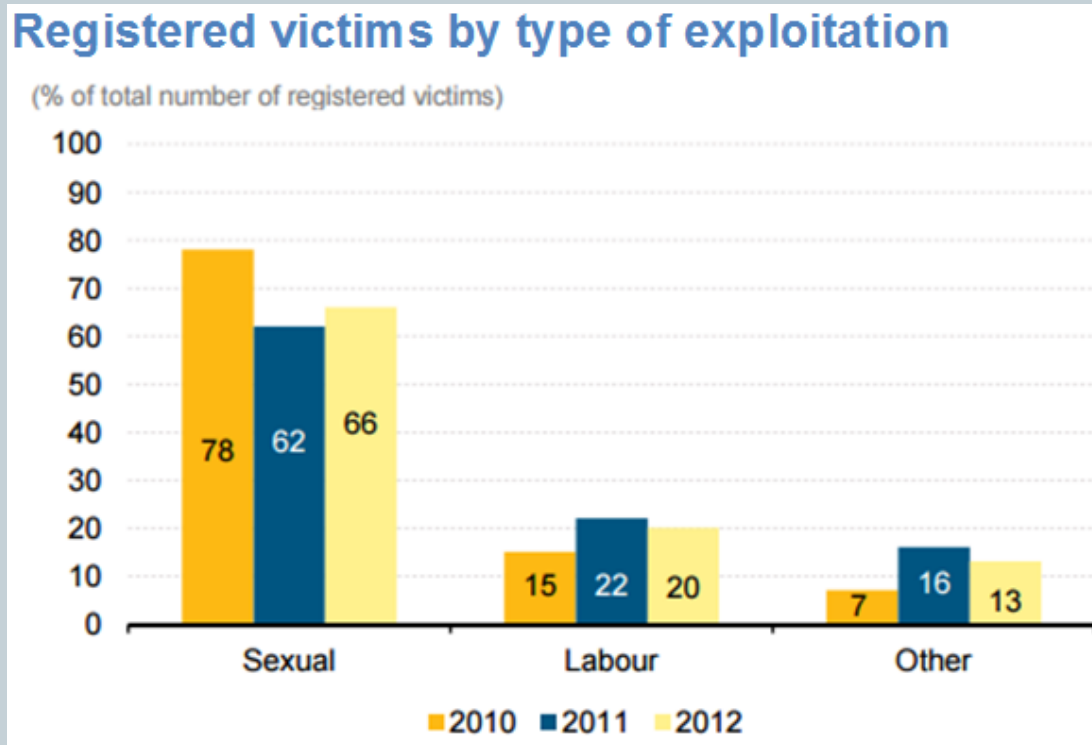
- 30, 146 > Eurostat (2015): victims between 2010 and 2012
- 1,140,000 > Data and Bales (2013)

Number of THB victims globally:

- 40,177 > UNODC (2014): victims between 2010-2012)
- 30,000,000 > Crane (2013)
- 21,000,000 > ILO (2012)

THB by types of exploitation and gender

Registered victims by type of exploitation and gender
(Eurostat - Based on data from 22 Member States
which provided data for 2010-2012)



THB by types of exploitation and gender



Break into groups and discuss:

Why do you think human trafficking is a “highly gendered crime”?

List (if found any) the implications:

.....

.....

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.....

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.....

Human trafficking vs. Human Smuggling



Key differences:

- Human smuggling always involves the illegal crossing of national border
- A smuggler facilitates or transports a person across borders generally for payment, while a trafficker is someone who controls, uses or exploits a victim for profit
- Human trafficking does not necessarily involve illegal crossing of national borders
- Smuggling can transform into trafficking (e.g.) the human smuggler takes advantage of the vulnerability of the person smuggled, and/if that person is then kept captive against his or her will for exploitation

2. Why does human trafficking matter to the hospitality industry?



There are potentially:

- 93,480 victims of sex trafficking in hotels
- 14,820 victims of forced or bonded labour in restaurants and bars
- 6,840 victims of forced or bonded labour in hotels
- There are potentially 115,140 annual victims of human trafficking in the European hospitality industry
- Along with the legal obligations, however, hotel companies have an ethical and moral obligation to combat THB. As corporate social responsibility (CSR) has grown in importance, companies have become more mindful of human rights, labour rights, anti-corruption and their environmental responsibility
- By actively combating THB, hotels demonstrate to stakeholders (investors, customers, employees and suppliers) that they support human and labour rights as well as anti-corruption initiatives

Categories of vulnerabilities



- Strategic
- Organisational culture
- Technological: e.g. automated reservations
- Operational: e.g. check in practices
- Employment practices (recruitment agencies, lack of trade unions)
- Outsourcing policies

What a THB incident can lead to



A THB incident can lead to:

- Extensive negative publicity
- Business interruptions by law enforcement agencies
- Business interruptions due to public protests
- Potential criminal or civil lawsuits
- A negative impact on the hotel/brand reputation
- An erosion of customer trust in the hotel/brand
- A decrease in shareholder value
- A negative impact on staff morale
- A decline in hotel/brand profitability

Existing initiatives:

- Code of Conduct for the Protection of Children from Sexual Exploitation
- Global Business Coalition Against Trafficking

Potential implications of THB



When hotels are used as vehicles for THB there are a number of implications including:

- Criminal liability
- Civil liability
- Negative publicity
- Reputation damage
- Business interruptions
- Loss of customers
- Reduced employee morale
- Reduced turnover/profitability

Code of Conduct for the Protection of Children from Sexual Exploitation



5 hotel companies that are top members of the Code include:

- Accor, Carlson, Hilton, Riu, Melia Hotels International

The 4 main benefits of joining the Code are:

- Being known as a responsible brand
- Gaining a competitive edge
- Mitigating potential risks
- Connecting with the tourism community

3. Who is Involved in Human Trafficking?



- Part of networks of organised crime, often transnational
- Independent operators, part of smaller, family or clan-style organisations



Traffickers, Victims and low THB convictions rates



50% of the traffickers are women: recruitment of new victims for sexual exploitation; coerced into recruiting new victims; encouraged to invite their friends to work abroad and they all end up as victims of sexual exploitation and/or forced or bonded labour; co-opted by their traffickers into their network thereby becoming perpetrators.

Victims of THB - vulnerabilities:

- Poverty
- Unemployment
- Limited education
- Civil unrest
- Limited social support
- Limited or unstable family life

Low levels of convictions rates for THB- causes:

- A low level of identification/reporting of victims
- The hidden nature of the crime and the reliance on victims' to testify in court
- The limited capacity or resources to investigate trafficking incidents
- Corruption

Push & Pulls into trafficking



Whether ‘pushed’ or ‘pulled’ into trafficking, the coercion or force used by the traffickers ensures that their victims become tied to them.

Traffickers use both force and fear to maintain these ties including:

- The threat of physical harm to the victims
- The threat of physical harm to victims’ families or friends
- Developing the victim’s dependency on drugs which the traffickers supply
- Developing the victim’s dependency on alcohol which the traffickers supply

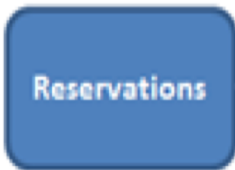
4. How can we combat THB in the front-of-house?



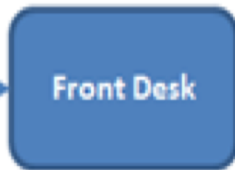
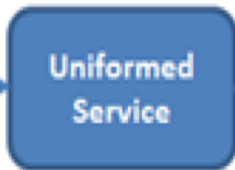
Trafficked Victim's Journey in the Hotel's Front-of-House



Pre-arrival



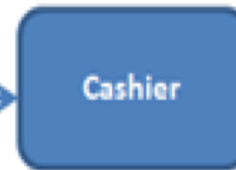
Arrival



Occupancy



Departure



CIP

Reservations Officer

- Booking
- Cancellation

Doorman Concierge FO Agent

- Check-in / Registration
- Room assignment / Key
- Deposit / payment method
- Baggage handling

Doorman Concierge FO Agent, HK, RS, Operator

- Transportation
- Currency, safe deposit
- Room status
- Phone calls

Doorman Concierge FO Agent

- Check-out
- Bill settlement
- Baggage handling
- Transportation

How can we combat THB in the front-of-house?



Example of signals (pre-arrival stage):

- Requests for private or isolated rooms
- Questions about hotel security
- Reservation not in name of person booking, not in person(s) staying
- Unusual block bookings by third party distributors (e.g. long stay in airports)
- Requests for private or isolated rooms

(continued...)

How can we combat THB in the front-of-house?



Examples of procedures and standards providing barriers:

- Probes into the reasons given for this request.
- Ask guests if they are expecting visitors
- Probes into reasons given for this request. Provide statements on hotel security and room access policies
- Require notification of all names and addresses of those staying in hotel
- Monitor cancellation rate of such bookings and identify origin
- Probes into the reasons given for this request. Ask guests if they are expecting visitors

(continued...)

How can we combat THB in the front-of-house?



Examples of signals (arrival stage):

- Behaviour of minors/women arriving, intimidated, frightened, and/or distressed
- Signs of physical abuse and exhaustion
- Limited or excessive luggage and request for assistance declined
- Guest name does not match booking

(continued...)

How can we combat THB in the front-of-house?



Examples of procedures and standards providing barriers:

- Ask politely whether everything is okay
 - Assign highly visible room and monitor behaviour more closely throughout the stay
 - If limited luggage, then ask whether luggage will arrive later
 - Require passport and other identification documents
- (continued...)

How can we combat THB in the front-of-house?



Examples of signals (occupancy stage):

- Young persons loitering with significantly older guests
- Guests come and go from the hotel at unusual hours
- Young persons loitering in public or external areas
- DND sign on door throughout stay
- Fire exits used as entrance/exit to hotel

(continued...)

How can we combat THB in the front-of-house?



Examples of procedures and standards providing barriers:

- Ask security staff to make contact and probe the reason for their visit
- For required fire exits, make them "exit only" doors and consider converting them to alarm doors, suitable for emergency use only
- Room should not remain without service for more than 24 hours, unless requested and approved by GM

(continued...)

How can we combat THB in the front-of-house?



Examples of signals (departure stage):

- Refusing to leave credit card imprint and/or wanting to only pay in cash
- A willingness to pay for multiple nights in advance, particularly in cash.
- Evidence of large amounts of cash
- Different guest (s) collected from hotel by same taxi driver/cab number or other private vehicle

Examples of procedures and standards providing barriers:

- Hotel should require credit or debit card otherwise a mandatory requirement is a scanned copy of photo I.D.
- Hotel should require a credit or debit card as a guarantor
- Keep diary entry of this event and note vehicle plate number(s)

Group discussion: What “shrimp cocktails” and “freshly picked berries” have to do with human trafficking?



What products supplied to hotels could have been produced with trafficked labour?

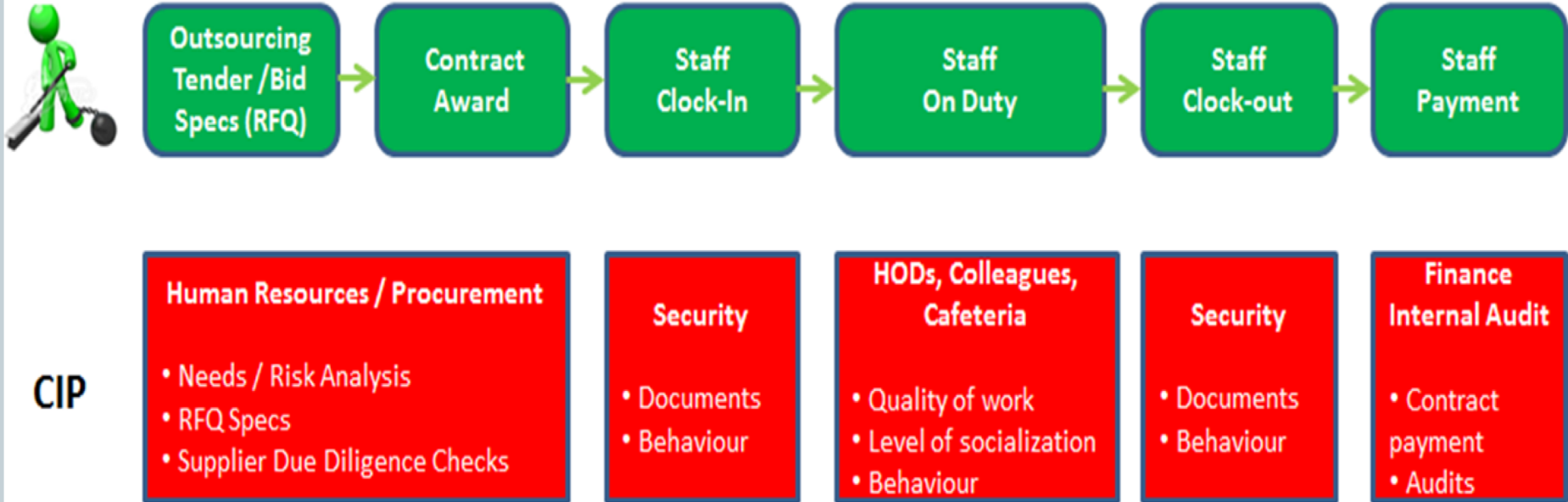
Select from the items below as to which you think could have been produced in this way.

This exercise was based on a similar activity in the UN-GIFT eLearning handbook

5. How can we combat THB in the back-of-house?



Trafficked Victim's Journey in the Hotel's Back-of-House



(continued...)

5. How can we combat THB in the back-of-house?



Examples of Signals in Worker's behaviour:

- Physical appearance: victims may show signs of physical or psychological abuse
- Isolation
- Few or no personal possessions
- Restricted freedom of movement
- Unusual travel times
- Reluctant to seek help
- Unable to perform normal working tasks
- Erratic behaviour
- Unusually high level of absenteeism
- (Conversely) willing to undertake excessive overtime

(continued...)

5. How can we combat THB in the back-of-house?



Barrier example:

- Compliance with Dhaka Principles
- Audit all employees' documents
- Check-up of valid papers and interview of employees mandatory background checks

6. What if I were walking in those shoes?



(Group Activity) Take 15 minutes to discuss in small groups one of the following situations:

- Have you ever been in a situation of severe financial restraint?
- Have you or people that you know been experiencing food and shelter deprivation?
- Do you have in your network persons that are battling low self esteem or emotional vulnerability?
- Do you know the of situations of parents or family members that found themselves unable to provide for their dear ones?
- Have you ever been in a country in which the language or/and the (social) customs were totally unfamiliar to you?
- (Have you ever done something that you believe might draw a (harsh) judgement from your family, your friends, your social network or even the law enforcement?)

(Group Discussion) What did you do? How did you get out of it? Who is your “go to” person/s when you experience challenges? How does your network of support look like? (list of examples)

Key Point: most of human trafficking victims experienced situations of extreme poverty, violent environments, with no personal or social network of support; their often low level of rights awareness and social trust makes them vulnerable to recruiters and afterwards less able to exit a trafficking situation by themselves.

Protecting Victims



Understanding vulnerability:

- Lack of knowledge regarding their legal rights
- Come from families and/or communities strongly affected by poverty, violence and abuse
- Confronted with debt bondage
- Forced to commit illegal acts (anything from begging to illegal border crossing, prostitution, drug dealing)
- Have developed emotional attachments towards the recruiter or the trafficker (“loverboy”)
- Ashamed of ‘having been fooled’: a situation that often describes male victims of trafficking for labour, afraid of the reactions that their community
- Precarious situation at home
- Monitored and threatened by the trafficker and his/her network
- Have had previous encounters with the police
- Often cannot communicate in local language

(continued...)

Protecting Victims



Exercise:

“Introducing the ANTI-THB champion”

- Think of how your team is organised and how is your team implementing and monitor tasks within your organisation. Think of your work and your daily responsibilities
- Given your team and organisational architecture, who do you think should “walk in the shoes” of your “go to person” in case of a potential THB incident?
- Identify 3 characteristics of this potential role
- Given your organisation, how do you think the procedure should look like?

Could you draw an example?

Recap: persons, protocols and procedures

(continued...)

Protecting Victims



Recommended key steps in supporting a presumed victim:

- Provide shelter and privacy
- Inform your line manager and/or your anti-THB champion
- Inform law enforcement
- Ask for (additional) professional support
- Provide water and food
- Assess general well-being
- Complete the necessary internal forms

General:

- Attention to signals
- Contact of anti –THB champion
- Get informed about THB and efforts made in your community to combat it

Conclusions



- Trafficking in human beings is a serious risk for a hotel as well as society as a whole
- THB is a major breach in human rights, affecting the dignity of the victim, as well as the well being of the society
- THB is often related to forms of organised crime, taking advantage of the vulnerability of a human being as well as, on the other hand, lack of awareness and lack of resources in combating it
- By completing this training you have displayed your commitment to better understanding and appreciating this risk and its potential impact on your hotel
- Combating THB needs coordinated efforts, with a dedicated team commitment to a carefully designed and implemented anti-THB programme
- The hotel industry is in an unique position of being able to identify and confront this criminal activity and support the reintegration of survivors into society

COMBAT THB



QUESTIONS?
THOUGHTS...
ANSWERS.

Reminder:

This presentation is based on the operational training handbook. More details, activities, information are available in the designated handbook.

Thank you for your staying with us.

COMBAT THB is a project of:

OXFORD
BROOKES
UNIVERSITY

UNIVERSITY OF
WEST LONDON
The Career University

LAPIN AMK⁷
Lapland University of Applied Sciences


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