

Training & Tips for Front-Line Staff

Overview:

Globally, the travel industry is unknowingly (via airlines and hotels) a key conduit for human trafficking, which has been dubbed "modern day slavery" and is defined by the U.S. State Department as the recruitment, transportation, or harboring of people by means of deception or coercion. Victims, often mentally and physically abused, are forced into prostitution, unfair working conditions, or other exploitive

Purpose:

Purpose: Training/educational resources for meeting professionals to share with front-line staff who will be at hotels, conventions, and airports. This would entail educating front-line staff and providing examples of how to identify victims. These event staff are the first interaction with event attendees and guests, and have the biggest opportunity to report any suspicious activity. These include:

- Front Desk Staff and Room Attendants in Hotels
- Flight Attendants and Customer Service Agents at Airports
- Registration Desk Staff at Event Venues

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General Resources

| Resource | Link |
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| Businesses Ending Slavery & Trafficking | BEST will provide exceptionally high quality human trafficking awareness training for your employees. You can easily access our training online or request in-person training. Training |
| Department of Homeland Security | Blue Campaign is a national public awareness campaign, designed to educate the public, law enforcement and other industry partners to recognize the indicators of human trafficking and to respond appropriately. Blue Campaign works closely with DHS Components to create general awareness training and materials for law enforcement and others to increase detection of human trafficking and to identify victims. Blue Campaign |
| ECPAT USA | ECPAT-USA As the leading policy organization in the United States seeking to end the commercial, sexual exploitation of children, ECPAT-USA focuses on awareness, advocacy, policy, and legislation. |
| | <i>A Survey of State Laws Targeting Human Trafficking</i> Unpacking Human Trafficking - Volume 1 |
| | <i>A Survey of State Laws Targeting Human Trafficking</i> Unpacking Human Trafficking - Volume 2 |
| Exchange Initiative | Exchange Initiative programs have reached millions of people globally with messages and tools to help fight sex trafficking. <i>Real Resources to End Sex Trafficking</i> https://www.exchangeinitiative.com/ |
| Maritz – Signs of Human Trafficking | <i>Know the Signs</i> Indicators and Facts |
| National Human Trafficking Hotline | The National Human Trafficking Hotline connects victims and survivors of sex and labor trafficking with services and supports to get help and stay safe. National Hotline Overview Recognizing the Signs |

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| Northstar Meetings Group | Article: How the Meetings Industry is Confronting Human Trafficking |
| Polaris Project | Human trafficking is the business of stealing freedom for profit. It is a multi-billion dollar criminal industry that denies freedom to 24.9 million people around the world. https://polarisproject.org/human-trafficking/ |
| Shiva Foundation | Shiva Foundation is a corporate foundation that aims to tackle and prevent human trafficking and modern slavery in the UK by facilitating a more collaborative and systematic approach to making change. http://www.shivafoundation.org.uk/ |

Hotels

INDICATORS OF HUMAN TRAFFICKING:

- Pays with cash; checks in for several days or a week
- Requests for extra towels and/or bedding
- Doesn't have any ID or their companion has their identification
- Asks for room with view of parking lot or far away from main entrance
- Persons checking-in appears to have very little luggage with them
- Reports of excessive noise, telephone/music on throughout the entire day
- Do Not Disturb sign is consistently on the door
- Anxious or nervous behavior and avoids contact with staff
- Individuals dress inappropriately for their age or have lower quality clothing compared to others in their party
- The same person reserves multiple rooms

HOW TO RESPOND:

- Once a victim can be identified, their safety should be of primary concern. Consider establishing relationships with nearby sister hotels where victims can be taken during an investigation to keep them out of harm's way.
- Immediately advise the manager of all information – DO NOT confront victim or offender

Hotel Resources/Training:

| Company / Organization | Link |
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| American Hotel & Lodging Association (AHLA) | No Room for Trafficking is an AHLA national awareness campaign that builds on the industry's ongoing commitment and work to end human trafficking. No Room for Trafficking |

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| <p>California Hotel & Lodging Association & Businesses Ending Slavery & Trafficking (BEST)</p> | <p>The California Hotel & Lodging Association (CHLA) is working with members, state and federal agencies and other interested parties, to help the hotel and lodging industry better combat the abhorrent practice of human trafficking.</p> <p>Human Trafficking Training & Resources</p> <p>CHLA has collaborated with BEST to provide FREE human trafficking training to CHLA members and their staff.</p> <p>Businesses Ending Slavery and Trafficking (BEST)</p> |
| <p>Department of Homeland Security</p> | <p>Human Trafficking and the Hospitality Industry</p> <p>Blue Campaign Toolkits</p> |
| <p>École hôtelière de Lausanne</p> | <p>Why hotels are vulnerable to human trafficking, how to identify the critical signs of trafficking, and what can be done to prevent it?</p> <p>Human Trafficking and the Hotel Industry: How to Prevent It</p> |
| <p>ECPAT USA</p> | <p>Hotel Tools & Resources</p> <p>https://www.ecpatusa.org/hotel</p> <p>Includes tools and resources to combat human trafficking in hotels</p> |
| | <p>Free Training for Hotel Associates</p> <p>https://www.ecpatusa.org/hotel-training</p> |
| | <p>Indicators & Facts</p> <p>Anti-Trafficking Hotel Checklist</p> |
| <p>Hotel Association of Canada</p> | <p>The Hotel Association of Canada strongly believes that the hotel industry, along with partners and stakeholders, can play an important role in putting an end to human trafficking.</p> <p>Human Trafficking Prevention</p> |
| <p>Polaris Project</p> | <p>Human Trafficking in Hotels</p> <p>Victim and Location Indicators</p> |
| <p>Shiva Foundation</p> | <p>This toolkit is intended for the internal use of hotels and other stakeholders in the industry. It includes guidance with recommended action and templates throughout to setup strong processes and protocols to address risk of modern slavery within your business and supply chains.</p> <p>Stop Slavery Blueprint – Shiva Foundation</p> |

Airlines, Airports & Travel

INDICATORS OF HUMAN TRAFFICKING:

- Bruises, cuts, burns, or other injuries at various stages of healing could be a sign of human trafficking
- It could also be the use of force, or a person being guided by the arm, shoved into a car, or delivered to another person who then escorts the potential victim to a different location or vehicle
- It might be a sign of human trafficking if a person seems disoriented, lost, and/or fearful of their situation ● Physical control of travel documents of an adult traveler by a co-traveler
- Restricting the movement and social interaction of an adult traveler by a co-traveler ● An adult traveler who is unclear on details of his/her final destination or point of contact
- A child traveler who appears to be accompanied by someone claiming to be the parent or guardian who is in fact not related to the child
- Transactions associated with sex trafficking include multiple simultaneous charges on ride-hailing services like Uber and Lyft

HOW TO RESPOND:

- Be observant of passengers as they check-in, board, and fly, including those who travel with them and young women travelling alone
- For suspected cases onboard flights, inform the pilot in command so they can determine next steps ● If at an airport, contact police or appropriate law enforcement and report what you have seen ● Report and discuss with your supervisor

Airline, Airports, & Travel Resources/Training:

| Company / Organization | Link |
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| Air Canada | Modern Slavery and Human Trafficking Statement |
| American Airlines | American Airlines is committed to respecting human rights, including combating illegal human trafficking and child exploitation. Combating Human Trafficking |
| Association of Flight Attendants (AFA) | The DHS Customs and Border Protection’s “Blue Lightning” initiative provides a voluntary mechanism to identify potential human trafficking victims and to notify federal authorities for front line workers at U.S. commercial airlines that operate U.S.-bound international routes. Be a ‘Force Multiplier’ in the Fight Against Human Trafficking |
| Airline Ambassador International (AAI) | AAI then worked closely with Customs Border Protection to develop an industry specific training consistent with the Department of Homeland Security’s Blue Campaign. Human Trafficking |

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| Airports Council International (ACI) | Airports are ideally positioned to assist, both through the training of their own staff in recognizing and dealing with trafficking situations and by providing information to the public to raise awareness. ACI's member airports play a critical role in the fight to suppress human trafficking activity through education, vigilance and a strong reporting culture. Member Tools to Combat Human Trafficking |
| British Airways & International Airlines Group | IAG Group Slavery and Human Trafficking Statement |
| Delta | Delta continues to lead the corporate community in building action and awareness about a crime that often enslaves women and children for forced labor or sex. Our #GetOnBoard advocacy sends a message to traffickers they are not welcome on our planes and says to victims: We see you, we hear you and we are fighting for you. Stop Human Trafficking Delta Anti-Human Trafficking Statement #GetOnBoard Campaign Against Trafficking |
| International Air Transport Association (IATA) | A resolution denouncing human trafficking was passed at the last IATA Annual General Meeting. The resolution also reaffirms airlines' commitment to a number of actions to fight human trafficking: sharing of best practices, staff training and reporting. Human Trafficking (HT) |
| Lyft | Lyft is partnering with Businesses Ending Slavery and Trafficking (BEST) and the Dressember Foundation to provide education for drivers in South Florida around human trafficking prevention. Lyft Partners with Anti-Trafficking Organizations to Educate Drivers on Human Trafficking Prevention |
| Uber | As a technology company that's engaged in part in the transportation space, our company is in a powerful position to raise awareness around human trafficking and, with your help, make an impact. Help Stop Human Trafficking |

Venues

INDICATORS OF HUMAN TRAFFICKING:

- Individuals waiting at a table or bar and picked up by a male (trafficker or customer)
- Individuals (traffickers) will learn the hours and operations of the casinos, as well as the schedules of the head of security and pit bosses
- A person constantly circulating the casino floor as if they're looking for someone
- No freedom of movement or monitored movement
 - Victims of both sex and labor trafficking may be found in hostess bars and strip clubs in the United States. Hostess bars or cantinas may be open to the public, sell food and drinks, and offer music and dancing.
- In both hostess bars and strip clubs, labor trafficking may be present if victims are forced to dance, serve as hostesses, or sell drinks and/or food.

HOW TO RESPOND:

- Security should approach a potential victim gently, and it is better if they are dressed in plain clothes versus a uniform.
- Security staff must be able to ask the right questions to properly assess the situation.
- Before investigating, security should ensure that basic needs are being met, such as ensuring food and the ability to use a restroom

Venue Resources/Training:

| Company / Organization | Link |
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| ABA Banking Journal - US Bank Stadium | Article: At Super Bowl, U.S. Bank Tackles Human Trafficking |
| ASM Global | The European Region of ASM Global is committed to preventing acts of modern slavery and human trafficking from occurring within its business and supply chain, and impose the same high standards on its suppliers. Anti-Slavery and Human Trafficking Statement |
| Caesars Entertainments | Caesars created an internal protocol supported by a suite of educational materials, including an online portal for team members, a toolkit and action guides. Additionally, they have trained all customer-facing and security team members across their Las Vegas properties. Training Our Team Members To Recognize Red Flags For Potential Human Trafficking |
| Casinos Combatting Human Trafficking & Truckers Against Human Trafficking Toolkit | Toolkit created by survivor-leader Annika Huff and busing on the lookout (BOTL). BOTL is a program of truckers against trafficking, non-profit organization that exists to educate, equip, empower and mobilize members of the trucking, bus and energy industries to combat human trafficking. A Toolkit for Casinos & Bus Companies |
| Florida Restaurants & Lodging Association | FRLA have partnered with subject matter experts to create a completely free online training course designed to help hoteliers, restaurateurs, and their staff: Recognize the signs of human trafficking Learn best practices to protect victims and businesses Promote anti-trafficking awareness Course Link |
| Fusion Center | Fusion Centers are state-owned and operated centers that serve as focal points in states and major urban areas for the receipt, analysis, gathering and sharing of threat-related information between State, Local, Tribal and Territorial (SLTT), federal and private sector partners. https://www.dhs.gov/fusion-centers |

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| Journal of Hospitality & Tourism | The paper finally summarizes major initiatives in the industry and concludes by providing warning signs and indicators of trafficking that can be useful for tourism employees. Paper: Sex Trafficking in the Tourism Industry |
| National Human Trafficking Hotline | Victims of both sex and labor trafficking may be found in bars and clubs, which may be open to the public, sell food and drinks, and offer music and dancing. In situations of sex trafficking, a victim may be forced to provide commercial sex to the club patrons by a trafficker or employer, in addition to his or her work as a dancer or hostess. Bars & Clubs Victims of human trafficking in the restaurant and food service industry are forced to work as waiters, bussers, kitchen staff, or even cooks/chefs with little or no pay. They may experience erratic working hours or overwork, with little time off to seek help. Restaurants/Food Service |
| National Human Trafficking Resource Centre | The NHTRC can provide emergency assistance, take and report tips to law enforcement, provide service referrals, and provide training and technical assistance. Human Trafficking & The Hospitality Industry |
| Security Magazine | Article: Human Trafficking: Recognizing the Signs |
| Tourism HR Canada | Article: Tourism's Vital Role in Ending Human Trafficking |
| Wilson Center - FIFA World Cup | Article: A Stage for Human Trafficking: The World Cup in Russia |

Get Involved!

Join the fight by learning more about these human rights violations, the warning signs to look for during your travels, and how you can get involved with ECPAT and contribute solutions to human trafficking.

If you suspect human trafficking, we implore you to take immediate action by:
 Calling the hotline: 1-888-373-7888 - 24hrs a day, 7 days a week, 365 days a year
 Reporting a tip online: [National Human Trafficking Resource Center \(NHTRC\)](#)

