



Combating Human Trafficking **HANDBOOK**

First Edition 2019





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Combatting Human Trafficking Handbook First Edition (2019)

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FOREWORD

by Angela Gittens, Director General, ACI World



Human trafficking is an appalling crime that we should do all we can to combat. The airport community is determined to work with border authorities and our partners across the world to help put a stop to this activity.

The 26th ACI World General Assembly in 2016 affirmed the commitment of airports to help combat human trafficking, both through training their own staff in recognizing and dealing with trafficking situations, and by providing information to the public to raise awareness. We stand together with our airline colleagues in keeping our eyes open to spot the signs of human trafficking.

This handbook provides some real-life examples of the work that airports are undertaking to help in the fight against human trafficking and we hope that it provides some useful information and materials for others to use. We will continue to strengthen our combined efforts in awareness, training and reporting and we encourage all airports to get involved and help.

A handwritten signature in black ink, appearing to read 'Angela Gittens'.

Angela Gittens
Director General
ACI World

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Members of the ACI World Facilitation and Services Standing Committee (WFSSC)

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1 INTRODUCTION

Human trafficking is a form of modern-day slavery. It involves recruitment, transportation, harbouring and/or exercising control, direction or influence over the movements of a person in order to exploit that person.

This handbook draws on the experience of airports that have already taken action against human trafficking and provides guidance to airports on the options that may be available to them to assist. It is intended to provide clarity on the role of airports in combatting human trafficking. It contains materials and advice to assist airports, irrespective of their size or geography, to help them play their part in the fight against human trafficking to the extent possible. It promotes a comprehensive approach that involves coordination with airlines and law-enforcement agencies such as border-protection and customs agents.

1.1 What is Human Trafficking?

To distinguish human trafficking from human smuggling, it is important to understand the definitions of the two terms. Trafficking involves the coercion of persons transported into prostitution, domestic servitude or forced labour, usually following recruitment with false promises of paid work.

Smuggling, in contrast, is the facilitation, transportation, or illegal entry of a person across an international border, generally with the consent of the person being smuggled. The person being smuggled has often paid a large sum of money to the smuggler.

The victims of human trafficking, who are mostly women and children, are deprived of their normal lives and are compelled to provide their labour or sexual services through a variety of coercive practices, all for the direct profit of the perpetrators of the trafficking. Exploitation

often occurs through intimidation, force, sexual assault or threats of violence to the victims or their families.

The extent of the problem is difficult to assess, due to its hidden criminal nature. It is also challenging to extract trafficking data from statistics concerning illegal migration and smuggling. Victims do not report abuse for reasons such as threats of physical violence or fear of being prosecuted for criminal offences they are forced to commit. While it is impossible to know the full scope and impact of this problem at the international level, we do know that women and children are the primary victims—overwhelmingly so for sexual exploitation, but also for forced labour.

Because human trafficking is often difficult to identify, there are no exact statistics on its extent. The International Labour Organization (ILO) estimates that in 2016 24.9 million people were victims of forced labour¹.

To learn more about human trafficking in different countries, download the United Nations Office on Drugs and Crime (UNODC) [Global Report on Trafficking in Persons 2018](#).

“Human trafficking is a form of modern-day slavery.”

1.2 Types of Human Trafficking Activities

There are many reasons for human trafficking. It is usually a transnational crime that involves one or more international boundaries, which makes it difficult to identify and prosecute.

The end purposes of human trafficking include:

Bonded Labour/Debt Bondage – This is the most common form of slavery and involves individuals who are compelled to work in order to repay a debt and are unable to leave until the debt is repaid. Often entire families have to work to pay off the debt taken by a family member. Sometimes the debt can be passed down generations and children are held in debt bondage because of a loan their parents took decades ago.

Forced Labour – People are forced to work through violence or intimidation, often for no pay. Victims are treated as property and are usually exploited to create a product for profit. Many people in this situation find themselves trapped, often in a foreign country with no documentation.

Child Slavery – Child slavery occurs when a child’s labour is exploited for someone else’s gain. It can include child trafficking, child soldiers, child marriage and child domestic slavery (forced labour).

Forced Marriage – This involves women and children who are forced to marry men without their consent or against their will.

- 41,000 girls are forced into marriage every day. Some are as young as 8 and 9 years old.
- 70,000 young girls die in labour every year because their bodies aren’t ready for childbirth².

Sexual Exploitation – This involves women, men or children who are forced into the commercial sex industry (or held for personal gratification) and are held against their will by force, fraud or coercion.

Forced Begging or Criminality – Victims are forced into a criminal activity by their dependence on the trafficker for money, food and lodging, or through intimidation.

Organ/Egg harvesting – This involves trafficking in persons for the explicit purpose of organ removal.



¹[Global Estimates of Modern Slavery: Forced Labour and Forced Marriage](#), Geneva, September 2017

²<https://plan-uk.org/about/our-work/child-marriage>

1.3 The Role of Airports

Numerous organizations, governments and charities have made much effort to raise awareness about human trafficking. Many governments are actively tackling the issue through the development of counter-trafficking policies and responses, as well as providing protection and assistance to victims of trafficking. However, positive action from many stakeholders, including industry and the general public, is needed in order to identify and help victims.

Human trafficking is a global problem. Since air transport is frequently used as a method of transport by traffickers, airlines and airports are ideally positioned to assist the effort to defeat human trafficking—both through training their own staff in recognizing and dealing with trafficking situations and through raising awareness by providing information to the public.

As gateways, airports try to take the best possible care of everyone who passes through their gates.

The following are areas of activity in which airports can take an active role:

- **Training** – Staff awareness can be raised by including a short session on human trafficking during security awareness training. Staff members can be made aware of the indicators to look for and how to report a suspected case of trafficking.
- **Public Awareness** – Airports provide an ideal environment to raise public awareness. Options might be video presentations, exhibits, hand-outs or PA announcements.
- **Community Engagement** – Airports can engage with their local communities and schools to raise the awareness of students and parents about the dangers of human trafficking, and to help teach them how to deal with suspected traffickers approaching them or their friends.

- **Information for Victims** – Information can be strategically placed to enable victims to get help as they move through the airport—for example, inside toilet booths and at locations where interactions with authority occur.
- **Engagement with Agencies** – By working with local law-enforcement and immigration authorities, airports can help to ensure that good communication channels exist for notification of potential trafficking activity and that appropriate action is taken when a potential victim is identified. Technology can also be leveraged; for example behaviour-detection technology to monitor movements and/or recognize the faces of passengers who arrive frequently, systems to provide immediate reporting mechanisms between stakeholders and the analysis of passenger data by immigration authorities.
- **Engagement with Airlines** – By having open communication channels, airports and airlines can notify each other if there is an incident of concern. This may enable more time for appropriate observation and response.
- **Corporate Responsibility** – This involves the airport tackling slavery and human trafficking risk in its supply chain, based on a risk assessment of suppliers and third parties, and by implementing strong procurement policies and procedures.
- **Advocacy and Other Local Entities** – By coordinating with local advocacy groups and other entities such as foreign consulates to raise awareness, implement detection and assistance programmes, and advocate for laws to support prosecution.

1.4 Regulatory Environment

The primary tool needed for effective prosecution of trafficking cases is a comprehensive anti-trafficking law that clearly defines the crime consistent with international law—specifying the acts, means and ends. Such laws set the framework for all national anti-trafficking efforts. They give authority to law-enforcement initiatives and provide clarity to justice-sector officials so that the officials can use the provisions during the investigation and prosecution of suspected trafficking crimes³.

As it relates to prosecution and law enforcement, a strong anti-trafficking law includes:

- *The criminalization of all forms of trafficking in persons.*
- *A clear definition of human trafficking that describes the acts, means and ends, as distinct from related crimes—such as migrant smuggling, prostitution, kidnapping, organ trafficking, or illegal adoption.*
- *Penalties of imprisonment for the commission of trafficking crimes which are commensurate with the penalties for other serious crimes, such as rape or kidnapping.*
- *A mandate setting forth clear roles and responsibilities for relevant government agencies or ministries, including responsibilities with respect to inter-ministerial coordination of anti-trafficking policies.*

Strong, comprehensive anti-trafficking laws signal governments' commitment not to tolerate human trafficking and give law-enforcement agencies and prosecutors the tools needed to secure convictions and justice for victims.

In addition to protecting victims from retribution or re-victimization, an effective criminal-justice response brings traffickers to justice both to punish them for their crimes and to deter others. Yet, in many countries, governments struggle to hold perpetrators of human trafficking criminally accountable and, even when convictions are obtained, such governments sometimes impose suspended sentences, fines, or administrative penalties in place of prison sentences.

As noted above, a strong anti-trafficking response should recognize the serious nature of trafficking in human beings and impose punishments commensurate with those prescribed for other serious crimes in a given country, such as rape and kidnapping. In addition to offering justice to victims of exploitation, strict penalties can serve as a stronger deterrent for would-be traffickers.

³US Department of State Trafficking in Persons report 2017: <https://www.state.gov/j/tip/rls/tiprpt/2017>

1.5 Potential Difficulties

The role that airports and airlines can play in anti-trafficking efforts is limited somewhat by local law-enforcement agencies' willingness to act and the local laws applicable. It is not the role of airports to act as police authorities and they do not have jurisdiction to take action against suspected traffickers.

Airports can, however, raise awareness among their staff members and the public, and help lobby nationally and locally for appropriate measures to be put in place. Where possible, airports can also support the activities of governments, charities and non-governmental organizations that are involved in preventing human trafficking.

Airports can also wield significant lobbying power to encourage countries to take action. By drawing attention to the issue and working with governments to determine appropriate responses when trafficking is suspected, airports can help to implement more robust controls.

A useful resource for understanding different approaches to the problem of human trafficking by different nations is the US Department of State's annual 'Trafficking in Persons: Country Narratives' report on different countries' strategies⁴.

1.6 Collaboration with Border and Law-Enforcement Agencies

It is critical that airports work with border agencies and local law-enforcement agencies. Because airports have no law-enforcement capabilities they cannot take action themselves—but they can play a key role in assisting other agencies to detect and disrupt potential occurrences of human trafficking.

Demarcation of responsibilities between agencies and other stakeholders should be clearly defined, as should reporting procedures to be followed. These procedures should be written down and reviewed periodically.

Agencies should understand that airport personnel (and the public) may not always correctly identify cases of human trafficking, but they can provide a valuable resource in assisting the authorities.

2 AIRPORT POLICY

It is useful for an airport to develop a policy that clearly defines the airport's position regarding human trafficking and highlights senior management's commitment to combatting the issue. This policy should be communicated to all staff members and the public. The following items might be included in a comprehensive policy.

“The policy should set out the responsibility for all staff members to report suspected cases of trafficking and provide clear instructions on how and when to report. It is important to emphasize confidentiality.”

2.1 Statement from the General Manager or Chief Executive

The policy should include a vision or mission statement; a statement of the airport's approach and of its commitment to combatting trafficking; and reference to any legal instruments applicable in the state of operation.

2.2 Definition of Human Trafficking

A definition of human trafficking should be provided, along with information about the impact of the issue and the role that air transportation sometimes plays in human trafficking.

2.3 Definition of Responsibilities

The policy should clarify each individual's role in complying with applicable laws and safeguarding vulnerable persons.

2.4 Reporting Policies

The policy should set out the responsibility for all staff members to report suspected cases of trafficking and provide clear instructions on how and when to report. It is important to emphasize confidentiality.

⁴US Department of State Trafficking in Persons 2018 Report: Country narratives <https://www.state.gov/j/tip/rls/tiprpt/countries/index.htm>

2.5 Supply Chain

The policy should include a statement of how the airport's supply chain for products and services complies with the requirements of its human trafficking policy; and how the procurement policies of the airport and its business partners need to promote high standards, responsibility and transparency. Airports should review their supply chain and procurement policies to ensure that best practices are being implemented. This might include introducing a risk assessment into procurement policies and provisions in procurement and concession agreements for suppliers to comply with legal anti-trafficking obligations⁵.

2.6 Whistleblowing Policy

The airport's human trafficking policy should encourage the reporting of internal organizational concerns by all employees, consultants, temporary workers, agency workers and contractors. It should also include reporting mechanisms and provide an assurance of confidentiality.

2.7 Employee Engagement

The policy should lay out how employees can expect to be engaged—including training, events and communications campaigns. Plans for public communications campaigns and events can also be included.

2.8 Collaboration with Other Agencies and Partners

The policy should set out the airport's approach to working with customs, immigration and law-enforcement agencies, as well as its approach to working with partners such as airlines, ground handlers, retailers and suppliers.

⁵An example may be found in Heathrow's Modern Slavery Act Statement: https://www.heathrow.com/file_source/Company/Static/PDF/Heathrow_Modern_Slavery_Policy_Statement_2017.pdf

⁶Sources: UNODC Human trafficking indicators https://www.unodc.org/documents/human-trafficking/HT_indicators_E_LOWRES.pdf, Heathrow Airport Modern Slavery Factsheet

3 GUIDANCE

There are many sources of information which provide guidance on how to recognize the signs of human trafficking (see Annex 2). These can be included in training and information for staff and the public. An airport may wish to adapt the list of signs to suit its particular environment, taking into account the types of trafficking that are most prevalent in its country or region.

3.1 Recognizing the Signs

All passenger-facing staff can contribute to stopping human trafficking by being able to recognize some of the common signs that trafficking may be taking place. There is no one definitive set of signs or indicators, but the signs below provide some useful direction.

Staff should be made aware of indicators through training and should be reminded of the indicators by means of hand-outs, brochures and reference cards⁶.

3.1.1 Children

Additional indicators relating to trafficked children include:

- *Looks intimidated and behaves in a way that does not correspond with behaviour typical of children her or his age*
- *Is travelling unaccompanied by adults*
- *Are travelling in groups with persons who are not relatives.*

Appearance	Manner of dress is suspicious—is wearing dirty clothes, or clothing unsuitable for the journey or airport environment
	Shows signs of injury
	Shows signs of drug, alcohol or substance abuse
	Displays hostility
	Appears to be suffering discomfort
	Acts as though she/he is being watched
Behaviour	Looks intimidated
	Appears nervous
	Is unable to answer questions directed at her/him
Interaction with Travelling Companions	Answers to questions are inconsistent or sound rehearsed
	Avoids eye contact
	Is unable to communicate freely with others
	Doesn't speak the same language as those travelling with her/him
	Appears out of place with those with whom she/he is travelling (eg is less educated, without peers, speaks differently in terms of accent or dialect)
	Appears to be under the control or influence of others
Travel Documentation/ Behaviour	Is subjected to insults, abuse, threats or violence by others
	Allows others to speak for her/him when addressed directly
	Acts as if she/he were instructed by someone else
	Is travelling on a last-minute booking paid for by someone else in cash
	Her/his documentation is being held by someone else
	Does not know her/his home or work address



London Heathrow Airport Information Card

3.2 Reporting

In cases of suspected trafficking, timely and accurate reporting is of the essence. An airport needs to have a clearly agreed, simple policy on immediate reporting. This will usually involve a telephone number that connects directly to a government-run hotline, agency or the police for immediate response.

The person reporting the case needs to be able to give a description of the potential victim and her/his travelling companions; describe what suspicious signs have been observed; and identify the exact time when and location

where the potential victim was observed. Telephone numbers should be featured prominently throughout the airport for public awareness and in the non-public areas for staff members. Pocket cards and items such as key-rings and lanyards are also useful reminders. The telephone number to call will vary from airport to airport depending on where the responsibility for immediate response lies. An airport needs to work with local and national law-enforcement agencies and other partners to determine the best approach for reporting.



CAN YOU SEE HER?

It's time to open our eyes. Victims of the sex trade, domestic servitude, and forced labor have been invisible, until now.

RECOGNIZE HUMAN TRAFFICKING

TO REPORT SUSPECTED TRAFFICKING CALL
1-866-DHS-2-ICE
1-866-347-2423

For victim support call **1-888-373-7888** | Text **INFO** or **HELP** to **BeFree (233733)**

BLUE CAMPAIGN
One Voice. One Mission. End Human Trafficking.[®]
[DHS.GOV/BLUECAMPAIGN](https://dhs.gov/bluecampaign)





BC-ST7-PP-ENG 09/14

US Department for Homeland Security Blue Campaign poster

3.3 Defining Procedures

Each airport needs to determine its own set of protocols and procedures to be followed in coordination with local law-enforcement agencies. In some cases, it may be possible to get the potential victim alone without endangering the individual or staff member (perhaps, for instance, by following her/him into a washroom).

The following chart suggests a possible protocol but the protocol should take into account the safety and opinions of staff members, union views and law-enforcement agencies, and will depend on the local situation.

	<p>INITIAL INDICATOR SPOTTED</p> <p>Identify unusual behaviour Identify unusual appearance Check interaction with others Solicit views of other staff members if possible</p>
	<p>VISIBLE SIGNS OF VIOLENCE OR INTIMIDATION?</p> <p>If there seems to be immediate danger or signs of violence, report immediately to police or other local authority</p>
	<p>ABLE TO SAFELY MAKE CONTACT ALONE?</p> <p>If airport policy and local regulation allows:</p> <p>If you are able to make contact with the individual alone, for example in a washroom or while her/his travelling companion is occupied, you may do so if it does not put you or the victim at any risk</p> <p>Make conversation to ask what the individual's destination is, if she/he is travelling alone, what she/he plans to do when she/he gets there and if she/he needs help</p> <p>Be cautious and do not act as a law-enforcement officer – this is an issue that must be managed by the appropriate authorities (professionals)</p>
	<p>STILL SUSPICIOUS?</p> <p>Note names, age, clothing, hair colour, height, unusual behaviour, parts of conversation and destination if known</p> <p>If still suspicious, report immediately to hotline or police according to airport procedures</p> <p>Continue assessing the situation if safe to do so and consider reporting to law-enforcement officers on site and relevant airline if appropriate</p>

DO NO HARM

When dealing with suspected cases of human trafficking, an overriding principle is that staff members act with care and make every effort to avoid causing harm to themselves or to the possible victim.

Human trafficking is a crime and under no circumstances should the safety of the suspected victim, airport staff or other employees be compromised. If a staff member suspects a case of human trafficking, a proper and detailed assessment of the situation is necessary before any response can be initiated. Words spoken or actions taken may have a harmful impact on a trafficked person and her/his trafficker. The initial response and actions must be carefully considered as they might negatively impact the trafficked person's safety, trust, or emotional state and can make the trafficker(s) suspicious if they are traveling with the victim.

Different airports may have differing policies; for example, San Francisco International Airport provides a tip card for staff members,

but advises staff not to approach a suspected victim under any circumstance.




San Francisco International Airport Human Trafficking Tip Card

4 STAFF AWARENESS

4.1 Communication Campaigns

Communication campaigns can take many forms, including blogs, videos, email messages, posters, wallet cards and giveaways. It is useful to vary the communication channel to keep the message fresh and appealing to different audiences.

Staff members must have clearly defined procedures to follow, understand that they have the responsibility to alert the relevant authorities and know that they have the support of their management and the organization.



Department of Aviation
Security Division

Security Awareness

Monthly Focus

Volume 3, Quarter 3, Issue 7
January 2016

Human Trafficking Awareness/Prevention Month

January is National Human Trafficking Awareness/Prevention Month
All Airport employees should be observant of the following human trafficking indicators:

Physical Indicators	Behavioral Indicators
<ul style="list-style-type: none"> No Identification (or held by another person) Multiple minors or victims with unrelated male(s)/female(s) escort Reported missing children Victims with name or symbol tattooed/branded- Matching other victims of trafficker/ Reluctant to discuss Lacks "basic" knowledge of travel plans (ultimate destinations or where have been) Presence of overly controlling or abusive "boyfriend or "travel companion" Sign of physical abuse Clothing or articles of clothing that may be hiding signs of physical abuse Excessive or limited baggage: Excessive carry-on baggage in shopping or hotel bags Victims who are not in control of their own money, or don't have any money Statements: going to be in area/country for extended period Pre-paid credit cards (Green Dot, Vanilla, etc.) Common addresses of multiple individuals (travelers) International overstays 	<ul style="list-style-type: none"> Lets others speak for them or looks for other to speak for them Scripted answers, cannot deviate from script Lack of eye contact with authority, constantly looking for travel companion(s) for direction Actively looking to cellphone (may be trafficker coaching via text) Signs of anxiety, depression, fear, annoyed, resistant, or belligerent to authorities Lies about identity/age Does not know the identities of travel companions

If you witness suspicious activity – CALL 911
Remember, Security is Everybody's Business!

The Department of Aviation, Security Division is responsible for managing an effective airport security program that ensures a safe and secure environment at the world's busiest airport while exceeding customers' expectations and complying with applicable regulations, laws, and codes.

If you have any questions, please contact the Security Division via email at SecurityID@Atlanta-Airport.com.

We thank you in advance for your continued support of the Airport Security Program.

Communication Campaign from Hartsfield Jackson Atlanta International Airport

4.2 Training

The training programme should comply with relevant national regulations and international guidelines. It should be given to all staff members, both those working in the public areas of airports and those working airside. The following chart

provides a suggested lesson plan for dealing with an aspect such as modern slavery that may be used alongside security awareness training or as a stand-alone topic⁷.

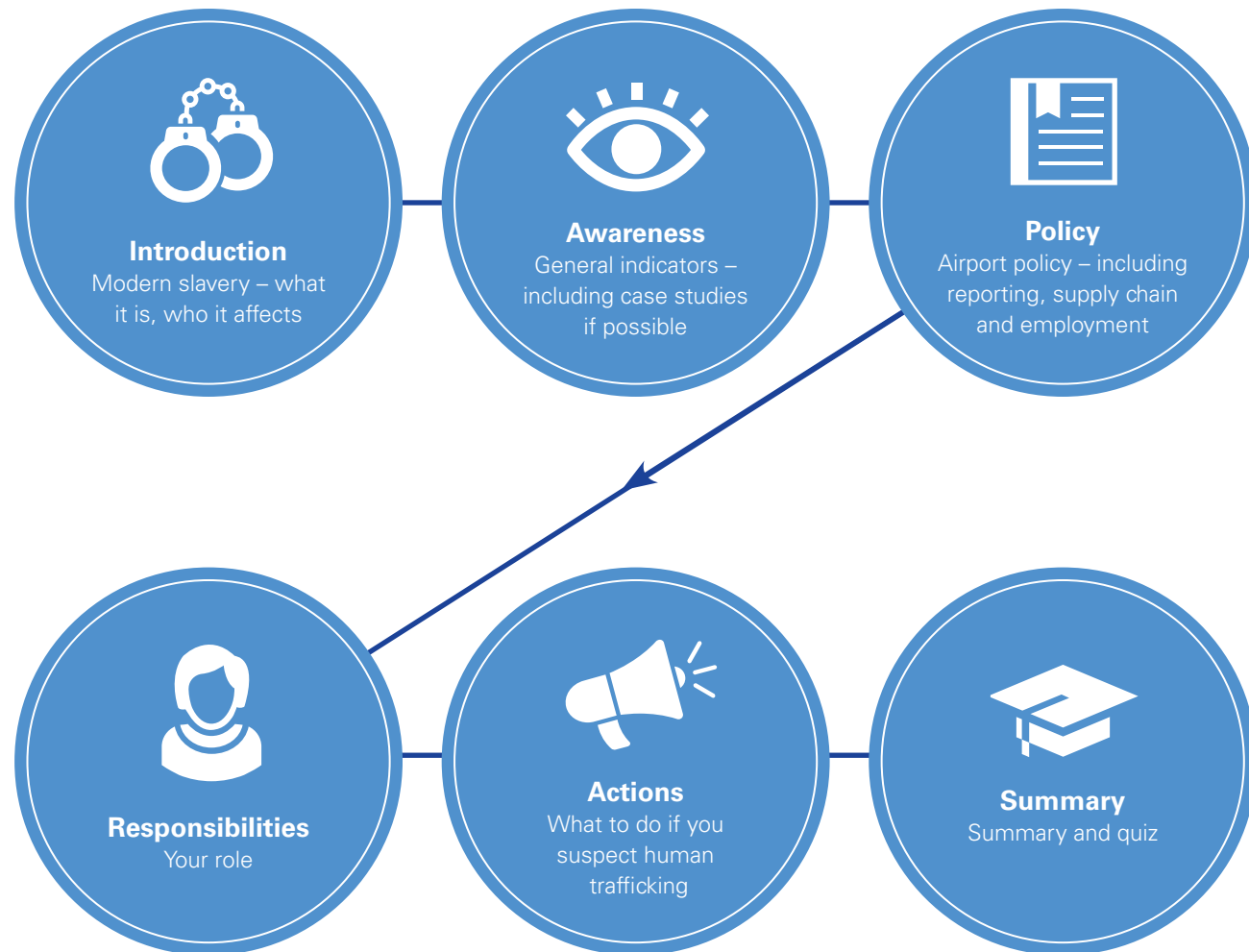
Session Title – Modern Slavery		Overall Session Time – 60 minutes	
<p>Aim – to ensure delegates understand modern slavery and the impact it has at the airport</p> <p>Objectives:</p> <ul style="list-style-type: none"> To ensure delegates know the statistics on modern slavery and dispel the myths around it To understand how their roles can help and what the airport is doing to help tackle modern slavery To know what signs to look out for 			
Topic	Resources	Key Points (to be covered during this session)	Delivery Method
Introduction 3 Minutes	Presentation	Brief introduction on how prevalent modern slavery is Provide statistics	Presentation Trainer-led
What is Modern Slavery? 8 Minutes	Presentation Video animation	What the categories of modern slavery are	Trainer-led discussion Video
Where can it be found? 5 Minutes	Presentation Video	Key routes and trends (available from UNODC or nationally)	Presentation Trainer-led discussion Video
Spot the signs 25 Minutes	Video Presentation Hand-outs	To know what signs to look out for	Video Open discussion, possible exercise
What is the airport's policy? 5 minutes	Presentation	Emphasis on leadership and commitment	Presentation
What is your role? 5 minutes	Presentation	Emphasis on responsibility and what to do What possible situations to avoid	Presentation
Any questions 5 minutes	Presentation Fact book, hand-out cards	To allow delegates to ask questions. Also allows time if a section goes over the time allocated	Delegate-led questions

⁷Based on training plan provided by London Heathrow Airport

4.3 E-learning

E-learning training can provide an easily delivered, useful learning tool for all staff. E-learning does not have to be delivered through a complex tool—it is perfectly possible to create an impactful presentation through which each

user can work on her/his own. It is useful to include multimedia, such as video, and to follow up with a quiz or assessment. E-learning should be tailored to the airport's particular policy and reporting procedures⁸.



⁸Based on e-learning training plan provided by London Heathrow Airport

5 PUBLIC AWARENESS

5.1 Airport Terminal Signage

Providing information throughout the airport terminal can be a powerful way of engaging an audience, especially when passengers are waiting for a flight or queueing at a touchpoint such as security, border control or customs. As kiosks become more common at some border entry locations, they might also be an option.

Dynamic Signage – Digital displays showing key messages to passengers as they pass through the terminal. This might include video playing at departure gates, digital signage displayed alongside flight information display screens, or information at security, border control and customs.

Retractable Signage – Movable signage that can be strategically positioned for potentially higher-risk flights.

Social Media and Website – Online messages to draw the attention of the public to potential cases of human trafficking and reporting mechanisms.



Poster from the US Trafficking Resource Center

5.2 Campaigns

Public-awareness campaigns play an important role in the fight against human trafficking. A public-awareness programme might include several different types of media. Examples might include:

Press conferences/releases – Some airports have run targeted campaigns involving local communities, or have set aside a specific time of year for promoting awareness, such as ‘Human Trafficking Awareness Month’ shown below for Hartsfield-Jackson Atlanta International Airport. This can be accompanied by a media campaign, drawing in local dignitaries or celebrities to further engage the community.

Online, local press or radio – The media can be engaged online, in the local press or on local radio to draw attention to particular campaigns. When running a campaign, it is important to have supporting information ready, such as how to spot the signs of potential trafficking and how to report a suspected case.



Poster campaign at Hartsfield-Jackson Atlanta International Airport

5.3 Partnerships

To maximize the reach and impact of the campaign, airports can consider how to involve and engage with the various groups present in the community, such as business partners, local and national NGOs, schools, colleges and faith groups.

Alongside the law-enforcement authorities, the private sector also has a key role in ending modern slavery. As well as securing their own supply chains, airports can support local businesses in detecting, addressing and deterring exploitation in their businesses and supply chains. Businesses in turn may be able to support the work of the partnership, for instance by undertaking awareness-raising activities or by donating funding.

Many members of the public are shocked by the revelation that slavery continues to exist. It is important that communities are aware of risks and know how to report any concerns. Community awareness-raising can also be targeted at demand factors such as purchasing habits. Communities can be engaged through special events such as exhibitions, evening events, airport visits and school and college engagement. It may also be useful to consider the range of religious denominations practising in your local area or region. Faith groups often work with the most vulnerable individuals in the community and places of worship can serve as community hubs.

Activities might include:

- Organizing an airport art exhibition, with professional artists recruited as exhibitors
- Inviting students, parents, school personnel and local officials to visit the airport
- Providing video training modules for specific audiences such as airport staff, taxi drivers, or vendor personnel to familiarize themselves with how to spot human trafficking and what actions to take
- Promoting the airport as an organization and airport employees as collaborators in ending human trafficking
- Engagement with existing local anti-human-trafficking organizations
- Providing public service announcements to be shown both in the airport and on additional media.

“Many members of the public are shocked by the revelation that slavery continues to exist.”

5.4 Assistance to Persons at Risk

Strategically placing awareness campaign posters and means to ask for help in areas that victims might be able to visit unaccompanied can provide assistance directly to those who need it.

This might include the insides of bathroom stalls or at immigration desks where passengers have to pass individually for inspection without being in sight of or under the control of others.



Posters positioned inside toilet cubicles at London Heathrow Airport

GET HELP

If you are a victim of human trafficking, call this number

1-888-3737-888

Text Help to 233733 (BeFree)



www.TraffickingResourceCenter.org

National Trafficking Hotline Poster from the United States aimed specifically at victims

6 CASE STUDIES

6.1 The Houston Airport System

The Houston Airport System, which operates two international airports in Texas with extensive global air services, implemented a human-trafficking detection and victim-assistance programme in conjunction with city leadership efforts to prioritize the region's commitment to end modern-day slavery. In 2015, Houston City Council passed an anti-trafficking ordinance and in 2016 the city launched a major mayoral initiative to combat human trafficking, comprised of five key priorities:

- changing public perceptions of the issue
- enhancing links to social and legal services for victims
- implementing joint initiatives through a city anti-trafficking task force
- adopting new city ordinances and departmental policies
- serving as a national model for municipalities in the US and around the world.

A key element is a multimedia campaign, 'Watch for Traffick', implemented in multiple forms and locations, including in transportation modes. The city's programme partners with local groups in its campaign, including United Against Human Trafficking, the Harris County District Attorney, the Houston Police Department, Yellow Cab, METRO and Fubu TV. A Houston-based management consulting firm, Deutser, donated its services to develop the creative concept.

The Polaris Project, a Washington, DC-based non-profit, non-governmental organization that is a leader in the global fight to eradicate modern slavery, has called Houston's initiative "the first comprehensive, municipal-level response to combatting human trafficking." Building on the city's strategic plan (which also makes its

anti-human-trafficking toolkit available to other municipalities), the Houston Airport System has implemented training modules for all airport, airline and tenant employees in cooperation with US Customs and Border Protection (CBP) Enforcement. It also partners with numerous local groups, including United Against Human Trafficking, Free the Captives, Airline Ambassadors International (AAI) and Rescue Houston, to heighten awareness and detection, and employs enhanced detection measures during special events, such as major sporting events that may attract traffickers.

Both airports (IAH and HOU) have visible human-trafficking awareness campaign messages. The official US Department of Homeland Security Blue Campaign materials have been used throughout the airports via available publicity messaging locations and public announcements. The airport also conducted awareness training with Airline Ambassadors International and the Department of Homeland Security for frontline employees and stakeholders. Human trafficking is a critical issue taken very seriously and sincerely. The airport plans on expanding these messages further, possibly on the inside of airport restroom stall doors, in concessions and food and beverage outlets, as well as inside elevators.

"Both airports (IAH and HOU) have visible human-trafficking awareness campaign messages."

6.2 Hartsfield-Jackson Atlanta International Airport

One example of an airport taking an active role in helping to combat trafficking is a project undertaken in 2015 by Hartsfield-Jackson Atlanta International Airport, in partnership with the International Human Trafficking Institute (IHTI). IHTI was established in 2014 as a programme of The National Center for Civil and Human Rights and connects with student leaders and young professionals to educate and advocate for the end of human trafficking.

From May 22 to August 31 2015, Hartsfield-Jackson Atlanta International Airport featured more than 80 pieces of artwork from students and professional artists that addressed the issue of human trafficking. The project, called Freedom Expressions ATL, educated over 100,000 visitors through artwork, public service announcements, and opportunities for training of airport employees, vendors and ancillary workers. Media coverage of Freedom Expressions ATL including visuals of artwork, public service announcements, and the opening reception by the CNN Freedom Project was broadcast by CNN International in more than 20 countries.

6.3 Toronto Crime Stoppers General Public-Awareness Campaign

In May 2018, Toronto Crime Stoppers launched a campaign to shine a light on human trafficking in an area where it is a major issue: airports. The campaign aims to educate the public on signs of human trafficking and urges the public to send in information. The campaign uses a series of portraits showing women being gagged by airline baggage tickets, showcasing the harsh reality of how victims are voiceless. The campaign is aimed towards those who have the greatest potential to notice and help victims: travellers and airport staff. Because of this, the ads run in and around airports. The call to action leads the public to a website where they can learn to recognize signs of human trafficking: <https://stophumantrafficking.ca/>



Toronto Crime Stoppers public-awareness campaign poster

ANNEX 1: RELEVANT LAW AND POLICY INSTRUMENTS

COURTESY OF IATA:

<https://www.iata.org/policy/consumer-pax-rights/Documents/human-trafficking-guidelines-v1.pdf>

United Nations Conventions and Protocols

Convention against Transnational Organized Crime, opened for signature 12 December 2000, entered into force 29 September 2003: <https://www.unodc.org/unodc/treaties/CTOC/>

Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime. Opened for signature 12 December 2000, entered into force 25 December 2003: https://www.unodc.org/documents/treaties/Special/2000_Protocol_to_Prevent_2C_Suppress_and_Punish_Trafficking_in_Persons.pdf

Information on criminal law and legislation: <https://sherloc.unodc.org/cld/en/v3/htms/index.html>

Council of Europe

Convention on Action against Trafficking in Human Beings. European Treaty Series No 197, Warsaw, 16 May 2005: <http://conventions.coe.int/Treaty/EN/Treaties/Html/197.htm>

Convention for the Protection of Human Rights and Fundamental Freedoms. European Treaty Series No 5. Rome, 4 November 1950, as amended by Protocols No 11 and 14, 1 June 2010: <http://conventions.coe.int/treaty/en/Treaties/Html/005.htm>

European Union directives

Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims: <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A32011L0036>

US legislation

Trafficking Victims Protection Act (TVPA), 2000 supported by the annual human trafficking report: <https://www.state.gov/j/tip/rls/tiprpt/index.htm>

US Department of Transportation Federal Aviation Administration, Information for Operators InFO 16019, 25 October 2016: https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info/all_infos/media/2016/InFO16019.pdf

UK

Modern Slavery Act, 2015: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

Government of Canada

Criminal Code and Legislation <https://www.justice.gc.ca/eng/cj-jp/tp/legis-loi.html>

UN Resolutions

UN Human Right Council Resolution 11/3 on Trafficking in persons, especially women and children: http://www.un.org/womenwatch/daw/vaw/humanrights/A_HRC_RES_11_3.pdf

General Assembly Resolution 63/156 Trafficking in women and girls January 2009: http://www.un.org/en/ga/search/view_doc.asp?symbol=A/RES/63/156

Resolution 64/293 United Nations Global Plan of Action to Combat Trafficking in Persons, August 2010: <http://www.refworld.org/docid/4caadf8a2.html>

New York Declaration for refugees and migrants, September 2016: <http://www.unhcr.org/57e39d987>

UN Security Council Resolution 2331 (2016): [http://www.un.org/ga/search/view_doc.asp?symbol=S/RES/2331\(2016\)](http://www.un.org/ga/search/view_doc.asp?symbol=S/RES/2331(2016))

UN Security Council Resolution 2388 (2017): [http://undocs.org/S/RES/2388\(2017\)](http://undocs.org/S/RES/2388(2017))

ANNEX 2: RESOURCES

A vast array of resources is available for use in raising awareness of human trafficking. The following list is not exhaustive. Each airport should check with its national government for the material most applicable to its country and build a package of awareness and training that best suits its staff and environment. Specific information should be included about how and to whom to report suspected cases.

General Information and Awareness

United Nations Office on Drugs and Crime website: <https://www.unodc.org/unodc/en/human-trafficking/index.html>

UK government booklet on modern slavery: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/655504/6.3920_HO_Modern_Slavery_Awareness_Booklet_web.pdf

UK charity Anti-Slavery International: <https://www.antislavery.org/slavery-today/human-trafficking/>

US government awareness information: <https://www.dhs.gov/blue-campaign>

Anti-Slavery Australia: <http://www.antislavery.org.au/>

IATA: <https://www.iata.org/policy/consumer-pax-rights/Pages/human-trafficking.aspx>

ICAO Circular 352: Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons (2018): <https://www.icao.int/safety/airnavigation/OPS/CabinSafety/Documents/Cir.352.alltext.en.pdf>

Training

<https://www.gov.uk/government/publications/modern-slavery-training-resource-page/modern-slavery-training-resource-page>

<https://www.dhs.gov/blue-campaign/awareness-training>

<http://www.antislavery.org.au/e-learning.html>

<https://www.iata.org/training/courses/Pages/human-trafficking-awareness-talg49.aspx>

<https://www.unodc.org/elearning/index.html>



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