



BASICS OF RECOGNISING AND ASSISTING VICTIMS OF TRAFFICKING IN HUMAN BEINGS

**GUIDE FOR
PASSENGER FERRY PERSONEL**



The opinions expressed in the document are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM).

This document is developed in the framework of the project entitled “*Nordic-Baltic Partnership with Passenger Ferry Companies to Counter Trafficking in Human Beings on the Baltic Sea*” of the International Organization for Migration (IOM) with the financial support of the Nordic Council of Ministers and its programme against trafficking in human beings 2015-2018.

International Organization for Migration (IOM)

Unioninkatu 13, 6th floor, P.O.Box, 00101 Helsinki, Finland

Web: iom.int; iom.fi

Twitter: IOMFinland

Facebook: IOM Finland

Project lead: Jaana Sipilä

e-ISBN: 978-98-9068-743-6

© Nordic Council of Ministers

© 2017 International Organization for Migration

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of the publisher.

TABLE OF CONTENTS

| | |
|------------------------------------------------------------|-----------|
| 1. INTRODUCTION | 4 |
| 2.TRAFFICKING IN HUMAN BEINGS | 6 |
| 2.1 Recruitment of victims of trafficking | 6 |
| 2.2 Transportation of victims of trafficking | 8 |
| 2.3 Harboursing and receiving victims of trafficking | 10 |
| 2.4 Exploitation of victims of trafficking | 11 |
| 2.5 Coercion and control | 12 |
| 3.RECOGNIZING TRAFFICKING IN HUMAN BEINGS | 15 |
| 3.1 Traffickers | 16 |
| 3.2 Victims of trafficking | 17 |
| 3.3 Indicators of trafficking in human beings | 18 |
| 4. ADDRESSING POTENTIAL TRAFFICKING IN HUMAN BEINGS | 23 |
| 4.1 Role of passenger ferry personnel | 24 |
| 4.2 Procedure for reporting observations | 25 |
| 4.3 General principles of assistance | 26 |
| REFERENCES AND INFORMATION SOURCES | 29 |

I. INTRODUCTION

Fuelled by demand for cheap services, labour and products, trafficking in human beings is a crime that exploits victims' vulnerability and generates immense illegal financial gain for traffickers.

In the period of 2010-2012 alone, 30,146 victims were registered by authorities in the 28 European Union Member States. Many victims are known to remain hidden from the authorities. People fleeing from war, conflict, environmental degradation or social and economic instability in their home countries are particularly vulnerable for exploitation and trafficking in human beings. A considerable number of migrants arriving in Europe (79% of interviewees arriving in Italy in February-May 2017) have been exposed to exploitative practices during their journey. Due to their precarious situation, migrants, particularly children, continue to face heightened risk of exploitation in Europe.

Shaped by international migration and domestic realities alike, trafficking in human beings is becoming increasingly diverse and affects all countries around the Baltic Sea. The main destination countries in the region are Germany, Norway, Denmark, Finland, Iceland, and Sweden. Latvia and Estonia are mainly countries of origin for victims of trafficking. Lithuania, Poland and Russian Federation are countries of origin, transit and destination.

Women, girls, men and boys are trafficked to, from, within and between Nordic and Baltic countries most commonly for the purpose of sexual exploitation and forced labour. Some other forms of exploitation include domestic servitude, forced begging, forced criminal activity, organ removal, identity fraud, and sham marriages.

While Northern Europe is used as a common criminal market for trafficking in human beings, transportation companies, including passenger ferries operating in the Baltic Sea, are likely to become exposed to the phenomenon. Passenger ferry companies have a role in caring for travellers across the Baltic Sea. In this role they may also make a significant contribution in countering trafficking in human beings through increased awareness of their personnel and addressing the potential use of their fleet in the transportation of victims of trafficking.

Building on expertise of maritime professionals in safeguarding travellers at sea and the business model of caring for passengers on board, this booklet offers basic information on trafficking in human beings and guides how to respond to possible signs of the crime.

The material can be used for independent studying or to support a training session. The user is given a learning objective in the beginning of each chapter. An exercise at the end for each section will help the user to reflect and discuss the chapter's content. Sources for further information are provided at the end of the booklet.

2. TRAFFICKING IN HUMAN BEINGS

This section will help you to identify main elements of trafficking in human beings and to describe different forms of coercion and control used to make victims submit to exploitation.

Defined in the international and European legal framework, trafficking in human beings can be understood as a process, or a chain of acts, leading to severe exploitation of its victims. Throughout the process, different methods, or means, of coercion and control are used to make the victim submit to exploitation. The purpose of trafficking is exploitation of persons for criminal financial gain benefitting traffickers.

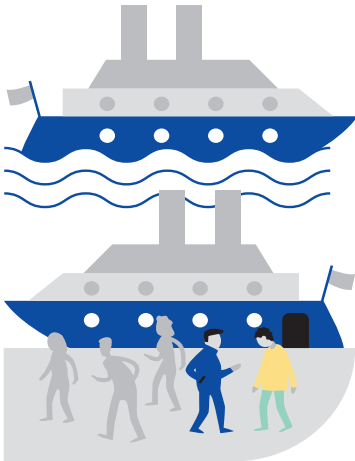
2.1 Recruitment of victims of trafficking

Trafficking in human beings consists of a series of acts that lead to exploitation of a person. The process starts with recruitment of a potential victim often by offering work, possibly in another city or abroad. Traffickers tend to exploit a person's vulnerable situation, for example economic difficulties, history of neglect and abuse, discrimination and exclusion from community/society, homelessness, substance addiction, physical and psychological disability etc. A person's young age or inexperience can expose them to fraudulent offers, but anyone can become prey of traffickers when faced with limited or non-existing possibilities for earning a living and advancing in life.

TRAFFICKING IN HUMAN BEINGS AS A PROCESS



RECRUITMENT



TRANSPORTATION

**RECEPTION/
HARBOURING**



EXPLOITATION

2.2 Transportation of victims of trafficking

As a part of the trafficking process, the victim can be transferred/transported to another city or to another country. The movement takes the victim out of her/his familiar surroundings and safety nets and takes her/him to the site of exploitation. The transportation can be done by any means, including air, sea and land routes. When in the trafficking situation, victims are often transferred within a country and between countries to avoid detection and to serve the needs of the criminal market.

A victim may have valid travel documents, and travel as any other passenger - with or without a trafficker. In some cases, the travel can also happen with false and fraudulent travel documents or without necessary documentation and permits for entry into a country.

Smuggling of migrants and trafficking in human beings constitute different types of crimes with substantially different consequences for the person exposed. Therefore it is important to understand differences, yet possible interlinkages, of the two crimes. Smugglers who are facilitating the person to cross an international border in an unlawful manner, may ask the person to pay for the “service” later on, which may lead to situations of debt bondage and exploitation in trafficking.

DIFFERENCES BETWEEN SMUGGLING AND TRAFFICKING

| SMUGGLING OF MIGRANTS | TRAFFICKING IN HUMAN BEINGS |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Crime against the state | Crime against the person |
| May involve violation of migrants' human rights | Always involves violation of migrants' human rights |
| Always involves irregular crossing of international borders | Involves movement within a country or crossing of international borders in a regular or irregular manner |
| Relationship between the smuggler and the migrant usually ends upon irregular crossing of the border and/or payment for the journey. However, debt to smugglers may expose migrant to exploitation and even trafficking for payment of the travel. | Relationship between the trafficker(s) and the victim continues in the transit and destination country/countries where exploitation takes place. |

2.3 Harboursing and receiving victims of trafficking

The reception and accommodation of victims of trafficking are often organised by the traffickers. The victim may not necessarily know the address where she/he is going to live or how to get there. The victim may have received some instructions in advance or during the journey on what to do after arrival in the destination. There may be someone involved in trafficking travelling with the victim or meeting the victim on arrival or sometime after.

Often the travel documents are taken from the victim at the reception stage. The victim may have been explained this to be a part of immigration arrangements or to keep the travel documents in a safe place. After this, the victim is not able to leave and travel at one's own will and may also risk overstaying one's visa or permits. Irregular stay in a country gives traffickers a possibility to threaten the victims with consequences from the part of police and immigration authorities.

Victims may be accommodated in substandard conditions for which the traffickers however may charge excessive costs from the victims. These costs can add to the possible debt to traffickers and strengthen the means of control and bond with the traffickers.

2.4 Exploitation of victims of trafficking

Exploitation of victims of trafficking aims at bringing illicit financial profit or other benefits to traffickers. The exploitation can take many forms. In the Baltic Sea region, victims of trafficking are known to have been exposed to sexual exploitation; forced labour in constructions, in agriculture, restaurants, cleaning and other service sectors; forced begging; forced criminality; identity fraud; and sham marriages. The crime tends to expand and diversify.

At times, victims are aware of the type of work or service they will be doing, but are lied to about the exploitative conditions of work, the pay they would receive, or freedom to leave the work.

NOTE :

The possible initial consent of the victim does not matter if she/he has been deceived, threatened, forced, otherwise persuaded or made to submit to the exploitative work or service in question.

2.5 Coercion and control

Traffickers aim to gradually gain control over the victim. They may do this through threat or force, deceit and fraud, or otherwise using the victim's vulnerable and dependent position. The control and coercion exercised over the victim is often invisible to outsiders. It is often based on psychological and emotional manipulation and creating a situation where the victim is in an increasingly dependent position to the traffickers.

METHODS OF COERCION AND CONTROL



In addition to force, economic and emotional dependence can be used to control victims.

Victims may find themselves in debt to traffickers for travel and work arrangements, cost of which are often excessive and accumulating. The victim, often a young woman, may find herself in an intimate relationship created for the purpose of her exploitation, yet she may have built such strong emotional ties to the perpetrator not to recognise or admit the situation. Threat of harming victim's family and children as well as feeding fear of authorities is also used to make the victim to submit to exploitation.

The victim may be exposed to often remote control and monitoring by traffickers while working. Traffickers may speak on victim's behalf whenever in contact with outsiders. Victim's possibilities to communicate freely with family and friends may also be restricted, but also in fear of offending the traffickers or shame and guilt for things made to commit, the victim may not tell about her/his difficult situation to anyone.

The victims' situation becomes increasingly difficult if they rely on traffickers for substances (drugs, alcohol), gain at least some income for their work/services, fall in love with the trafficker, have access to some free movement and/or contact with family or if they are made to commit crimes or get involved in trafficking others.

NOTE :

Children are considered so vulnerable that their recruitment for exploitation is considered trafficking in human beings even if no means of control or coercion are used.

EXERCISE 1:

Find a piece of news on trafficking in human beings from the media and read the text to find different elements of trafficking. What information is important and what may be irrelevant in determining the case as trafficking in human beings? Would the situation be different if the victim in question had been under/above 18 years of age?

3. RECOGNIZING TRAFFICKING IN HUMAN BEINGS

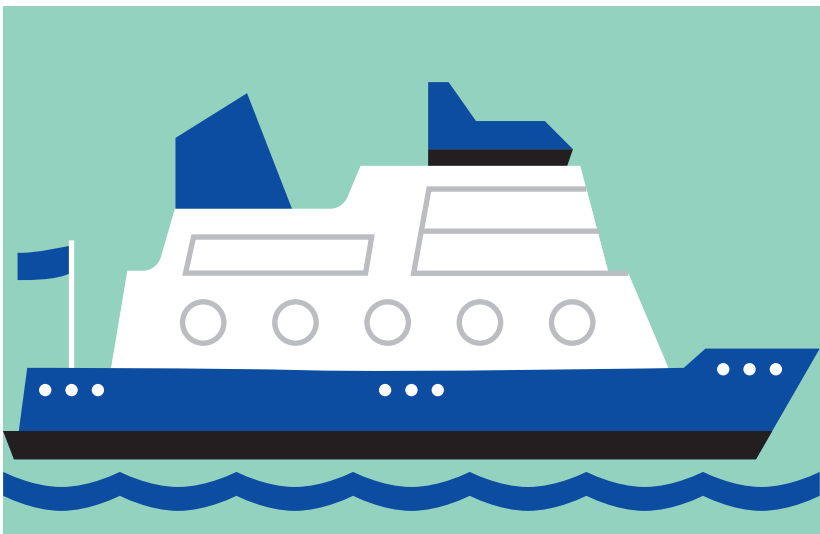
After reading this section, you will be able to better assess when a situation may constitute possible trafficking in human beings requiring further action.

When travelling, victims of trafficking may not yet know the exploitative situation they will end up at the final destination. At this stage they may be excited about the opportunity of a job and looking forward to a new life and perspective. Some may be aware of the nature of the work and risks involved, but have decided to take their chances for lack of other opportunities. Others may already be in the exploitative situation without knowing how to get out.

In the context of travel by sea, trafficking may appear at first sight to be something else, such as partner violence, survival sex, prostitution, child neglect, pickpocketing, shoplifting, or smuggling of drugs or human beings. In these events, it is necessary to be aware of and check indicators of possible trafficking to be able to prepare adequate follow up.

The key to recognizing victims of trafficking lies in the awareness of the phenomenon and understanding how it may be linked to situations at work. Professionals in different fields tend to develop an instinct of what is normal in their field of work, to recognize the anomalies leading to a feeling that “something is not quite right”. Respecting and reacting to this gut feeling and being aware of the indicators explained further below can help to at least exclude the possibility of trafficking. The below will provide an outline of trafficking in human beings.

Observations indicating potential trafficking in human beings should be timely reported by personnel to the supervisor/security in order to take it further to national authorities as required. The observation and reporting should be done in a way not to raise alarm visible to the potential victim, traffickers/organisers possibly travelling with the victim, or other passengers.



3.1 Traffickers

Traffickers are persons or groups involved in the process leading to the exploitation of victims. They can do different tasks related to recruitment, transportation, transfer, reception, harbouring and exploitation of victims.

In the transportation phase, there may be persons facilitating acquisition of a travel document (and a visa where needed), booking and buying tickets, helping victims to board or escorting them, facilitating border crossing, meeting the victim on arrival and taking the victim to the arranged accommodation at transit point(s) and at the final destination, as well as handling other logistical issues.

The trafficking process may also involve intermediaries who may be involved by supplying information on prospective victims, provide fake documents, supply information on when to and not to transport the victims and other auxiliary work. All of the involved individuals are considered traffickers.

3.2 Victims of trafficking

Victims of trafficking are exposed to severe neglect, abuse, exploitation causing often prolonged physical and psychological damages to their health and wellbeing.

A victim can be of any age, gender, or nationality. In the Nordic and Baltic countries, most of the identified and presumed victims come from Central and Eastern European countries. The gender of victims varies based on the form of exploitation. Victims of sexual exploitation tend to be more often women and girls (but also boys), while men and boys are more often exposed to labour exploitation and forced criminal activity. Both men and women are forced to beg on the street on the traffickers' account. Victim profile becomes more diverse while new forms of exploitation emerge.

While previously most of the identified victims of trafficking have been EU citizens, the number of newly arrived migrants and refugees has increased the number of identified victims from non-EU countries. Young migrants travelling alone and in groups with no family members are of particular concern.

3.3 Indicators of trafficking in human beings

Every situation in trafficking cases is different. The presence of certain indicators may lead ferry personnel to observe the situation closer and where needed to inform the authorities through their usual procedures. It may also be possible that ferry personnel has a contact with a vulnerable person and suspicion of possible exploitation rises and needs to be addressed in an appropriate way.



INDICATORS RELATED TO TRAVEL:

- Passenger has not made her/his own booking and may not know the routing.
- Passenger has not paid for her/his travel, is in debt for the travel or will pay to the organiser later on.
- Passenger has a travel booking(s) or regular/circular pattern of travel not matching her/his work/leisure activities.
- Itinerary matches with known human trafficking routes/trends.
- Several bookings have been done by the same organiser for different persons or groups of similar profile.
- Booking is done by a person linked with human trafficking or other related crimes.
- Passenger may not be aware of the travel document/visa requirements.
- Passenger may have received help in acquiring travel documents/visa.
- Possible travel with false documents or without documentation.
- Luggage and wardrobe does not match with the purpose and length of the journey.
- Passenger may not know the address of the accommodation or workplace in the destination or how to get there.

INDICATORS OF CONTROL AND COERCION:

- Passenger travels in a group of persons not known to each other though appearing to be a group.
- Passenger travels with a companion who deals with check-in and dominates communication with personnel.
- Passenger appears uncomfortable or nervous in the presence of the travel companion.
- Mismatch of appearance and atmosphere among travel companions.
- Travel documents are not in the possession of the passenger or are taken away after check-in or arrival.
- Passenger who travels independently may follow instructions given in advance/over the phone (story sounds rehearsed, questions outside the story may confuse).
- Passenger may have been instructed to avoid contact with personnel and other passengers.
- Passenger may have been threatened and is unable and afraid to leave the job or the exploitative and harmful situation.
- Person may show signs of distress, anxiety, aggression, self-harm, passivity/submission, hyper alertness, confusion, memory losses.
- Passenger may have physical signs of abuse and exploitation as well as markers of criminal groups such as tattoos.

INDICATORS OF VULNERABILITY:

- Children travelling alone or with a non-family member.
- Children not showing affection and trust to an adult they travel with.
- Adults do not know such details of the child as could be expected from parents.
- Children withdrawing, frightened or extravagant and “streetwise”.
- Children appearing to be overly sleepy, calm, absent (drugged).
- Children being neglected or abused.
- Persons, also children, involved in (petty) crimes on board.
- Persons exposed to sexual abuse and prostitution.
- Persons experiencing physical intimidation and abuse by a travel companion.
- Persons at risk of discrimination such as vulnerable groups of ethnic minorities.
- Persons with psychological or physical disabilities or restrictions.
- Migrants with insufficient language skills and unaware of the rights and obligations related to their work/stay in the countries they travel.
- Smuggled and irregular migrants.

4. ADDRESSING POTENTIAL TRAFFICKING IN HUMAN BEINGS

This section will help you to use correct procedure to report suspicion of potential trafficking in human beings. You will also learn how to correctly approach potential victims of trafficking and persons at risk of exploitation.

While formal identification of victims of trafficking is done by competent national authorities, ferry personnel may have a role in early identification or recognition of victims as a part of their normal duties, and offer information on and refer persons to available assistance as required. The situation of victims of trafficking can be complicated due to sensitivities and potential risks to their safety and wellbeing. Therefore, “rescuing” victims of trafficking should be done only by competent authorities, or strictly following their instructions.

NOTE

- **Victims are entitled to assistance when competent authorities have reasonable grounds for suspecting trafficking in human beings.**
- **Any child suspected of being exposed to exploitation or trafficking is entitled to care, protection and a legal guardian and a legal representative (lawyer).**
- **When a person appears young, but the age cannot be confirmed, s/he shall be presumed to be a child (under the age of 18) until proven otherwise.**

4.1 Role of passenger ferry personnel

The role of passenger ferry personnel in counter-trafficking is related to their normal work and routines in caring for the safety and wellbeing of passengers.

Personnel managing and examining travel bookings and data may recognize patterns and trends that may indicate systematic transportation of victims or groups of victims. Knowledge and expertise in detecting these cases may be built up in cooperation with national authorities such as police and border guards. In their different customer service roles, ferry personnel may be able to observe signs of possible trafficking in human beings. As required and necessary, ferry personnel may also offer some immediate care to vulnerable persons, including potential victims, and refer them to further assistance with the consent of the person in question.

Ferry personnel may also have a role in preventing trafficking in human being in dissemination of general information on travel safety and emergency contacts abroad, including specialised assistance to persons at risk of and exposed to exploitation and trafficking.

Formal identification of victims of human trafficking and investigation of the related crime is the responsibility of national authorities. Ferry personnel may, however, in some cases be formally requested to assist authorities in verifying details of the victims'/traffickers' movement. Furthermore, ferry companies can advance counter-trafficking through their corporate social responsibility (CSR) policy and related actions that may extend prevention of human trafficking to cover sub-contractors and supply chains.

4.2 Procedure for reporting observations

In case personnel becomes concerned about a passenger or a group of passengers based on indicators listed in section 3, they should inform their supervisor and/or security of the suspicion on a low threshold and without delay.

In consultation with the captain as required, they would take the issue further to authorities in the country of destination. They may also seek additional advice and guidance (without disclosing the personal details of the passenger) from the counter-trafficking authorities in the country of destination. The authorities may provide advice on what to observe and what action to take or not.

Following this procedure will help to ensure safe and correct referral of potential victims, and also help to channel and accumulate knowledge of trafficking in human beings within the company.



4.3 General principles of assistance

In case personnel is required to interfere in a situation involving a potential victim of trafficking or are in contact with the potential victim in their customer service role, it is important to be aware of the following principles:

- **Do no harm:** If there is any reason to believe that an action could pose a risk to the potential victim, it should not be taken at that time. If in doubt, it is advisable to seek consultation from the counter-trafficking authorities or other nominated focal points in the country of destination.
- **Informed consent:** The potential victim should be fully informed (in the language s/he understands) of what is going on and what will happen next. Assistance and referral to external services and support should be done only with the agreement of the potential victim.
- **Self-determination and participation:** Potential victims should be supported in participating in and making decisions related to her/his life. While objective advice and empathetic encouragement can be used, the choices or decisions of the victim should never be judged.
- **Non-discrimination:** Every potential victim should be treated with respect and receive assistance regardless of the person's nationality, ethnic origin, religion/belief, disability, age, gender, or sexual orientation. Demonstrating open and equal treatment of all passengers lowers the threshold for any person in need of help to contact the personnel.

- **Confidentiality and right to privacy:** While victim interviews should be left to competent authorities, if it is necessary to discuss with the potential victim her/his situation already on board, it should be done privately and in an environment where the victim feels safe and comfortable. Information shared by the potential victim should not be disclosed without the person's knowledge and explicit consent (in writing as required).

NOTE :

Victims of trafficking can be made to steal, sell or smuggle drugs, or to sell sex. They can also be transported through smuggling. All these events can be observed on passenger ferries. According to International and European law, victims of trafficking in human beings should not be punished for activities that they are made to commit while trafficked.

EXERCISE 3

Think about your role and tasks at work. In which capacity do you think you may be able to observe signs of trafficking in human beings? Are you aware of your company's procedure and channels to report suspected case of trafficking in human beings?

REFERENCES AND INFORMATION SOURCES

Nordic-Baltic Region

Council of the Baltic Sea States:
www.cbss.org/safe-secure-region/tfthb

Nordic Council of Ministers:
www.norden.org/en/theme/innsats-mot-menneskehandel

Europe

European Union: ec.europa.eu/anti-trafficking
(Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims, 2011; Communication from the Commission to the European Parliament and the Council - The protection of children in migration {SWD(2017) 129 final})

Council of Europe: www.coe.int/en/web/anti-human-trafficking
(Convention on Action against Trafficking in Human Beings, 2005)

Europol: www.europol.europa.eu
(search “trafficking in human beings”)

Eurostat: <http://ec.europa.eu/eurostat>
(search “trafficking in human beings”)

Global

United Nations Office on Drugs and Crime (UNODC):

www.unodc.org/unodc/en/human-trafficking

(UN Protocol to Prevent, Suppress and Punish Trafficking In Persons, Especially Women and Children, 2000)

Office of the United Nations High Commissioner for Human Rights (OHCHR):

www.ohchr.org/EN/Issues/Trafficking/Pages/TraffickingIndex.aspx

International Organization for Migration (IOM) – The UN Migration Agency:

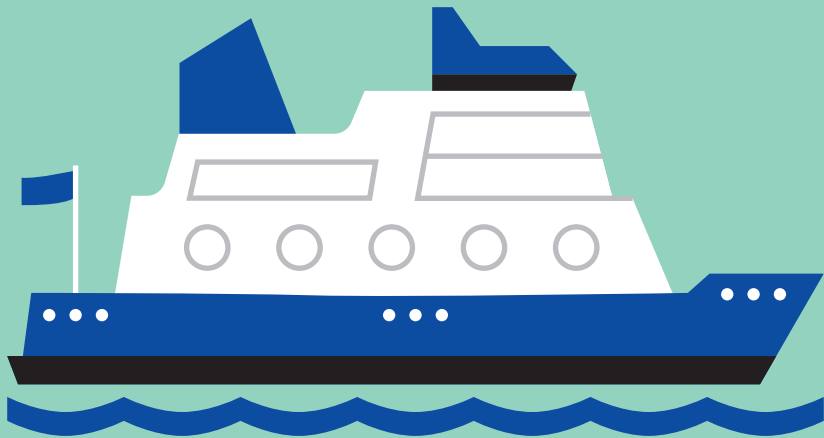
www.iom.int/counter-trafficking

<http://migration.iom.int/europe>

(for information on migration to Europe and migrants' risk for exploitation and trafficking in human beings)

Organization for the Security and Co-operation in Europe (OSCE)

www.osce.org/combating-human-trafficking



International Organization for Migration (IOM)

Country office in Finland

Tel. +358 9 684 1150

Unioninkatu 13 (6th floor), P.O.Box 851

00101 Helsinki, Finland

Web: iom.int iom.fi Twitter: [IOMFinland](https://twitter.com/IOMFinland) Facebook: [IOM Finland](https://www.facebook.com/IOMFinland)