



WORKING PAPER

FACILITATION PANEL (FALP)

TENTH MEETING

Montréal, 10-13 September 2018

Agenda Item 2: Recent facilitation developments in the UN and other international organizations

**ENSURING THE EFFECTIVENESS OF TRAINING OF AIRLINE STAFF
IN THE FIGHT AGAINST HUMAN TRAFFICKING**

(Presented by the International Air Transport Association (IATA))

SUMMARY

Connecting over four billion passengers on 20,000 city pairs annually, aviation is often referred to as the business of freedom. But the ease and speed of air travel can also be misused by criminals who want to deny freedom to others through the crime of human trafficking.

This paper sets out the proactive work that IATA is doing to support airlines so that they are equipped to assist governments and law enforcement in the fight against human trafficking. It also highlights that while training of customer-facing aviation staff in human trafficking awareness and reporting is vital, this training will only be effective if it is part of integrated framework involving States, their security and law enforcement agencies, airlines and other aviation companies.

Action by the FAL Panel:

The FAL Panel is invited to note the efforts of the airline industry to proactively tackle human trafficking as outlined in this paper and to recognize the need for an integrated framework involving States and law enforcement agencies before any Standards are developed and applied to airlines and other aviation stakeholders. It also invites the Panel to consider developing provisions on the missing elements to be performed by States and their law enforcement agencies as well as the appropriate reporting protocols required.

1. INTRODUCTION

1.1 According to the International Labour Organization, it is estimated that 24.9million people are victims of modern slavery, including human trafficking¹. The United Nations Office on Drugs and Crime (UNODC) estimates that over 70% of trafficking victims are women and children and that 60% are trafficked across at least one border. Given that almost every country is affected by trafficking

¹ <https://www.ilo.org/global/topics/forced-labour/lang--en/index.htm>

either as source, destination or transit point, it is realistic to assume that trafficked persons are passing through international airports and on aircraft.

1.2 Currently, 176 States have criminalized human trafficking, but unfortunately the number of prosecutions remains low. UNODC statistics show that only 15% of States have more than 50 prosecutions for human trafficking annually². While governments and their law enforcement agencies have the primary responsibility for identifying, apprehending and prosecuting traffickers, they have recognized that customer-facing staff working for transportation companies, including airlines, can play an important role in preventing human trafficking cases. Once trained in specific human trafficking awareness, staff can be an additional set of “eyes and ears” providing vital intelligence to law enforcement where trafficking is suspected.

1.3 Cabin crew are perceived to have a particularly crucial role given that they spend more time with passengers than any other group, so are likely to be well placed to spot any indicators of suspected trafficking.

2. DISCUSSION

2.1 The airline industry is totally committed to support governments and law enforcement agencies to prevent cases of human trafficking. In October 2017, IATA launched its #Eyesopen campaign to ensure that all airlines, irrespective of size or the jurisdiction they are based, are aware of the extent of human trafficking and have the practical tools and materials they need to get involved in anti-trafficking initiatives. More information can be found at www.iata.org/human-trafficking. Materials provided include:

- *Awareness raising materials* – to highlight the nature, scale and humanitarian consequences of human trafficking. This includes an animated film (available in multiple languages), infographics, posters and the use of social media.
- *Guidance* - once aware of human trafficking, airlines need to know what specific actions they can take to make a difference. To support this, IATA has produced comprehensive guidance materials covering policy development, training and best practice relating to anti-trafficking initiatives. This supplements Circular 352 *Guidelines for Training Cabin Crew on Identifying and Responding to Trafficking in Persons* jointly developed by ICAO and United Nations Office of the High Commissioner on Human Rights (OHCHR)
- *Training* - IATA has launched a free e-learning module that airlines can integrate easily into existing customer service and security training programs for ground, flight and cabin crew. A more comprehensive e-learning course and class-room based training are also offered.

2.2 Finally in June 2018, the IATA Annual General Meeting (AGM) unanimously approved a resolution against trafficking in persons (see Appendix A). This denounces the crime of human trafficking and strongly encourages airlines to get involved in anti-trafficking initiatives, including the provision of awareness and reporting training for staff. IATA is also instructed to work with other groups in the aviation value chain such as airports to raise awareness and share best practice.

2.3 However, the resolution also highlights that while raising awareness and training airline staff are critical, these initiatives will only be effective in preventing human trafficking if there are

² https://www.unodc.org/documents/data-and-analysis/glotip/2016_Global_Report_on_Trafficking_in_Persons.pdf

complimentary actions taken by States, their security and law enforcement agencies relating to reporting of suspicions and follow-up.

2.4 Earlier this year, IATA engaged with 50 States and their law enforcement agencies to understand the protocols (i.e. which agency to report intelligence tip offs and how to contact them) for the reporting of suspected cases of human trafficking that are identified by airline staff on inbound flights. Only two States had a clear written protocol that had been shared with airlines. Ideally, this information should be held as a central repository that can be accessed by airlines, States and law enforcement agencies. Similarly, the level of awareness and resources available to law enforcement agencies relating to fighting human trafficking differs significantly between States.

2.5 The timely reporting of suspected cases of human trafficking cases identified during flights to the appropriate law enforcement agency in the destination country is critical, so they can determine the response. This process is not always simple. For example, the aircraft commander may contact the airline operational centre via satellite telephone or the Aircraft Communications, Addressing and Reporting System (ACARS) where the aircraft is so equipped and they will need to know which law enforcement agency to report to in the destination country. Where aircraft are not equipped with this technology, reports may need to be made via Air Traffic Control (ATC). ATC may not have any knowledge of human trafficking or which law enforcement agency the intelligence should be directed to.

2.6 This highlights the need for an integrated framework approach and for reporting mechanisms to be in place such that law enforcement agencies can handle the intelligence tip offs coming from airline staff who have been trained in human trafficking awareness and reporting.

2.7 The United States is a best-practice example of how an integrated framework approach has been established under its Blue Lightning Initiative (BLI). Launched in 2013, BLI is a multi-agency program involving the Customs and Border Protection, Department of Transportation and Department of Homeland Security. The BLI trains airline personnel to identify potential traffickers and human trafficking victims, and to report their suspicions to federal law enforcement. It provides training support materials and awareness raising collateral. The BLI's real-time reporting mechanism gives law enforcement the ability to research and analyse information, and to coordinate an appropriate and effective response. Since 2016, US carriers have been required to provide human trafficking awareness training to cabin crew. Fortunately, with such a comprehensive system in place, airlines and their staff know that when suspicions of human trafficking are reported they will be reviewed by law enforcement who will determine the response. This enables the airline training to have the best chance to prevent people becoming victims of human trafficking.

2.8 IATA notes the contents of WP6 presented by the Netherlands which provides a comprehensive overview of aviation's role and the response to human trafficking by the airline industry and NGO's. However, for the reasons outlined in previous paragraphs, IATA does not support the amendment of Annex 9 Standards at this time, as proposed in 8.47 to 8.50 of the Appendix to WP6. IATA respectfully recommends that before mandating such training for airlines through Standards, focus should be directed to producing provisions for the missing elements to be performed by States and their law enforcement agencies as well as the appropriate reporting protocols required. Without these, airline action will be isolated and not produce the desired results.

3. **RECOMMENDATIONS**

3.1 The FAL Panel is invited to:

3.1.1 note the efforts of the airline industry to support governments and law enforcement to prevent possible cases of human trafficking as outlined in this paper;

3.1.2 recognize the need for an integrated framework that includes the coordination between the different stakeholders before any Standards are developed and applied unilaterally to airlines and airports; and

3.1.3 consider developing provisions and appropriate protocols on the missing elements to be performed by States and their law enforcement agencies in place of the immediate implementation of Standards. The Panel may, for example, wish to consider establishing a Working Group to assess these matters and make recommendations based on its findings.

APPENDIX A



RESOLUTION AGAINST TRAFFICKING IN PERSONS

RECOGNIZING that trafficking in persons is a grave crime and a form of modern day slavery involving the recruitment, transportation and harboring of a person and the exercise of control, direction or influence over their movement for the purpose of exploitation;

EXPRESSING CONCERN that transnational criminal groups and individuals are exploiting the interconnected air transport system to facilitate trafficking in persons;

ACKNOWLEDGING that, while the responsibility to detect, apprehend and prosecute offenders rests with government authorities, airlines can play a role in combatting trafficking in persons by raising the awareness of staff and training on how to report concerns to the appropriate authorities;

EMPHASIZING that all stakeholders in the air transport system should work collaboratively with government authorities and civil society to prevent and suppress trafficking in persons;

The 74th IATA Annual General Meeting:

1. denounces trafficking in persons;
2. encourages member airlines to train relevant operational staff with the objective of enabling them to recognize potential trafficking situations and deal with these in accordance with company policy and, where appropriate, report these to government authorities;
3. calls on government authorities to establish clear, practical and discreet mechanisms for the reporting of potential trafficking in persons activity in the air transport system;
4. calls on airport operators, ground handling agents and other air transport system stakeholders to work collaboratively with government authorities and civil society on initiatives for the prevention and suppression of trafficking in persons, including with respect to reporting and awareness-raising programs.

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