

# INHOSPITABLE TO HUMAN TRAFFICKING

## TOOL KIT

This toolkit provides resources for people who work in the lodging industry, including hotel staff, vacation rental hosts, and property owners.

The toolkit accompanies Inhospitable to Human Trafficking, a short, online course aimed to protect your guests and your property from human trafficking.

### CONTENT OF THE TOOLKIT

- PRINTABLE INDICATOR LISTS, BY LODGING FUNCTIONS
- PREVENTION TIPS
- PRINTABLE RESOURCES CARDS FOR TRAFFICKING VICTIMS

If your company does not offer the Inhospitable to Human Trafficking course, you can purchase the training at: [best-training.org](https://best-training.org)

**96%**  
OF TRAINEES  
IMPLEMENTED  
NEW PRACTICES

**97%** OF TRAINEES  
LEARNED TO INCREASE  
THE SAFETY OF THEIR  
PROPERTY

**Thousands** OF HUMAN  
TRAFFICKING VICTIMS HAVE  
RECEIVED ASSISTANCE FROM  
BYSTANDERS.



# HUMAN TRAFFICKING

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**Human trafficking happens when force, fraud, or coercion are used to compel a person into work or prostitution. Or anytime a minor exchanges a sex act for anything of value—money, a place to stay, or food—that is human trafficking.**

## **IMPACT ON THE LODGING INDUSTRY**

Human traffickers look for properties where they can have privacy and operate discreetly. Traffickers frequently use lodging properties of all types—from hotels to campgrounds to short or long term rentals in the gig economy. Traffickers may use the properties to buy or sell people in the sex trades. Alternatively, traffickers may force a guest or employee of the property to work for little or no pay.

## **DEFINITION**

The United Nations defines human trafficking as "the recruitment, transportation, transfer, harboring, or receipt of persons by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, or the abuse of power of a position of vulnerability or the giving or receiving of payments or benefits to achieve the consent of a person having control of another person for the purpose of exploitation." Exploitation may include sexual exploitation, forced labor, servitude, or the removal of organs.

*Human trafficking laws and requirements vary by region. BEST does not provide legal advice. Please follow your company's recommendations for responding to human trafficking incidents and consult an attorney for legal advice.*

## **About BEST**

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**Businesses Ending Slavery and Trafficking (BEST) is a nonprofit organization that developed the course, Inhospitable to Human Trafficking. BEST is the only organization in the US that specializes in providing high quality, online courses for employees across industries to prevent human trafficking. BEST developed this course in partnership with lodging managers, law enforcement, and survivors of human trafficking.**

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# HUMAN TRAFFICKING INDICATORS

Human trafficking happens when force, fraud, or coercion are used to compel a person into work or prostitution. Or anytime a minor exchanges a sex act for anything of value—money, a place to stay, or food—that is human trafficking. One indicator alone may not signify a trafficking incident.

## CONTROL

A person displays unusual control over another person or group of people



- Threatening, isolating, tricking, lying, or speaking for others
- Holding money or documentation
- Watching or surveilling a person
- Requesting suspicious room location or number of keys
- Guest(s) using the business center or public computer to post ads for sexual services
- Phone number or photo of guest or the lodging property listed in an online escort service ad
- “Do Not Disturb” posted or refusal of cleaning for several days
- Controlling lodging or movement
- Excessive number of people in a room
- Concealing identities or license plates
- Suspicious booking behaviors
- An assault or violent altercation

## DISTRESS or INJURY

A person appears distressed or injured



- Distress or fear; discomfort with companions
- Injury, such as bruising or a cut
- Malnourished, unusually fatigued
- Signs of trauma (*becoming hostile, fleeing, or freezing up*)
- Avoiding eye contact
- Asking for help, free food, or money
- Minor behaving like an adult

## CONFUSION

A person shows an unusual level of confusion



- Unsure of where they are, where they are going, who their companions are, or who they are meeting
- Person did not receive pay they were promised, owes a debt, or cannot keep their wages
- Answers sound rehearsed

## SEX BUYING

A person solicits sex from a minor or a person coerced into the sex trade



- Arranging to buy sex from a person, talking or joking about it, requesting adult services, accessing the web to buy sex
- Checking in without luggage
- High level of calls or visits to a certain room, *especially at regular intervals*
- People visiting/calling without knowing guest’s name
- Complaints from guests about unusual noises or door closing repeatedly
- Doors propped open (*which may be done to allow guests to bypass the lobby area*)
- Unusual activity on hotel services apps and contactless technologies

## RESPONDING TO POTENTIAL TRAFFICKING INCIDENTS

**REPORT** any details about individuals or vehicles involved to a manager or security.

Managers take additional steps:

**IN AN EMERGENCY** or if a child is involved, follow the company’s emergency protocols. In the US, call 911.

If a trafficker or controller is present, **do not intervene.** Call law enforcement or your local victim services hotline.

In the US, call **1-888-373-7888**

For hotlines outside the US go to: **globalmodernslavery.org**

If an adult victim is alone, ask “Are you OK?” or “May I help you?” Offer assistance or a printed resource card.

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## CONTROL

A person displays unusual control over another person or group of people



- Threatening, isolating, tricking, lying, or speaking for others
- Holding money or documentation
- Watching or waiting in the lobby, hallway, or parking lot
- Controlling lodging or movement
- Requesting suspicious room location or number of keys
- Concealing identities or license plates
- Suspicious booking behaviors

## DISTRESS or INJURY

A person appears distressed or injured



- Distress or fear; discomfort with companions
- Injury (*bruising or a cut*)
- Malnourished, unusually fatigued
- Signs of trauma (*hostility, fleeing, freezing up*)
- Avoiding eye contact
- Asking for help, free food, or money
- Few or no personal items
- Minor behaving like an adult (*checking in, paying bill*)

## CONFUSION

A person shows an unusual level of confusion



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- “Do Not Disturb” posted or refusal of cleaning service for several days
- An assault or violent altercation

## DISTRESS or INJURY

A person appears distressed or injured



- Distress or fear; discomfort with companions; avoiding eye contact
- Injury (*bruising or a cut*)
- Malnourished, unusually fatigued
- Signs of trauma (*hostile, fleeing, or freezing up*)
- Avoiding eye contact
- Asking for help, free food, or money
- Few or no personal items
- Individuals leaving infrequently or at odd hours
- Minor(s) staying in a hotel room unaccompanied during school hours
- An unusual amount of condoms, towels, computers, phones, camera equipment, or tagged merchandise (*especially if a distressed person/minor is in the room*)

## CONFUSION

A person shows an unusual level of confusion



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## DISTRESS or INJURY

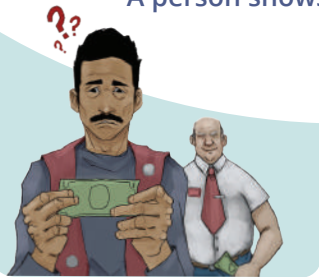
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- People visiting or calling without knowing the name of the guest
- Complaints from guests about unusual noises or door closing repeatedly
- Adult approaching or seeking to befriend an unknown minor
- A minor carrying a fake ID while on a date

## RESPONDING TO POTENTIAL TRAFFICKING INCIDENTS

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# TIPS FOR PREVENTING TRAFFICKING WITH NEW TECHNOLOGIES

The COVID-19 pandemic accelerated adoption of new technologies by many lodging properties. Some new technologies have reduced contact with guests and as a result, staff might have a more difficult time detecting trafficking. BEST proposes the following tips for utilizing new technologies to prevent trafficking.

## TEXT MESSAGING



Text: "I'm checking to make sure you are doing ok. If you have any needs during your stay, please contact me."

Some guest messaging services allow staff to contact guests directly. You might send a simple text. Because the controller may have access to the individual's telephone, send a general customer service text offering assistance, which will not alert a controller to your concerns.

## APPS FOR GUESTS

If your property uses an app for guest check-in, you have another opportunity to offer assistance:



- Add the information from BEST's resource cards to your app so that guests can access social services.
- Add an option for guests to access emergency services through the app
- Monitor unusual uses of the app, which may indicate control or coercion

## SECURITY TECHNOLOGIES

Your property may use security technologies to monitor unusual behaviors:



- An exterior door propped open
- An interior door with unusual activity like frequent openings from the inside or opening at regular intervals or unusual times



- A person waiting in a hallway
- Frequency of guests to a room
- Unusual activity in a parking lot, like dropping someone off and waiting in a car

## MANAGEMENT SOFTWARE

Hotels are increasingly using new platforms to optimize staff productivity

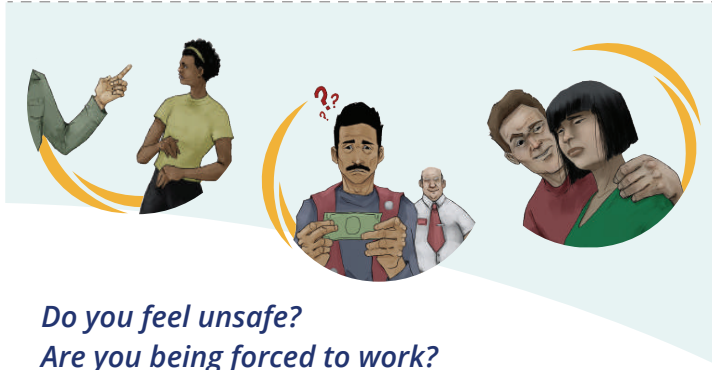


- Add a task to staff checklists that reminds them to look for indicators of trafficking
- Remind staff to complete Inhospitable to Human Trafficking training on their devices
- Upload BEST's indicators list so that staff can access indicators from their device

# RESOURCE CARDS

## United States

These are resources for people experiencing harm in the United States. If you are located outside of the United States, you may find and print resource cards at [bestalliance.org/cards](https://bestalliance.org/cards). You may print and cut these cards to provide to individuals who might need assistance with human trafficking, domestic violence, sexual assault, or housing instability. Alternatively, you may text this information to guests if they request assistance. In an emergency, call 911.



*Do you feel unsafe?  
Are you being forced to work?*



**HELP IS AVAILABLE.**

[WWW.BESTALLIANCE.ORG](http://WWW.BESTALLIANCE.ORG)

### HUMAN TRAFFICKING HOTLINE

Call **1-888-373-7888** or text **233733** (BEFREE) or visit [humantraffickinghotline.org](https://humantraffickinghotline.org).

### DOMESTIC VIOLENCE HOTLINE

Call **1-800-799-7233** (SAFE) or visit [thehotline.org](https://thehotline.org).

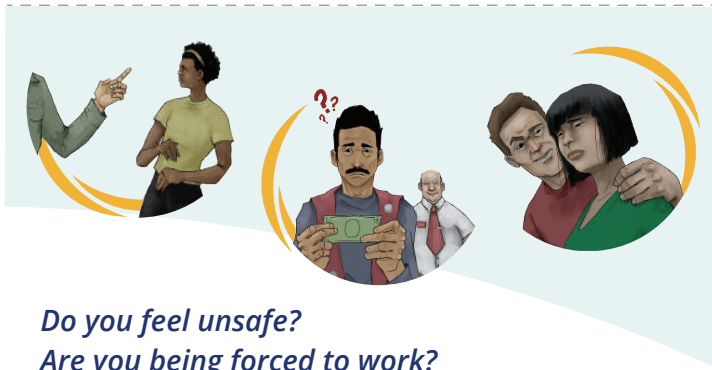
### SEXUAL ASSAULT HOTLINE

Call **1-800-656-4673** (HOPE) or visit [rainn.org](https://rainn.org).

### SAFE PLACE (ages 12-17)

Text "SAFE" and your current location to **44357** (4HELP) for the nearest Safe Place site, or to text with a professional and find services for youth.

DON'T SEE WHAT YOU'RE LOOKING FOR? CALL OR TEXT 211 OR VISIT 211.ORG TO FIND LOCAL RESOURCES AND SERVICES.



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# RESOURCE CARDS

Canada

These are resources for people experiencing harm in Canada. If you are located outside of Canada, you may find and print resource cards at [bestalliance.org/cards](https://bestalliance.org/cards). You may print and cut these cards to provide to individuals who might need assistance with human trafficking, domestic violence, sexual assault, or housing instability. Alternatively, you may text this information to guests if they request assistance. In an emergency, call 911.



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## HUMAN TRAFFICKING HOTLINE

Call **1-855-242-3310** or use the chat function on the website [canadianhumantraffickinghotline.ca](https://canadianhumantraffickinghotline.ca).

## SAFETY PLANNING

If you are experiencing violence, download this safety planning app [Myplanapp.ca](https://myplanapp.ca) or access a provincial hotline: [myplanapp.ca/en/resources](https://myplanapp.ca/en/resources)

## KIDS HELP

Support for youth in English and French. Call **1-800-668-6868** or text **686868** or message on facebook by visiting [kidshelpphone.ca](https://kidshelpphone.ca)

## DON'T SEE WHAT YOU'RE LOOKING FOR?

CALL OR TEXT 211 OR VISIT [211.CA](https://211.ca) TO CONNECT WITH UNITED WAY/CENTRAIDE CANADA

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# RESOURCE CARDS

## International

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### HUMAN TRAFFICKING AGENCIES

Visit [globalmodernslavery.org](http://globalmodernslavery.org) to find a human trafficking hotlines and agencies in your region.

### DOMESTIC and SEXUAL VIOLENCE AGENCIES

Visit [hotpeachpages.net](http://hotpeachpages.net) to find a list of agencies that assist people experiencing violence. HotPeachPages provides abuse information in over 115 languages and a list of agencies for every country in the world.

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