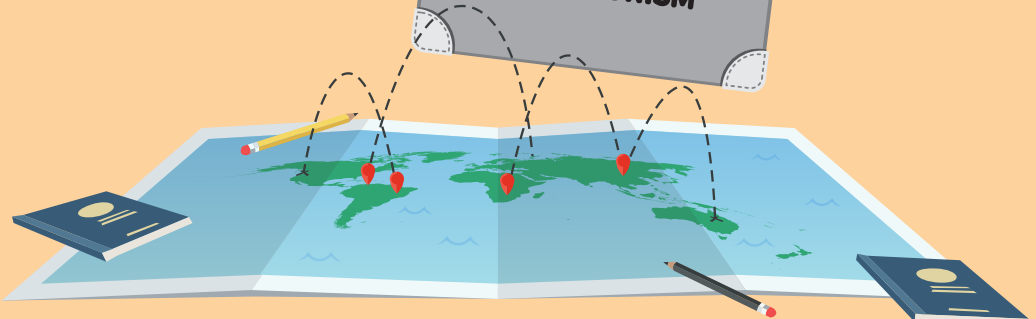




**CHILD  
FRIENDLY  
TOURISM**



# **PROTECTION OF CHILD RIGHTS IN THE TOURISM SECTOR HANDBOOK**





**Prepared by:** Nazlı Yıldırım Schierkolk

2021

**International Children's Center**

Bilkent University, Main Campus, Library Building, 06800 Bilkent / Ankara  
T. +90 312 290 23 66 - F. +90 312 266 46 78 - e-mail: bilgi@cocukdostuturizm.org

*This publication is developed as part of the project titled "Prevention of all forms of Violence Against Children Through Code of Ethics and Good Conduct System for Child Protection in the Tourism Sector".*

# CONTENTS

**ABBREVIATIONS .....4**

**PREFACE .....5**

**INTRODUCTION.....7**

**I. CHILDREN'S RIGHTS AND CHILD FRIENDLY TOURISM.....9**

i. Children and Children's Rights.....9

    Why Do We Need Children's Rights? .....9

    What Do Children's Rights Include? .....9

    What is the Connection between Children's Rights and the Tourism Sector.....10

ii. Sustainable Tourism and Child Friendly Tourism.....11

    What Does Child Friendly Tourism Include? .....12

    Child Friendly, Safe Facilities.....12

    Child Friendly Services.....12

    Child Friendly Institutional Policies.....13

**II. COMMUNICATION WITH CHILDREN IN TOURISM AND TRAVEL .....17**

Why is Communication with Children Important in the  
Tourism and Travel Sector? .....17

Why is Communication with Children Important? .....17

Means of Communication .....18

Barriers to Good Communication.....19

Working with Children's Groups with Differing Characteristics.....21

**III. LEGISLATION ON VIOLENCE AGAINST CHILDREN IN  
TOURISM AND TRAVEL ..... 23**

General Definitions and Terms.....23

Why the Tourism Sector?.....25

In what ways does the sexual abuse and exploitation of children  
manifest in the tourism sector?.....26

Who are the people engaged in sexual abuse and exploitation?.....27

Who are the children at risk? .....28

Sexual Abuse and Exploitation of Children in the  
World and Turkey in Numbers.....29

National Legislation on Sexual Abuse and Exploitation of Children.....30

Duties of Legal Institutions .....32

<b>IV. THE ROLE OF THE TOURISM SECTOR IN COMBATING SEXUAL ABUSE AND EXPLOITATION OF CHILDREN .....</b>	<b>37</b>
Communication with Children in Cases of Sexual Abuse/Exploitation .....	38
Possible Responses of the Child During and After Cases of Violence .....	39
What Should Be Our Reactions to the Possible Responses of Children? .....	40
Who are Children's Representatives in Tourism and Travel? .....	40
The Accommodation Sector .....	41
Indicators of Sexual Abuse/Exploitation and Suspicious Circumstances .....	41
Circumstances which require intermediate intervention .....	48
What should be done in case of witnessing a crime or when immediate intervention is necessary .....	49
The Travel Sector .....	51
Travel Agencies and Guides .....	51
Taxis.....	53
Public Transportation Services (Coaches, Trains, Ferries).....	56
Airlines.....	58
 <b>V. PREVENTING THE SEXUAL ABUSE AND EXPLOITATION OF CHILDREN IN TOURISM AND TRAVEL.....</b>	 <b>65</b>
The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.....	66
What is the Code? .....	66
What are the Advantages of Joining The Code? .....	67
The Code Criteria.....	68

---

## ABBREVIATIONS

<b>CRC</b>	Convention on the Rights of the Child
<b>ECPAT</b>	End Child Prostitution and Trafficking
<b>EU</b>	European Union
<b>ICC</b>	International Children's Center
<b>UN</b>	United Nations
<b>UNICEF</b>	United Nations Children's Fund
<b>UNWTO</b>	United Nations World Tourism Organisation

---

## PREFACE

Tourism has been one of the fastest growing sectors over the recent years. According to data from the World Tourism Organisation (UNWTO), one out of every 11 jobs in the world are in the tourism sector.<sup>1</sup> Turkey is the eighth most visited country in the world, hosted approximately 38 million foreign tourists in 2017 and earned nearly USD 22.5 billion in total tourism income.<sup>2</sup>

While on the one hand the growth of the tourism sector holds considerable potential for economic development, on the other hand the image of the country and the sector may be hurt considerably by victimisation and violations that accompany regulatory gaps, lack of capacity in the sector and the lack of professionalization.

In this framework, the sustainable tourism concept has been gaining significance over the recent years. Sustainable tourism is an approach to tourism that does not harm the environment, natural resources and cultural heritage of the host country, that supports ecological agriculture and local employment, respects human rights and attaches significance to the protection of the rights of relatively defenceless groups such as children, the elderly and people with disabilities.

Child Friendly Tourism, which is an important component of sustainable tourism, aims to make the facilities and vehicles used by travel and tourism businesses safer, healthier, more hygienic and more fun environments for children. Child friendly tourism businesses offer touristic environments where children are free from all forms of violence and can play and learn in safety.

One of the greatest risks for Child Friendly Tourism is the sexual abuse and exploitation of children, which are some of the gravest forms of crimes that can be committed against children. The rapid growth of the tourism sector, income inequality and poverty in areas where tourism develops uncontrolled, easier travel conditions and access to the internet, the lack of social awareness about the topic and flaws in legislation and implementation are all factors that could furnish the means for committing of these crimes in Turkey and around the world. Tourism businesses that have awareness of the issue of sexual abuse and exploitation of children, that employ a workforce which is informed about what to do in suspicious circumstances and can cooperate effectively with judicial authorities and relevant organisations could play a vital role in preventing these crimes.

---

1 UNWTO, *15 Years of the UNWTO World Tourism Network on Child Protection: A Compilation*, (2014) p.1

2 UNWTO *Tourism Highlights*, 2018 Edition, <https://www.e-unwto.org/doi/pdf/10.18111/9789284419876>

---

In addition, businesses that have adopted the Child Friendly Tourism approach will have increased respectability in the domestic and the world market, will be preferred more by tourists, will reduce the risk of such cases occurring on their premises to a minimum and finally will make a positive contribution to Turkey's image. As part of this understanding, such businesses will provide added value to the workforce they employ as well as they become leading organisations in raising awareness of and sensitivity for children's rights throughout society.

The International Children's Center has prepared this handbook for the reasons listed above and in order to contribute to the spread country-wide of Child Friendly Tourism understanding and to the tourism sector fulfilling its responsibilities for the realisation and protection of children's rights.



# INTRODUCTION

## Why Did We Prepare This Handbook?

In order to facilitate the adoption and spreading of Child Friendly Tourism understanding as part of the "Child Friendly Tourism: Protecting Children's rights in Travel and Tourism in Cooperation with the Private Sector Respectful of Children's Rights" project, the training of trainers for accommodation and travel businesses in the tourism sector are foreseen.

The handbook covers basic information for the training of trainers. It can be used as a guide by organisations attending these trainings when preparing their internal trainings. The main aims of the handbook are as follows:

- To create awareness for Child Friendly Tourism.
- To explain the basic principles of communication with children in tourism and travel sectors.
- To raise the level of tourism sector employees' knowledge on children's rights, rights violations and specifically the sexual abuse and exploitation of children.
- To explain the various forms and signs of the sexual abuse and exploitation of children in the tourism sector, profiles of abusers/exploiters and victims and the relevant legislation.
- To inform businesses and employees in the tourism sector about their role in preventing abuse and exploitation and especially the practical steps that need to be taken should they encounter or suspect cases of abuse or exploitation.
- To act as a guide for effective combating and prevention of sexual abuse and exploitation and to introduce national and international examples of good practices and methods that can be employed.

## Who Can Benefit from This Handbook?

Although the handbook generally targets the entire tourism sector, it focuses more on accommodation (hotels) and transportation (taxi, coach, airlines, travel agencies) sectors. The handbook also offers examples of preventive policies that may be implemented at the institutional level to managers and decision-makers in the sector.

---

<sup>1</sup> UNWTO, *15 Years of the UNWTO World Tourism Network on Child Protection: A Compilation*, s.1 (2014)  
<sup>2</sup> UNWTO *Tourism Highlights*, 2018 Edition, <https://www.e-unwto.org/doi/pdf/10.18111/9789284419876>

In addition, contents of the guidebook may be beneficial to research centres, non-governmental organisations and similar bodies that undertake work on children's rights and/or tourism and travel.

**How to Use This Handbook?**

The handbook consists of five sections, which all conclude with a summary that includes basic information. In addition, various symbols have been used throughout the handbook for the text to be easily followed and efficiently read.

*Below is a guide to these symbols.*



**Good Practice Example**



**Important Information**



**Sources for Additional Information**

# I. CHILDREN'S RIGHTS AND CHILD FRIENDLY TOURISM

## i. Children and Children's Rights

As defined by international law and legislation in Turkey, every human being younger than the age of 18 is a child.

### Why Do We Need Children's Rights?

Children, just like adults, have human rights. However, children require more protection than adults. For example, in cases of being subjected to negligence or violence, children may not even be aware that they are victims and even if they are aware of the fact, they may not know what to do or who to speak to. They may not be able to express themselves very clearly when they launch a complaint. Due to these and other factors, children have some special rights pertaining to their protection, in addition to human rights. As such, "children's rights" is a universal concept used to refer to all rights which all children in the world have from birth on legal or moral grounds and which include rights to education, healthcare, shelter and protection from physical, psychological and sexual exploitation.<sup>3</sup> The universal character of children's rights arises from the fact that children are equal in rights and dignity without heed for differences in sex, race, ethnic origin, age, economic and/or political status and religion.

### What Do Children's Rights Include?

The most comprehensive document that regulates children's rights at the international level is the United Nations Convention on the Rights of the Child. The legally binding convention has 196 state parties, including Turkey. As a party state, Turkey is obligated to make domestic laws compatible with the principles of the convention.

54 Articles of the convention establishes standards for the protection of children's rights and brings various responsibilities to governmental organs, families, society and non-governmental organisations including the private sector to this end.

---

<sup>3</sup> B.Ulukol, A.Köseli, *Çocuğa Karşı Şiddetin Göstergelerle İzlenmesi Eğitimi Katılımcı El Kitabı*, s.16, UNICEF (2013)

The four basic principles<sup>4</sup> that must be taken into account in the implementation of all articles of the Convention are: the right to non-discrimination<sup>4</sup> (which states that all rights apply to all children equally without exception or heed for differences in race, colour, sex, language, political or other opinions, national, ethnic or social origin, property, disability, birth or other status); devotion to the best interests of the child<sup>5</sup> (prioritising the best interests of all children in any activity concerning children); the right to life, survival and development<sup>6</sup> (obligations of state parties for the survival and maximum possible development of children beyond respecting their right to life) and participation and respect for the views of the child (listening to children's opinions on every issue that concerns them and taking their opinions seriously). The article of the Convention on the Rights of the Child on the implementation of rights<sup>8</sup> (state parties taking all necessary legal, administrative and other measures and providing resources for the implementation of rights) is also listed among the umbrella rights in some sources.

Beyond these articles, the Convention establishes rights for children in many fields which are grounded by detailed principles. Some of these rights are intended to protect children from various forms of violence or risks arising from the special status of the child. Examples to these rights are right for protection against commercial and sexual exploitation (articles 32 and 34), right to protection from kidnapping and trafficking (article 35) and rights of refugee children due to their special status (article 22).

Children's rights, just like human rights, are interconnected and cannot be delimited. The obstruction of one right will have a negative effect on the enjoyment of others.

## What is the Connection between Children's Rights and the Tourism Sector?

Almost every business and employee in the accommodation and travel sector interacts with children directly or indirectly. Examples to such interaction may be given as follows:

- A taxi driver who picks up a 15-year old girl travelling alone from the airport,
- A coach driver who drives middle school children on a school trip for a week,

---

<sup>4</sup> Children's Rights Alliance, *What are Children's Rights*, <https://www.childrensrights.ie/childrens-rights-ireland/childrens-rights-ireland>

<sup>4</sup> UNCRC, article 2

<sup>5</sup> UNCRC, article 3

<sup>6</sup> UNCRC, article 6

<sup>7</sup> UNCRC, article 12

<sup>8</sup> UNCRC, article 4

- Travel agent worker and tour guide who organise a cultural tour for children,
- Front desk hotel employee who takes the information of a child accompanied by a foreign tourist for check-in,
- Group activity leaders and employees at "kids' clubs",
- Hotel doctor who gives a medical check to a child with a medical complaint,
- Directors in charge of the training of under-18 interns working at the hotel temporarily.

Although security forces are primarily responsible for the security of children, as one of the most important actors in the services sector, tourism businesses should make it their principle to inform their employees at every level, of the rights of all clients and primarily children's rights and to ensure to put this information into practice.

## ii. Sustainable Tourism and Child Friendly Tourism

Turkey is the 8th most visited country in the world, hosted approximately 38 million foreign tourists in 2017 and earned nearly USD 22.5 billion in total tourism income<sup>9</sup>. The role of the tourism sector in the socio-economic development of the country cannot be overlooked.

While the growth of the tourism sector presents an important potential for economic growth, it also brings along great responsibilities. Victimisation and violations that accompany regulatory gaps, lack of capacity in the sector and the lack of professionalization could cause significant harm to the environment and natural resources, industry and image of the country.

In response, the sustainable tourism approach was formed beginning in the 1980s. Sustainable tourism is an approach that meets the needs of travellers, the sector and the host country while taking into account the present and future economic, social and ecological impacts of the tourism sector.

In order to establish a set of principles for the responsible and sustainable development of tourism, the World Tourism Organisation approved the Global Code of Ethics for Tourism in 1999. The Code, which was signed both by the Ministry of Culture and Tourism<sup>10</sup> and many leading organisations of the sector in Turkey includes a set of standards to which signatory governments, non-governmental organisations, tourism business and tourists must conform.<sup>11</sup>

<sup>9</sup> UNWTO Tourism Highlights, 2018 Edition, <https://www.e-unwto.org/doi/pdf/10.18111/9789284419876>  
<sup>10</sup> Republic of Turkey Ministry of Culture and Tourism, <http://basin.kulturturizm.gov.tr/TR-220273/turizm-icin-kuresel-etikkurallari-ozel-sektor-bildirge-.html>, (Accessed 10.01.2019)

<sup>11</sup> UNWTO, <http://ethics.unwto.org/content/global-code-ethics-tourism>, (Accessed 10.01.2019)

Two standards under the Tourism as a Vehicle for Individual and Collective Fulfilment article of the Code directly concern children's rights:

- "Tourism activities should respect the equality of genders; they should promote human rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, the handicapped, ethnic minorities and indigenous peoples"
- "The exploitation of human beings in any form, particularly sexual, especially when applied to children, conflicts with the fundamental aims of tourism and is the negation of tourism; as such, in accordance with international law, it should be energetically combatted with the cooperation of all the States concerned and penalized through all necessary legal means."

The emphasis on children's rights in tourism in the Global Code of Ethics for Tourism and the increase in family holidays due to rising welfare in Turkey and around the world have led to the emergence of the concept of "Child Friendly Tourism". Child Friendly Tourism aims to make the facilities and means of transportation used by travel and tourism businesses safer, healthier, more hygienic and more fun environments for children. Child Friendly Tourism businesses offer touristic environments where children are free from all forms of violence and can play and learn in safety.

### What Does Child Friendly Tourism Include?

The Child Friendly Tourism approach has three fundamental components:

1. Child friendly safe facilities
2. Child friendly services
3. Child friendly institutional policies

### Child Friendly, Safe Facilities

The security of child guests and of children employed in the sector is of course paramount in the context of Child Friendly Tourism. Worldwide, nearly 1.5 million children are killed in accidents every year and some of these accidents take place during vacations.<sup>12</sup> Therefore, a series of measures need to be taken at accommodation facilities and travel vehicles to ensure children's right to live and survive.

---

<sup>12</sup> Hotels&RestaurantsHi-Tech magazine,'OtellerÇocukDostuOlacak'<http://www.hotelrestaurantmagazine.com/oteller-cocuk-dostu-olacak-2/>, (Accessed 10.01.2019)

Examples of such measures are:

- Airlines providing specially designed oxygen masks, life vests and safety belts for children and infants
- Taking into account child safety when designing hotel facilities and the security standards compliant construction of wet spaces such as water parks, the seaside and other risky areas (lift shafts, staircase wells, hotel room balconies etc.)
- The implementation of necessary changes to existing facilities with the aim of ensuring child safety.



### Good Practice Example

*As a part of the "Child Friendly Hotels Project" run by the Children's Emergency Medicine Association and the Healthcare Tourism Promotion Organisation of Turkey, work has begun at 16 hotels of the Rixos group to identify areas risky to children and to restructure them. In addition, hotel employees have been given training on first aid to children in potential accidents. <sup>(1)</sup>*

<sup>(1)</sup> [http://www.cafesiyaset.com.tr/otellerde-cocuk-guvenligi-artiyor\\_254443.html](http://www.cafesiyaset.com.tr/otellerde-cocuk-guvenligi-artiyor_254443.html)

## Child Friendly Services

Another important factor in Child Friendly Tourism is to offer services that are suitable to the needs of children and contribute to their development, keeping in mind that children are individuals in their own right. Examples of such services are:

- Airlines distributing colouring books and crayons in-flight,
- Serving healthy children's menus which children can be consumed easily at hotel restaurants,
- Keeping accessibility for children in mind in the interior furnishing of hotels (low buttons in lifts, child size toilets and beds, children's swimming pools etc.),
- Special playground and "kids' clubs" at hotels.

## Child Friendly Institutional Policies

Child Friendly Tourism does not consist of physical measures taken at hotels and travel vehicles and special services for children. In order to fully adopt and realise the Child Friendly Tourism approach, businesses should develop institutional policies that aim to effectively protect children's rights. These policies should especially aim at:

- Protecting children's rights in employment in tourism (interns being employed in accordance with the law, no child workers being employed outside of the internship programme),<sup>13</sup>
- Protecting children from violence and sexual exploitation in tourism,
- Informing staff and customers about the protection of children's rights in tourism,
- Raising social and environmental awareness as specifically concerning children.



### Good Practice Example

- o *The Kihri Travel Agency that operates in South Asia clearly states in its company policy that it will not employ children and that it will only offer internship programmes for students.*<sup>(1)</sup>
- o *The Marriott Hotels chain added a separate section on children's rights to the Human Rights and Ethical Principles part to its training programme and made the new section mandatory for all employees.*<sup>(2)</sup>
- o *Chiltern Railways offers safe internet services for children and youth and thus ensures that passengers have a safe journey.*<sup>(3)</sup>
- o *The Hilton Hotels chain adopted the Code of Conduct for the Protection of Children from Sexual Exploitation in Tourism and Travel in 2013 and developed a hotel policy on the issue. Since then, the Global Hilton Chain of Hotels has been continuously training its staff and informing its customers about the protection of children from sexual exploitation.*<sup>(4)</sup>

(1) <https://khiri.com/sustainable-tourism/human-resources-policy/>

(2) <http://www.marriott.com/Multimedia/PDF/Corporate/HumanRightsCommitment.pdf>

(3) <https://www.friendlywifi.com/transport>

(4) <http://thecode.force.com/apex/publicPdf?id=0019000000GxgQIAAZ&year=2015>

Examples of institutional policies for the prevention of child sexual abuse/exploitation are treated of in detail in the last section of this handbook.

13 The Ministry of National Education published a circular on July 14th 2017, on the internship of students in secondary education that contains the Contract for Vocational Education/Internship at Businesses. Vocational education internships at tourism facilities need to abide by the stipulations of this contract. The contract may be accessed at: <http://mtegm.meb.gov.tr/www/isletmelerde-mesleki-egitim-staj-sozlesmesine-iliskin-duyuru/icerik/1781>.





### CHILDREN'S RIGHTS AND CHILD FRIENDLY TOURISM

1. As defined by international law and legislation in Turkey, every human being younger than the age of 18 is a child.
2. "Children's rights" is a universal concept used to refer to all rights which all children in the world enjoy from birth on legal or moral grounds and which include rights to education, healthcare, shelter and protection from physical, psychological and sexual exploitation.
3. According to the United Nations Convention on the Rights of the Child, to which Turkey is party, the right to non-discrimination, the best interests of the child, the right to life, survival and development, and participation and respect for the views of the child are basic principles which guide the implementation of all other rights.
4. Almost every business and employee in the accommodation and travel sectors interacts with children directly or indirectly. In order to serve customers as well as possible and to legally employ interns under the age of 18, tourism and travel businesses should have sufficient information about and capacity for children's rights and should offer their services in a manner that will protect children's rights and not lead to violations.
5. Sustainable tourism is an approach that meets the needs of travellers, the sector and the host country while taking into account the present and future economic, social and ecological impacts of the tourism sector.
6. Child Friendly Tourism, which emerged from the sustainable tourism approach, aims to provide children with touristic environments where they are removed from all forms of violence and can play and learn in safety.
7. The most important criteria for the implementation of Child Friendly Tourism are:
  - Taking measures to ensure the health, hygiene and safety of children at tourism facilities and in travel vehicles,
  - To offer services and activities for the healthy development of children,
  - To protect children's rights in employment in the tourism sector,
  - To protect children from violence and sexual exploitation in tourism,
  - To inform staff and customers about Child Friendly Tourism,
  - To develop child-focused social and environmental sensitivity.

**For more information:** 🔍

UN Convention on the Rights of the Child

[https://www.unicef.org/turkey/crc/\\_cr23c.html](https://www.unicef.org/turkey/crc/_cr23c.html)





---

## II. COMMUNICATION WITH CHILDREN IN TOURISM AND TRAVEL

### Why is Communication with Children Important in the Tourism and Travel Sector?

Families with children form a significant and a gradually rising group within holiday tourism clients. Studies on purchases in the tourism and travel sector show that children significantly influence the purchasing decisions of families directly or indirectly and have become more aware and experienced consumers in keeping with developments in the digital world and ease of access to information. In addition to children participating directly in the choice of holiday destination, findings indicate that the preferences of parents are affected by whether the physical accommodation facilities are child friendly and whether there are spaces and activities specifically for children as well as staff trained in child development. When parents are asked about their expectations from their holidays and the tourism sector, they state viewing holidays as not just a time for recreation, but also as a field of opportunity for their children to have fun and gain new social experiences; attend educational activities and strengthen their social ties.

Other than children who are customers, the major presence of children in the tourism sector is due to students doing internships. As interns are individuals who in the future may work in any branch of the sector, effective communication with them and setting examples may be viewed as an investment in the future of the sector, besides being a behaviour compatible with the principle of respect for children's rights. Given all of the above, strengthening communication with children is one of the factors that will contribute greatly to the sustainability of the sector.

### Why is Communication with Children Important?

For children, communication is a need.

From birth onwards, children begin to communicate with the people around them. An environment of healthy communication helps children feel confident of themselves and of their environment and supports their development.

Children feel the need to communicate with their peers and adults and ask questions to learn, to discover the world and to state their curiosity. The important point is to be able to hear the child's questions and what the child means to express. If the person communicating with a child listened to and heard the child's question,

this shows that he/she has paid attention to, valued and attached importance to the child. However, adults often resort to accusing, ordering, criticising, warning, shaming and judging in their communication with children. These reactions could cause children to feel guilty, to think they are not loved, to respond harshly and to experience issues of self-confidence.

## Means of Communication

While many people think about the spoken word when one mentions communicating, communication is certainly not limited to verbal expressions. People may communicate without speaking. Communication includes many body movements, gestures, pitch of voice, emphasis, etc. none of which are verbal. Verbal communication has the advantage of quickly resolving misunderstandings between people communicating through rapid feedback. On the other hand, messages given using verbal communication should be consistent with means of non-verbal communication. For example, a front desk hotel staff asking a child expressing a demand "How can I help", without looking at the child or lifting his/her gaze off the screen results in an inconsistency between verbal and non-verbal means of communication that is reflected in the message.

One of the most important elements of good communication with children is active listening. In active listening, the adult is not silent or passive. The adult helps the child by bringing about an environment to find a solution. As the adult can check whether the child gets the message, this method is considered the best means of communicating with children. In active listening, the child's words should be repeated and expounded. The adult's verbal message is not actually the adult's own. It reflects and repeats what the child had previously said. This method has the following advantages:

- Prevents children from being disturbed by the negative emotions they may be experiencing.
- Ensures that a warm relationship is established between the adult and the child.
- Makes it easier for problems to be resolved.
- Develops the child's self-confidence.
- Allows for children to accept their own responsibilities and to come up with solutions to their problems on their own.

Active listening requires active feedback.

## Barriers to Good Communication

While adults often think of themselves as active listeners in communicating with children, they often do not refrain from interrupting children from talking by warning, reminding, cutting in to make suggestions, reasoning loudly, judging and not fulfilling a promise. Interruptions of a child trying to convey a problem or a demand, such as by judging the child, could result in the child falling silent, feeling unheard, taking offence and ceasing communication, to keep to him/herself, and to tell what he/she had to tell in a different way. These interventions are called "barriers to communication". The main barriers to communication may be listed as follows:

- 1. Giving Orders/Directions:** Such messages could convey to the child that his/her own emotions are insignificant. The child may feel compelled to do the bidding of the other party.
- 2. Warning, Threatening with Consequences:** Could convey to the child that his/her demands are not respected.
- 3. Preaching Morality:** Could lead to feelings of compulsion or guilt in children. Depending on the age of the child, it could lead to the child defending his/her position more strongly or giving up without questioning.
- 4. Haranguing, Giving Advice or Solution Proposals:** Advice or solution proposals offered at an unsuitable time override the act of active listening and could lead the child to believe that he/she does not have the ability to solve his/her own problems.
- 5. Judging, Criticising, Accusing:** Such assessments could have a negative impact on the self-respect of the child. Negative evaluations of a child could lead to children feeling unvalued and inadequate.
- 6. Unduly Praising, Maintaining the Same Opinion:** Constant and exaggerated positive assessments that are out of keeping with the self-image of the child could lead to the child questioning the sincerity of the person they are communicating with and to feel anger.
- 7. Calling Names, Making Fun:** Could end out the message that the individual characteristics of the child are not respected. Could damage the child's self-confidence and the blocking out of means of communication.

**8. Not Keeping One's Word, Stalling, Being Jocular, Changing the Subject:** Could lead to the child feeling that his/her questions are insignificant, ridiculous and invalid. This perception could lead to the child refraining from being open when he/she faces a problem.

**9. Comparing with Others:** Every child is a whole with his/her own characteristics, strengths and attributes that could be developed further and has the right to be accepted and respected as he/she is. Comparing the child with other people, especially his/her peers could send the message that the child is not accepted as he/she is and that love and respect for him/her come with conditions attached.

Both the accommodation and travel sector employees should adopt the main principles of communicating with children. These principles are as follows:

### ✧ Children's Opinions, Beliefs and Thoughts Should be Respected

Children have the right to disclose their opinions, beliefs and thoughts on decisions being taken for them and things that have happened to them. When necessary, children should be given to understand that they have the right to share or not share their ideas and opinions. For example, if a child invited by an activity leader to participate in an activity refuses, no attempts at persuasion should be made, the child should not be involved in the activity against his/her will and the decision of the child regarding his/her participation should be respected.

### ✧ Care Should be Taken with the Language Used

While communicating with children in providing services, employees should avoid jokes of an inappropriate nature that may embarrass children and should take utmost care that the language used in areas where children might overhear is appropriate for their development. Furthermore, it is important to avoid expressions that may reinforce gender inequality and traditional gender roles. For example, girls should not be called "princess" and a crying boy should not be told "Boys don't cry. You're a big boy."

### ✧ The Right of Children to Privacy Should be Respected

Images of children should not be recorded on mobile phones, cameras, video cameras etc. Furthermore, the hotel photographer should be aware that he/she cannot have children pose to take their photos without permission from their families and that the photos cannot be used in advertising under any circumstances.

## ✧ The Child's Body Belongs to the Child

Strangers getting into unnecessary physical contact with children could lead to the child becoming confused about the boundaries of his/her body and the distinction between good touching and bad touching. No physical contact should be made with children unless the children and their caregivers give permission.

## ✧ Offerings and Gifts

Unless the department where the staff is employed is not in charge of food and drink service to customers, children should not be given gifts or offered food and drink without permission from their caregivers or parents.

## Working with Children's Groups with Differing Characteristics

When assessed by age group, children pass through different stages during their development. On the other hand, children do not constitute a homogenous group. Developmental differences could lead to children having different communication needs. Children with common developmental disorders and those with language and hearing difficulties could differ from their peers in terms of their basic abilities such as communication and learning.

In addition to developmental differences, children with chronic disorders, children who have suffered traumatic experiences, children in phases of loss and mourning could be ambivalent in their communication with adults and their peers and in joining activities. As these children could have a low threshold for physical stimulation and a prominent reflex for alarm at low noises, care should be taken that activities organised for children do not have high levels of stimulants that could lead to discomfort.

Two major barriers to communication that children from different ethnic backgrounds, who do not speak Turkish and refugee children may experience; are difficulty at using verbal channels of communication and lack of respect for their cultural values. In order to remove lingual barriers to communication, written instructions, as well as more universal pictorial instructions should be placed in children's areas.

Children with disabilities may wish to use facilities. In communicating with children with disabilities, it should not be forgotten that the focus needs to be on the strengths of children, expressions that could lead the child to feel he/she is being pitied should be avoided and aid should not be offered persistently on the assumption that the child is incapable of doing something him/herself.

---

In addition to children being served as customers, it should not be overlooked that child interns and employees have the same basic needs as other children. When working together with children, an ordering, demeaning and degrading attitude should be avoided. Working hours and conditions for children that are in keeping with their physical and social development should be established. It should be remembered that children cannot be made to work for longer hours and in heavier work than those set by the Law on Work.



### III. LEGISLATION ON VIOLENCE AGAINST CHILDREN IN TOURISM AND TRAVEL

#### General Definitions and Terms

One of the greatest risks to Child Friendly Tourism is the possibility of children being subjected to violence in tourism facilities and during travel. Violence against children is one of the gravest violations of the rights of children and is defined as including all forms of exploitation consisting of all forms of bodily or mental assault, injury and exploitation, negligence and negligent behaviour, maltreatment and sexual exploitation.<sup>14</sup>

Violence against children manifests in various environments in various ways and may affect children from all segments of society. While the term “violence” is often used to mean the use of disproportionate physical force, the definition of violence against children includes all forms of exploitation and negligence. Violence against children may be taken up in four different categories, namely physical exploitation, sexual exploitation, emotional exploitation and negligence.<sup>15</sup>

<i>Types of Violence</i>	<i>Manifestation of Violence</i>	
<i>Physical, Sexual and Emotional Violence (Exploitation)</i>	<i>Kidnapping and retention against will Bullying (including in virtual or internet environments) The death penalty Interfamilial violence Summary execution Honour killings</i>	<i>Killing Torture and cruel, inhumane and degrading treatment Corporal punishment Denigrating treatment Child, early and forced marriages</i>
<i>Negligence</i>	<i>Neglect of health and care Abandonment, deprivation</i>	<i>Employment in dangerous, harmful or risky work, ignoring or overlooking such employment</i>
<i>Exploitation</i>	<i>Pushing children into prostitution Use of children in pornography Trafficking in and sale of children</i>	<i>Slavery Violence in the workplace Child labour<sup>16</sup></i>

14 UNCRC, article 19

15 Ulukol B., Kahilogullari A., Sethi D., Adverse childhood experiences survey among university students in Turkey, 2014

16 Child labour is defined as the employment of children in jobs that may harm their physical, mental, social and educational development and is forbidden by international treaties. However, child labour should not be confused with the participation of children in working life. The employment of children in jobs that are suitable for their age and abilities, that are limited to a few hours, that do not obstruct their education and free time and through which children may gain important skills, techniques and social values does not constitute child labour. For more information see: Terre des Hommes International Federation, <http://www.terredeshommes.org/causes/child-exploitation/> (Accessed 10. 01. 2019)

Although exploitation is not a separate category of violence, it underlies many forms of violence and means the use of children for gain. The sexual abuse and exploitation of children is one of the gravest forms of violence against children and may occur in any sector, including tourism. Beyond the presence of sexual exploitation of children in the tourism sector, this sector may be used as a means by those carrying out exploitation. So much so that in recent years "the sexual exploitation of children in tourism and travel" has come to be defined as a separate kind of sexual exploitation. Therefore, a more detailed definition of terms relevant to sexual abuse and exploitation is in order for increasing the awareness of workers in the sector.<sup>17</sup>

### **Sexual exploitation:**

Any kind of sexual activity between a child and an adult or between two children who are in a disproportionate responsibility, trust or power relationship due to differences in age or development level constitutes sexual exploitation.

A child can be sexually exploited without any physical contact. For example; an exploiter exposing their genital area to the child, showing pictures of naked men/women, forcing the child to watch or witness sexual acts or taking sexual pictures of the child are cases of sexual exploitation.

### **Sexual exploitation of children<sup>18</sup>:**

Using the child for sexual purposes in exchange for material benefits such as cash or property or any other kind of personal benefit is sexual exploitation. Sexual exploitation of children manifests itself in three basic forms:

**1) Pushing children into prostitution:** The act of using a child for sexual activities, in exchange for money or any kind of wage or cost paid or promised, regardless of whether this payment, promise or cost is given to the child or a third party.

**Note:** In this regard, "pushing" should not be taken to mean force and threats alone. Taking controlling over the child through deception by taking

---

<sup>17</sup> Definitions and terms given in this section were taken from ICC, *Information Note on Sexual Exploitation and Sexual Abuse of Children in Turkey*, p. 12

<sup>18</sup> The term recommended by the Terminology Guidelines for the Protection of Children from Sexual Exploitation and Abuse (Luxembourg Guidelines) is the "sexual exploitation of children". Both on international and national platforms, the term "commercial sexual exploitation of children" is also used to mean the same. However, since the word exploitation implies commercial gain, in recent years the expression "commercial" has been removed from international documents. The "commercial" sexual exploitation of children is now more likely to be used to mean the sexual exploitation of children when organised crime syndicates or their monetary gain is in focus. See: ILO (2016), *Terminology Guidelines for the Protection of Children from Sexual Exploitation and Abuse* p.26.

advantage of their defencelessness, such as by providing the child with food, shelter, security, promising higher school grades, buying them consumer products or giving them pocket money also falls under this scope. In order not to normalise and legitimise the involvement of children in prostitution, it is recommended to avoid using the term "child prostitution".<sup>19</sup>

**2) Use of children in pornography:** Use of any material which visually and openly depicts a child in actual or represented act of sexual intercourse or contains any kind of display of children's genitalia with a primarily sexual purpose constitutes the use of children in child pornography.

Children may be pushed into acts intended for pornography through deception, the use of force or their images may be recorded without their knowledge. In order not to normalise and legitimise the exploitation of children pornographically, it is recommended to avoid using the term "child pornography" to the extent possible.<sup>20</sup>

**3) Trafficking in children for sexual purposes:** Consists of the employment, transportation or sale of children with the purpose of sexual exploitation, including deception, coercion, debt bondage or fraud.

Trafficking in children for sexual purposes may take place between countries, or in a rural-to-urban direction within the same country.

-----

*The difference between the sexual abuse and the sexual exploitation of children is that in the former children are used for the purpose of sexual satisfaction or inflicting violence while in the latter they are used sexually for monetary gain or personal benefit.*

-----

## Why the Tourism Sector?

A number of factors play a role in the sexual abuse and exploitation of children manifesting in the tourism sector.

**Perception of Impunity:** Individuals travelling from one country to another may think that they will not face repercussions, even if they perform sexual acts with children because they are foreign tourists. They may even have the perception that these

.....

<sup>19</sup> Interagency Working Group on Sexual Exploitation of Children, *Terminology Guidelines for the Protection of Children from Sexual Exploitation and Abuse*, p.29-34, (2016).

<sup>20</sup> Interagency Working Group on Sexual Exploitation of Children, *Terminology Guidelines for the Protection of Children from Sexual Exploitation and Abuse*, p.35-45, (2016).

activities are accepted in the local community or that the community turns a blind eye to these activities for monetary gain. In addition, the unquestioned adherence to the "customer is always right" policy in the tourism sector also contributes to the perception of impunity.<sup>21</sup>

- **Lack of Capacity and Knowledge in the Travel Sector:** The travel sector, particularly small and medium scale enterprises operating land and sea routes may be preferred by organizations engaged in human trafficking. For example; while it is mandatory for intercity bus companies to ask for IDs when selling tickets, neglecting to check for identification of children due to a lack of knowledge and awareness about the sexual exploitation of children may cause these enterprises to be easily used by organisations engaged in trafficking in children.

- **Lack of Capacity and Knowledge in the Accommodation Sector:** Factors such as hotels not having efficient policies against the sexual abuse and exploitation of children, their employees not knowing what to do in suspicious circumstances and even if they do, not taking action to avoid the hotel's name being getting bad press and harm customer potential create big risks in the accommodation sector.

- **Apathy of Third Parties:** Tourists who are on a short-stay vacation and staying at the hotel may not or may not be able to take action against suspicious activity unless they directly witness a case of child abuse or exploitation. Not having enough information about child abuse and exploitation, not wanting to deal with what may follow, such as having to give testimony to legal authorities during vacation or not feeling responsible for children in a foreign country/area may be considered as the reasons.

All of the above are factors lead to the sexual abuse and exploitation of children in the tourism sector and remaining unreported.

### **In what ways does the sexual abuse and exploitation of children manifest in the tourism sector?**

- A tourist who has arrived with the purpose of having a sexual encounter with children may abuse the child in a place used for this purpose or in a hotel room. In other cases, the exploiter may bring any child who was not pushed into prostitution from the country or city they are visiting, to their hotel by deceiving the child and sexually abuse the child afterwards.

---

<sup>21</sup> ECPAT International, *Combating Tourism With The Sexual Purpose Against Children: Questions And Answers* p.11 (2008)

**Note:** The term “tourist”, as used in this chapter, along with its original meaning of an individual who has come from elsewhere in the same country or from another country for vacation, also includes individuals on business trips and people who have come to work in short term/temporary jobs and stay in hotels/hostels/guest houses.

- Tourist areas and particularly hotel rooms are places where the sexual exploitation of children can be recorded and used for producing pornographic material. Individuals who produce these materials can share these images with others in exchange for money or other forms of personal benefit or upload these materials online. The use of children in pornography may be used as a tool to attract more exploiters to the tourist area.<sup>22</sup>
- Interns (students at Vocational Tourism Schools on a study placement) under the age of 18 may be sexually exploited by other employees or tourists.
- Tourist children staying at the hotel may be sexually exploited by hotel employees.
- In order to be introduced to tourists who came with the purpose of having sexual intercourse with children, both from within the country and other countries, children may be abducted or deceived with various promises and coerced into prostitution in areas with high concentrations of tourist areas.<sup>23</sup> Refugee children in particular have a higher risk of being victimised in this way than other children.

## Who are the people engaged in sexual abuse and exploitation?

According to various studies carried out around the world, there are no clear-cut profiles or easily identified shared traits of people who are engaged in the sexual abuse and exploitation of children.<sup>24</sup>

-----

✓ *Exploiters are not only men but may also be women.*

✓ *The marital status, age and sex of individuals is irrelevant. Exploiters may come from any social, economic and cultural segment of society.*

✓ *Sexual abuse/exploitation may be performed by both foreign and domestic tourists.*

-----

.....

<sup>22</sup> ECPAT, ECPAT International, *Combating Tourism With The Sexual Purpose Against Children: Questions And Answers* p.19 (2008)

<sup>23</sup> A. Hawke, A. Raphael, *Global Study on Sexual Exploitation of Children in Travel and Tourism*, p.49, ECPAT (2016)

<sup>24</sup> UÇM, *Sexual Abuse and Sexual Exploitation Against Children in Turkey*, p.3 (2014)

Even though they have no clear-cut profile, those engaged in sexual abuse and exploitation of children in the tourism sector can be placed in two main categories:

**1) Opportunist/Situational Exploiters:** Although these people are not initially sexually orientated towards children, they do not refuse this kind of offer in the places they visit as a tourist, or are people who wish to experience things they would not be able to attempt in their place of residence; acting with a perception of "impunity" they feel as tourists.

In the tourism sector, most cases of sexual abuse and exploitation of children are performed by opportunist/situational exploiters. However, since these people are not usually in active communication with paedophile networks and do not possess pornographic materials in which children are exploited, they are not easy to catch.<sup>25</sup>

**2) Preferential Exploiters:** These individuals either travel specifically with the purpose of sexual encounters with children or they actively seek sexual contact with children during travel for other purposes.

## Who are the Children at Risk?

Various factors may put some children to higher risk. Amongst the groups under higher risk, there are;

- Children living in poverty in areas where tourist areas are concentrated,
- Children living in the streets,
- Lost children,
- Children who were discriminated against or cast out due to their race, ethnic identity, sexual preference, physical or mental handicaps,
- Refugee children, particularly those who had to find asylum without their parents,
- Children who do not have access to education.<sup>26</sup>

---

<sup>25</sup> ECPAT, *ECPAT International, Combating Tourism With The Sexual Purpose Against Children: Questions And Answers* p.11 (2008)

<sup>26</sup> A. Hawke, A. Raphael, *Global Study on Sexual Exploitation of Children in Travel and Tourism*, pp.50-53, ECPAT (2016)



### Important Information

- ✓ *Both girls and boys may be victims. However, girls are three times more likely to be exploited than boys.*
- ✓ *Child victims may be of any age.*
- ✓ *For girls, the risk of exploitation increases with age.<sup>(1)</sup>*

1) ICC, *Sexual Abuse and Sexual Exploitation Against Children in Turkey*, p.3 (2014)

## Sexual Abuse and Exploitation of Children in the World and Turkey in Numbers

**223**  
million

The number of children who were forced to sexual intercourse or subjected to a form of sexual violence and exploitation according to research of the World Health Organisation carried out worldwide.<sup>27</sup>

**1**  
million

The estimated number of children who are pushed into prostitution annually according to UNICEF.<sup>28</sup>

**% 34**

The increase in the number of criminal cases filed with charges of sexual exploitation of children in Turkey between the years 2009 – 2015.<sup>29</sup>

**% 48.9**

The proportion of crimes committed against children amongst sex crimes in 2017.<sup>30</sup>

27 UN World Health Organization, [http://www.who.int/violence\\_injury\\_prevention/violence/activities/followup\\_activities/en/](http://www.who.int/violence_injury_prevention/violence/activities/followup_activities/en/), (Accessed, 10.01.2019).

28 UNICEF for Every Child, [https://www.unicef.org/media/media\\_45451.html](https://www.unicef.org/media/media_45451.html), (Accessed, 10.01.2019).

29 T.R. Ministry of Justice General Directorate of Criminal Records and Statistics, *Criminal Statistics 2016*, p. 57

30 T.R. Ministry of Justice General Directorate of Criminal Records and Statistics, *Criminal 2017* p. 51 / table 2

**%11.2**

The proportion of children who were subjected to sexual exploitation before the age of 15, according to a study carried out in Turkey amongst girls and young women aged 15-24.<sup>31</sup>

**650**

The monthly number of children who are sent for examination at the Institution of Forensic Medicine in Turkey according to 2014 data.<sup>32</sup>

**%12**

The proportion of 9-to-16 years old children who receive sexually explicit messages by phone or internet.<sup>33</sup>

**%20**

The proportion of children in Europe (including Turkey) who are victims of any form of sexual violence.<sup>34</sup>

## National Legislation on Sexual Abuse and Exploitation of Children

Some of the activities which fall into the scope of sexual abuse and exploitation in the Turkish Legislation were defined as crimes according to various articles of the Turkish Penal Code (TPC) article 5237. According to the TPC's article 103, sexual exploitation of children is defined as:

- a) Any kind of sexual behaviour towards children who have not completed the age of 15 or children who are over the age of 15 but have not developed the cognitive abilities to perceive the intendment of law and legal consequences of the deed,
- b) Sexual behaviour towards other children (aged 15-17) which are performed based on coercion, threat, deceit or any other reason affecting free will. Punishment by imprisonment may be as long as 27 years based on the way crime was committed.

31 T.R. Prime Ministry Directorate General on the Status of Women, *Violence Against Women in Turkey*, (2009), <http://www.hips.hacettepe.edu.tr/TKAA2008-AnaRapor.pdf> p.67

32 CTCS Combatting Network, *policy note*, p.1 2014

33 Z. Mutlu, *Basic Training Material for People Working in the Field of Preventing Commercial Sexual Exploitation of Children and Protecting Child Victims*, 2016, p. 9

34 Council of Europe One in Five Campaign in order to stop Sexual Violence Against Children, *International Child*, <http://5te1.cocukhaklarizleme.org>, (Accessed 10.01.2019).



-----

*There is no need for the child victim to launch an official complaint in order to investigate the sexual exploitation of children. Those who witnessed the crime or the suspicious of this crime are legally obligated to inform the competent authorities and an official investigation is launched after such notification.*

-----

Even though the TPC does not define the sexual exploitation of children as a crime separate from sexual exploitation in general, the most obvious forms of sexual exploitation of children are treated by various articles of the TPC. These include:

- **Under the crime of “Obscenity”, TPC article 226:**

- Giving a child products which contain obscene images, writings or sayings, making them read it or listen to it,<sup>35</sup>
- Using children, representative images of children or people who look like children in the fabrication of products which contain obscene images, writings or sayings is a crime which may lead to a prison sentence of up to ten years.

- **Under the crime of “Prostitution”, TPC article 227:** encouraging children to prostitution, facilitating it, supplying or sheltering for this purpose or mediating child prostitution is a crime which may lead to a prison sentence of up to ten years. In addition, any preliminary activities for this crime are punishable as though the crime had already been committed.

- **Under the crime of “Trafficking in human beings”, TPC article 80:** trafficking in children with the purpose of sex is a crime which may lead to a prison sentence of up to 12 years.

As can be seen above, activities affiliated with the sexual abuse and exploitation of children are defined as crimes according to the Turkish Penal Code. Beyond these, there are two more important points of legislation which concerns the tourism sector:

**1) Involvement in the Act:** According to the Penal Procedure Law (PPL) article 90, in case an individual is witnessed in committing a crime and there is the possibility that the individual caught in the act may try to run away or is

.....

*35 When this paragraph of the article is considered alone, it may qualify as sexual abuse instead of sexual exploitation. However, since the remaining articles under the article of obscenity concern the use of children in pornography, the article on obscenity is treated under the title of sexual exploitation.*



## Important Information

*In this case, for example; a hotel employee witnesses a case of sexual exploitation in the hotel while the crime is being committed, may temporarily apprehend the exploiter until law enforcement arrives.*

impossible to identify in witnessing the crime, every individual has the authority of "temporary apprehension".

**2) Failing to Report the Crime:** According to the TPC (TPC Article 278 – 279), failing to report a crime being committed to the competent authorities is a crime which may lead to imprisonment. The victim being a child is an aggravating factor for the crime.

## Duties of Legal Institutions

**Police:** The Police serve as a part of the investigation phase, in accordance with the basic principles included in the Legislation of the Law Enforcement, in the direction of instructions by the judicial authorities. When a crime disrupting the public order is committed, the police are obligated to gather evidence, apprehend the perpetrators, carry out the investigation in the name of the prosecutor and bring the criminals to the justice. Activities such as criminal complaint, grievance and reporting which start the criminal investigation can be made to prosecution offices or to law enforcements by calling 155. Particularly when a crime is caught on the act or identified right after it was committed, examinations made by the police after they arrive on the scene and the minutes taken by them are crucial for the prosecution process. If the tourism or travel agency is in the gendarmerie administrative zone, individuals can reach the gendarmerie for same actions by calling 156.

In addition, for criminal complaints regarding prevention or investigation of sexual abuse or exploitation of children and protecting the best interests of the children, social services advisory hotline can be called free of charge by calling 183.

**Prosecution Office:** The public prosecutor is a government official who, as soon as being notified about a crime through complaints or any other form, starts investigating the truth about the case, is able to conduct all manner of investigation directly or through judicial law enforcement agents under his/her command, obligated to gather and protect evidence on behalf and to the detriment of the suspect in order to investigate the factual truth and for a fair trial, responsible for

protecting the rights of the suspect and if the gathered evidence constitutes enough suspicion about the crime being committed, obligated to prepare an indictment and file a criminal case against the suspect. Instead of going to a police station, criminal complaints and grievances can be made directly to prosecution offices.

-----

*According to the Juvenile Protection Law which took effect in 2005, the Chief Public Prosecutor's Office and the Children's Bureaus of Law Enforcement Agencies are responsible for cases regarding children. Children's Bureaus are obligated to work cooperatively with state institutions/organizations and non-profit organisations in order to provide support services for children who need assistance, education, work and shelter or have difficulty fitting in society, amongst those who need protection, victims of crimes or pushed into crime and report situations like these to the institutions and organisations responsible for protecting the children.*

-----



## SECTION SUMMARY

### LEGISLATION ON VIOLENCE AGAINST CHILDREN IN TOURISM AND TRAVEL

1) Violence against children is one of the gravest violations of the rights of children and is defined as including all forms of exploitation consisting of all forms of bodily or mental assault, injury and exploitation, negligence and negligent behaviour, maltreatment and sexual exploitation.

2) Any kind of sexual activity between a child and an adult or between two children who are in a disproportionate responsibility, trust or power relationship due to differences in age or development level constitutes sexual exploitation.

3) Sexual exploitation against children is defined as using the child for sexual purposes in exchange for material benefits such as cash or property or any other kind of personal benefit. Sexual exploitation of children manifests itself in three basic forms: pushing children into prostitution, use of children in pornography, trafficking in children for sexual purposes.

4) Factors such as perception of impunity and lack of capacity and awareness in the travel and accommodation sector play a role in the sexual abuse and exploitation of children manifesting in the tourism sector.

5) The sexual abuse and exploitation of children in the tourism sector may manifest in various ways. For example: tourists who engage in prostitution with children, recording of images of naked children in tourist areas and being used in the production of pornographic material, sexual exploitation of children staying in the hotel or interns under the age of 18 working in the hotel.

6) Those who sexually exploit children can be married or single, rich or poor. There is no typical age range. Even though most exploiters are male, women can also be exploiters.

7) It can be said that there are two types of exploiters: Preferential Exploiters (Those who travel specifically with the purpose of sexual encounters with children) and Opportunist/Situational Exploiters (Those who commit this crime although not initially having the aim of sexual exploitation or abuse towards children).

8) Although it cannot be said children who are victims of sexual abuse and exploitation have a clear-cut profile, some factors such as poverty, discrimination, being a refugee, interfamilial violence and not having access to education increase the risk of being subjected to abuse and exploitation.

9) According to the Turkish Penal Code, sexual abuse of the children is defined as a crime separate from sexual exploitation in general and may lead to prison sentence of up to 27 years.

10) There is no need for the child victim to launch an official complaint in order to investigate the sexual exploitation of children. Official investigation is launched after the notification by those who witnessed or suspicious of the crime.

11) Even though the Turkish Penal Code does not define the sexual exploitation of children as a crime separate from sexual exploitation in general, the most obvious forms of sexual exploitation of children such as "Obscenity", "Prostitution" and "Trafficking in Human Beings" are defined as crimes through special provisions.

12) The Penal Procedure Law (PPL) gives the authority of "temporary apprehension" to anyone in case an individual is witnessed in committing a crime until law enforcement arrives at the scene.

13) According to the TPC, failing to report a crime being committed to the competent authorities is a crime which may lead to imprisonment. The victim being a child is an aggravating factor for the crime.





## IV. THE ROLE OF THE TOURISM SECTOR IN COMBATING SEXUAL ABUSE AND EXPLOITATION OF CHILDREN

As stated in the previous sections of this handbook, in response to the rapid growth of the tourism sector, the concept of sustainable tourism has been gaining increased acceptance. Child Friendly Tourism, which is an important component of the sustainable tourism, aims to create an environment for children where they are free from all forms of violence, stay healthy and play and learn in safety.

Unfortunately, violence against children, particularly the sexual abuse and exploitation of children can be encountered in the tourism sector. Various factors such as tourists' perception of impunity and lack of capacity and awareness in the sector make it easier for cases of sexual abuse and exploitation of children to manifest in the tourism sector. So much so that the sexual exploitation of children in the tourism sector has become common throughout the world and it is now treated as a separate form of sexual exploitation. In accordance with both international and Turkish legislation, sexual abuse and exploitation of children are crimes and employees of the tourism sector have a vital role in combating and preventing these crimes. There are various reasons for this:

- Most cases of sexual abuse and exploitation of children in the tourism do not happen openly in public areas. However, people working in the accommodation sector (compared to other sectors of the service industry) communicate more with hotel guests as part of their job and have access to a wide array of information ranging from the guests' rooms to their passport details. While hotel employees go about their routine tasks, they may encounter various indicators of sexual abuse/exploitation which cannot be noticed by others. Similarly, taxi drivers, whether they want it or not, closely witness their customers' manner and behaviour, even their conversations. For these reasons employees working in the tourism sector being aware of indicators of sexual abuse and exploitation and being able to take action is of great importance in revealing these crimes.
- Sexual violence and exploitation are crimes which even adult victims find hard to report. Most child victims of such crimes cannot explain the abuse and exploitation clearly, and are unable to inform others or report these crimes to authorities. There are many reasons for this:<sup>36</sup>

---

<sup>36</sup> Z. Mutlu, *Basic Training Material for People Working in the Field of Preventing Commercial Sexual Exploitation of Children and Protecting Child Victims*, p 13, (2016)

- **Not being able to comprehend abuse/exploitation:** Small children may not know what sexual abuse or exploitation is and they may think what happening is a game or a normal situation.
- **Deception:** Children are more susceptible to being deceived and psychologically manipulated compared to adults. An exploiter may deceive the child with gifts, promises or bribes to continue with the exploitation.
- **Fear:** The exploiter may threaten the child so that the child will be scared of the consequences of informing others. Even without a direct threat, the child may not inform anyone of the exploitation due to fear of their family learning the situation and being ashamed, being separated from their family, the possibility of other people not believing their account or even fear of being accused themselves.
- **Self-Blame:** The child may think that the abuse/exploitation is his/her own fault or blame him/herself and think that he/she deserves the exploitation for various reasons such as not being able to prevent it or not asking for help earlier.

While these reason factors may affect any child, children with mental or physical disabilities and particularly migrant/refugee children who are not able to speak the language of the country they are in, have additional difficulties when reporting a crime since they cannot express themselves easily.



### Important Information

*In suspicious circumstances, instead of waiting for children to report a crime, it is important to take action as soon as possible. Reporting the crime and ensuring children's right to protection is a legal obligation.*

For these reasons, this section will take up the indicators of sexual abuse and exploitation and give practical information about what to do in suspicious circumstances or when witnessing a crime. The accommodation and travel sectors are treated separately.

## Communication with Children in Cases of Sexual Abuse/Exploitation

- In cases involving children being subjected to violence or those that may require an emergency intervention, the staff member communicating with the child should introduce himself/herself and explain how they may help the child to instil trust. Meanwhile, any other staff who are informed about the situation should not come in contact with the child out of curiosity or for any other reason (even if they mean well).



- Children who have been subjected to sexual exploitation (forced into prostitution, sold for sexual purposes) may not be comfortable around security forces. Nevertheless, promises that are impossible to keep (such as "Don't worry, your family will not know" or "I will not call the police/tell them what happened") should not be made.
- Given the trauma the child has been through, he/she should not be made to recount the incident. The testimony of the child will be received by the authorities.
- During the entire process, clear language that is appropriate to the age of the child and that he/she will understand should be used.
- Attitudes that do not take what children is saying seriously or are judgemental, accusatory or angry should be avoided no matter what.
- Children should not be treated differently due to their differences in terms of their age, sex, language, religion, ethnic origin, sexual orientation and disability.

### **Situations That May Arise when Communicating with Children who are Victims of Exploitation**

When communicating with a child who was subjected to exploitation or any other form of violence, it is possible to encounter many emotional and behavioural responses. These responses can be observed by the person trying to obtain information from the child and he/she should take precautions for the benefit of the child. Being knowledgeable about these responses, knowing that they are natural responses which are often observed after traumatic experiences enables us to avoid a false interpretation of the information given by the child as inconsistent as well as to gain insight into emotions we may feel during the process of communication and obtaining information.

### **Possible Responses of the Child During and After Cases of Violence**

- Because it is not easy to explain a traumatic experience, the event which is seen by the child as "the worst" may be recounted last.
- Information given may be denied right after.
- The child may be pushed into silence by threats and prompts, or what you will think about him/her.
- The child may not trust others about protecting his/her privacy.
- In some cases, the child may feel excessive trust and commitment to the person communicating with him/her. In such cases it should be kept in mind that making the child promises that cannot be fulfilled will cause greater disappointment for the child in future.
- Smaller children especially can have an observable tendency for submission or fear. They may feel ashamed or responsible for what they have experienced.

- Children may become introverted and refuse to communicate.
- Children may behave in a way that will hurt themselves or others around them.

### What Should Be Our Reactions to the Possible Responses of Children?

- We should not assume that the child is giving inconsistent information. They may be in mental confusion due to the shock they experienced.
- We should not assume they are lying.
- We should not assume they are exaggerating.
- We should not forget they have strengths.
- We should keep in mind that responses may differ from child to child and from situation to situation.
- We should avoid any interaction which may worsen the traumatic situation.
- We should not ask too many questions.

**"Knowing that the responses of the child are natural responses which can be experienced as a result of a traumatic experience may help you become stronger at handling emotions such as anger and despair that you may experience while communicating with the child."**

### Who are Children's Representatives in Tourism and Travel?

Some organisations in tourism and travel sector work with children's representatives at their own facilities. Children's representatives are employees who oversee the physical conditions of areas intended for children regarding their suitability for child development, coordinate the arrangement and implementation of activities for children and review and report the child friendly qualifications of the organisation. Children's representatives are usually trained in child development. The basic characteristics and responsibilities of children's representatives are as follows:

- Conveying national and international regulations and legislations to the staff,
- Designing and inspecting "Kids' Club" activities,
- Selecting staff and evaluating applicants' qualifications for communication with children and knowledge about children's rights,
- Training employees on communication with children
- Intervention in child emergencies
- Holding interviews with children and their parents to evaluate the child friendly qualifications of the facility, expectations and areas in need of improvement.

## THE ACCOMMODATION SECTOR

### Indicators of Sexual Abuse/Exploitation and Suspicious Circumstances

Indicators of sexual abuse and exploitation of children may manifest during various stages of accommodation service provision. The suspicious cases mentioned alone sometimes do not mean anything, but should be assessed together with other factors that may be suspected, if the situation or the person attracts the attention of the staff in charge.

#### 1- Indicators during the Booking Stage<sup>37</sup>

While behaviour during the booking stage may not be indicators by themselves, they may raise reasonable suspicions when evaluated with other signs that may be seen in later stages (arrival at the hotel, accommodation etc.) The table below contains suspicious behaviours and what the concerned staff must do in order to protect the children.

<i>Suspicious Circumstance</i>	<i>What should be done by Receptionist/ Sales Officers</i>
<i>Avoiding Providing Information Preferential Exploiters, particularly those who travel with the purpose of having sexual encounters with children try to avoid giving their own credentials during the reservation stage. Also they try to avoid giving definite information about how many people they will arrive with. For example, they might call the hotel and say that they want to reserve a room but are busy at the moment and they will provide necessary credentials when they reach the hotel. Or they might want to make a reservation under somebody else's name.</i>	<ul style="list-style-type: none"> <li>• They are informed that in order to go through with the booking of the room it is necessary to collect information about how many people will be staying there and their names.</li> <li>• In case they insist on avoiding giving information, they are politely reminded that information on all guests, including, children is necessary at arrival at the hotel.</li> </ul>
<i>Avoiding Paying with Credit Card Since payments made with credit cards are easy to track and identify by law enforcement, abusers/exploiters usually prefer paying in cash.</i>	<ul style="list-style-type: none"> <li>• They are reminded that, due to standard hotel procedures, credit card information is necessary in order to confirm the booking, even if no withdrawals will be made.</li> <li>• If they insist, they are told that payment can be made cash during check-in.</li> </ul>

<sup>37</sup> Oxford Brookes University, University of West London, Lapland University of Applied Science, Ratiu Foundation for Democracy, *Trafficking in Human Beings in the Hotel Industry, Reference Guide for Hotel Staff*, pp. 29-35 (2016)

<i>Suspicious Circumstance</i>	<i>What should be done by Receptionist/ Sales Officers</i>
<p><b><i>Demanding an Isolated Room</i></b>  <i>During the booking stage, an abuser/ exploiter will demand a room that is removed from foot-traffic, with other tourists passing by. While demanding this, they may use phrases such as "I want a quiet room, I do not want noise" etc.</i></p>	<ul style="list-style-type: none"> <li>• <i>The customer is told their room preference is noted.</i></li> </ul> <p><i>If they are other indicators or any signs arise after their arrival the situation is noted, front desk staff are notified that if they encounter any other suspicious behaviour, the customer should not be given an isolated room.</i></p>

## 2- Indicators during Arrival at the Hotel/Check-In Stage<sup>38</sup>

The moment an exploiter checks-in at the hotel, especially if they have a child with them, constitutes one of the time-windows in which strongest indicators of abuse or exploitation can be observed. Some of these indicators are stated in the table below.

<i>Suspicious Circumstance</i>	<i>What Should be Done</i>
<p><b><i>An adult checking into the hotel with a child whom they claim to be a relative, without providing an ID for the child</i></b></p> <p><i>An adult checking into the hotel with a child who does not look like their own child or a relative is a suspicious circumstance for abuse or exploitation. Entry to the hotel late at night or at a quiet time, the adult rushing the check-in process, the child being dressed up or wearing make-up that makes his/her age appear older strengthen suspicions as to abuse or exploitation.</i></p>	<ul style="list-style-type: none"> <li>• <i>The child's ID is asked for check-in, politely but firmly.</i></li> <li>• <i>It is stated that by law (Law 1174 on the Provision of IDs) everyone, including children need to provide an ID.</i></li> <li>• <i>Whether the child has ID or not, if it is obvious that the child is younger than 18 or this is highly possible and if the hair, clothing and make-up of the child indicate that he/she has been forced into prostitution, action should be taken immediately.</i> <ul style="list-style-type: none"> <li>○ <i>The adult's ID is taken</i></li> <li>○ <i>On the pretext of a temporary disruption to the check-in system, the receptionist goes to the back office and alerts the manager.</i></li> <li>○ <i>The manager alerts the authorities.<sup>39</sup></i></li> <li>○ <i>The adult and the child are not admitted to a room but are kept occupied at the lobby and are offered refreshments.</i></li> </ul> </li> </ul>

38 Oxford Brookes University, University of West London, Lapland University of Applied Science, Ratiu Foundation for Democracy, *Trafficking in Human Beings in the Hotel Industry, Reference Guide for Hotel Staff*, pp. 29-35 (2016)

39 For information about what should be done after reporting to competent authorities, see "What should be done in case of witnessing a crime or emergency situations" that is also included in this section.

40 ACCOR, Risk Management Department, *Suspected Case of Tourism Guidelines*, pp.1-2

<i>Suspicious Circumstance</i>	<i>What Should be Done</i>
<p><i>Avoiding providing ID/providing false ID</i></p> <ul style="list-style-type: none"> <li>○ The adult avoiding providing his/her own ID or providing his/her own ID but not that of the child constitutes a seriously suspicious circumstance. The adult may claim that the child is a relative such as a niece/nephew, that they do not have the child's ID or have misplaced it and that he/she will send it to reception after looking for it in the room</li> <li>○ The child's ID not appearing to be valid/original is grounds for strong suspicion</li> </ul>	<p><i>Avoiding providing ID/providing false ID</i></p> <ul style="list-style-type: none"> <li>• It is clearly stated that if an ID for the child is not provided, check-in cannot go through due to hotel procedures and legal obligations. If the customer demands to have a reservation made for another hotel upon hearing this, this demand is politely refused.</li> <li>• If the child's ID is provided but there are suspicions, the ID is examined carefully and if doubts persist, the situation is noted for alerting the manager. It should not be forgotten that the Temporary Protection ID issued for refugee children may be especially open to forgery.</li> </ul> <p>These IDs can be checked through the web address:  <a href="http://www.goc.gov.tr/gecicikoruma/Pages/YabanciKimlikSorgulama.aspx">http://www.goc.gov.tr/gecicikoruma/Pages/YabanciKimlikSorgulama.aspx</a></p> <ul style="list-style-type: none"> <li>• For foreign children (other than migrants) a passport must be asked for and no other form of identification should be accepted. The child not being in possession of their own passport could indicate a victim of human trafficking</li> </ul>
<p><i>The condition and behaviour of the child</i></p> <p>A child coming into the hotel with an adult who does not appear to be related acts timidly/is scared, avoids eye contact with hotel staff and third parties, avoids talking, stays behind or at a distance while the check-in is carried out are behaviours that should be given attention.</p> <p>Children forced into prostitution could sometimes approach hotel staff flirtatiously under such circumstances. It should not be forgotten that this does not legitimise the use of the child in prostitution, that it does not indicate consent of the child and that the child is a victim nonetheless.</p>	<ul style="list-style-type: none"> <li>• If the child is afraid/anxious/timid, in order to better observe his/her behaviour, the check-in procedure is slowed down as much as possible, refreshments are offered and the child is politely asked whether he/she is feeling well and which grade he/she attends (to learn about his/her age). The child is told that he/she can phone reception anytime if he/she needs anything.<sup>41</sup></li> <li>• Whatever their preference, the adult and the child are given one of the most easily observed rooms.</li> </ul>

41 ECPAT, Prevention of the sexual exploitation of children in travel and tourism, TOT for the focal points of Accor Watch Programme (pptx)

Şüpheli Davranış	Rezervasyon / Satış Görevlilerinin Yapması Gerekenler
<p>Adult without luggage or who resides in the same city</p> <p>If, according to the adult's ID and address information, they reside in the same city as the hotel and are without luggage, this should be taken into account.<sup>42</sup></p>	<ul style="list-style-type: none"> <li>• Customers without luggage are politely asked whether their luggage will be arriving afterwards and their reactions are observed.</li> <li>• Not having luggage or residing in the same city as the hotel are not in themselves causes for suspicion but may lead to increased suspicion in the presence of other suspicious circumstances.</li> </ul>

Except for situations outlined above which require an immediate intervention, the check-in of the adult and child is carried out according to procedures, however, receptionists must still take notes on the suspicious situation. The notes should be passed on to the relevant manager as soon as possible. If the manager deems it necessary after evaluating the situation, he/she may inform other hotel staff.



### Important Information

The notes should contain the information below:

- ID information for the adult and the child,
- The numberplate of the vehicle used to travel to the hotel, if any,
- Date and hour of check-in, room number
- Situation leading to doubt, where and when (date, hour) it took place,
- Name of the staff who encountered the suspicious situation

### 3- Situations which raise suspicions as to sexual abuse/exploitation during stay at the hotel or hotel facilities

As stated in the previous sections, sexual abuse/exploitation of children may manifest in various ways other than the adult arriving at or checking into the hotel with a child. For example;

- An adult who checked into the hotel alone may try to bring in a child as a guest.
- A customer or hotel employee may try to exploit children staying at the hotel.
- Children working at the hotel as interns may be abused/exploited by hotel customers or hotel employees.

<sup>42</sup> London Metropolitan Police, Child Sexual Exploitation Training for Hotel Staff <https://beta.met.police.uk/about-the-met/campaigns/operation-makesafe/>, (Accessed, 10.01.2019).

Suspicious circumstances and what different groups of employees should do are discussed below. What should be done in case of witnessing a crime is explained in the upcoming section.

**Circumstances that require close attention of the security and front desk staff<sup>43</sup>**

<i>Suspicious Circumstance</i>	<i>What should be done</i>
<i>Child is dropped off/picked up from hotel by car late at night</i>	<ul style="list-style-type: none"><li>• Private security staff (if any) or front desk staff of the hotel should note down the numberplate of the car. Front desk staff should not allow the child to go directly to the room and check whether they are staying at the hotel, if not, should ask for ID and which room they are going to.</li><li>• Not only room number, but also name of the person they are visiting should be asked and checked through the hotel registry. The child knowing the room number but not the name of the person staying at the room is another indicator.</li><li>• If there is strong suspicion at this point that the child will be subjected to abuse/exploitation, action should be taken immediately, the manager or the highest authorised member of staff should be alerted and the situation should be reported to the police.</li></ul>
<i>Children waiting or aimlessly spending time in the lobby, without registration at the hotel</i>	<ul style="list-style-type: none"><li>• The child is observed for a while. If he/she continues to wait alone he/she is approached politely and asked whether he/she is a customer of the hotel. The child is told that they can contact anyone they want at reception if they need help.</li></ul>
<i>Arrival of adult guests to a room at unusual hours, only to depart soon afterwards.</i>	<ul style="list-style-type: none"><li>• ID of every visitor is taken.</li><li>• If there is a child present in the room to which visitors are accepted and if other signs of sexual abuse/exploitation are present action should be taken immediately and the manager should be notified.</li></ul>

43 Alberta Hotel and Lodging Association, Child Sexual Exploitation Brochure, p.3

## Circumstances that require close attention of the housekeeping staff

<i>Suspicious Circumstance</i>	<i>What should be done</i>
<p><i>The "do not disturb" sign is left on the room door throughout the stay or cleaning is turned away.</i></p>	<ul style="list-style-type: none"> <li>• If the "do not disturb" sign is on the door for longer than a day, the manager in charge of housekeeping is alerted.</li> <li>• Business policy may change from hotel to hotel regarding this point. Some hotels do not heed the "do not disturb" sign for longer than a day. They may contact the customer by his/her mobile phone to let them know that their room will be cleaned.</li> </ul>
<p><i>If the following are found during room cleaning by housekeeping staff:<sup>44</sup></i></p> <ul style="list-style-type: none"> <li>• Signs of excessive alcohol consumption or drug use (empty bottles, needles etc.)</li> <li>• Curtains are always kept shut</li> <li>• Many used condoms</li> <li>• Pornographic material (magazines, photos, CDs)</li> <li>• More passports, IDs, computers etc. than the number of people staying in the room</li> <li>• Children's clothing present although no children are staying in the room</li> <li>• Professional video recording equipment (lighting, cameras, sound systems etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Housekeeping staff keep detailed notes on the suspicious situation and alert the manager in charge or the highest authorised staff member.</li> </ul>
<p><i>A room asks for towels and linen far more often than normal</i></p>	<p><i>Although asking often for linen and towels does not on its own indicate anything, it may be considered an additional indicator in situations where sexual abuse/exploitation is suspected. This suspicion may be added to the notes taken.</i></p>

44 Safe Action Project Housekeeping Hotel Warning Signs for Child Sex Trafficking [www.safeactionproject.com](http://www.safeactionproject.com), (Accessed, 10.01.2019).



## Circumstances that require close attention of the staff working at the restaurant, lounge, swimming pool facilities of the hotel

<i>Suspicious Circumstance</i>	<i>What should be done</i>
<i>Instead of eating at the hotel restaurant or shared areas, customers constantly order food and alcohol to the room and receive deliveries at the door, blocking the rest of the room from view.</i>	<p><i>While this may not be a sign on its own, if a customer deemed suspicious by hotel management constantly uses room service, this should be noted down.</i></p> <p><i>Although room service policy differs from hotel to hotel, asking for children's IDs while serving alcohol to a room they are staying at is recommended practice.<sup>45</sup></i></p>
<i>An adult at hotel areas such as the pool or restaurant takes unusual interest in a child/children, takes photos of them; an adult and a child behave in a way that does not suggest familial relationship<sup>46</sup></i>	<i>Staff who work in these areas and who witness such a situation should take a note of the suspicious situation and report it to management.</i>
<i>Customers or staff show undue interest in children in work placement at the hotel, make jokes with sexual content, invite them to their rooms.</i>	<p><i>Staff witnessing such a situation should take a note and advise children in work placement that this is not normal and they should file a complaint with upper management or security forces.</i></p> <p><i>Note: Sexual contact with a child is not a cause for suspicion but an incident requiring immediate intervention and what needs to be done in such a case is described in the next section.</i></p>
<p><i>Children/young people wait alone for a while at the hotel bar and are afterwards picked up by an adult<sup>47</sup></i></p> <ul style="list-style-type: none"> <li><i>Children do not have personal belongings such as phones or purses</i></li> <li><i>They act timid and avoid eye contact</i></li> <li><i>They are clothed inappropriately for the environment, season and their age</i></li> <li><i>The people they meet are older</i></li> </ul>	<p><i>These could be signs that the child has been forced into prostitution or is a victim of human trafficking.</i></p> <p><i>Staff encountering such situations should take a note and pass it on to management.</i></p>

45 Alberta Hotel and Lodging Association, *Child Sexual Exploitation Brochure*, p.3

46 ECPAT, *Prevention of the sexual exploitation of children in travel and tourism, TOT for the focal points of Accor Watch Programme (pptx)*

47 Safe Action Project, *Food and Beverage Warning Signs for Child Sex Trafficking*



### Important Information

*The notes to be taken by hotel food&beverage staff encountering the above situations should contain the following information:*

- Room number, or credit card information if the customer is not staying at the hotel
- Signs leading to suspicion (what is seen at the room/hotel facilities, dialogue overheard, impressions)
- Date and time of the suspicious incident
- Name/Surname of the staff who encountered the suspicious circumstance

### Circumstances which require intermediate intervention

The previous section provided practical information about what should be done in suspicious circumstances regarding sexual abuse/exploitation. However, beyond suspicious circumstances, in some cases hotel staff or customers may directly witness sexual abuse/exploitation. Some examples of these are:

- A child who is victim of abuse/exploitation comes up to hotel staff and reports the circumstances,
- A hotel guest informs hotel staff about child abuse or exploitation he/she has witnessed,
- Security or housekeeping staff see a child who they conclude has been pushed into prostitution coming out of a room,
- Hotel staff witnessing any form of sexual behaviour towards children in places such as the restaurant, lounge, pool or the kids' club.



### Important Information

*Under such circumstances, the child is in need of immediate protection. For this reason, instead of observing the situation and taking notes, immediate action should be taken.*

## What should be done in case of witnessing a crime or when immediate intervention is necessary

If hotel staff did not directly witness the case of sexual abuse/exploitation, but were notified by a third person (a tourist staying at the hotel, etc.):

- The hotel staff appreciates/thanks to the person for notifying and asked for as detailed information as possible about the incident (location, time, appearance of the abuser/exploiter)
- She/he is reminded that the police will be notified in case the circumstance is confirmed and they may be needed to give testimony.
- The person who warned the hotel about the circumstance is told that they may be given another room should they wish.
- A hotel employee is directed immediately to the location where the event allegedly took place and the steps below are taken.<sup>48</sup>

From the moment when sexual abuse/exploitation is confirmed or there is a strong evidence that it will take place barring an intervention:

**1- The child and the abuser should not be left alone under any circumstances and the child should be taken to a secure location.**

- ✦ If sexual contact has taken place, the child should not change clothes or wash until the police arrive.
- ✦ The child should be approached tenderly and his/her immediate needs (food, toilet) should be met.
- ✦ Physical contact of any kind with the child, such as hugging, kissing, taking by the arm, even if for purposes of expressing tenderness and support or calming the child down, should be avoided under such circumstances.

**2- The police should be called immediately, especially noting that the victim is a child and having the police speak to the child over the phone if possible and information should be sought on what is to be done until the officers arrive.**

.....  
<sup>48</sup> ACCOR, Risk Management Department, *Process to Act in Crises, Hazards and Emergencies, Confirmed Case of Sex Tourism*, p.2

3-Until the police arrive, private security staff, or a few members of hotel staff could take measures to prevent the alleged abuser from running away until the police arrive.

- ✧ Article 90 of the Penal Procedure Law gives everyone the power of "temporary apprehension" should they witness a crime and the alleged perpetrator may run away or it may be impossible to identify him/her later on.
- ✧ Both the victim and the alleged abuser should be kept away from other hotel customers to the extent possible.

4 – To prevent evidence from being lost, the location of the incident should be kept as is until the police arrive.

- ✧ If the incident took place in a room, the room should not be cleaned and equipments should not be used in the room, such as telephones.

5- A record of events should be prepared to be handed over to the police and the record should include:

- ✧ ID or passport information of the alleged abuser,
- ✧ Information about the victim,
- ✧ Where and when (date, time) the incident took place,
- ✧ The way in which the incident took place,
- ✧ Detailed information on the grounds for suspicion if a report has been filed on reasonable suspicion,
- ✧ Which decisions the hotel took and how before intervening on the incident and information about the manager responsible,
- ✧ Information regarding the hotel staff who intervened in the incident.

6- Once the police arrive at the scene of the incident

- ✧ The records kept should be handed over and full cooperation with the police should be maintained.



### Important Information

*The aim of any intervention by the hotel is to ensure the protection of children in emergency situations and to prevent evidence from being destroyed to the extent possible. Hotel staff should not try to gather evidence or punish the alleged exploiter by themselves, however vicious the crime may be, and should avoid inappropriate interventions. Such behaviour could not only endanger their own security, but also violates the presumption of innocence.*

## THE TRAVEL SECTOR

Sexual abuse and exploitation of children may manifest not only during accommodation, but also at travelling agencies and means of transportation in various ways:

- Sexual exploiters, especially during their overseas travels, may try to use the services of travel agencies or tour guides for their own purposes.
- In cases of children pushed into prostitution, taxis are commonly used to get to the location where prostitution will take place and in transporting children.
- In trafficking of children within the country, exploiters generally use intercity coach companies.
- In trafficking of children for sexual purposes airlines continue being used by exploiters.

Protecting children's rights in tourism not only concerns the accommodation enterprises but also travel agencies, airline employees, coach companies and taxi drivers. These professions have a crucial role in noticing indicators of child abuse and exploitation and preventing these crimes. In this section, practical information is provided about the indicators of sexual abuse and exploitation of children regarding these sub-branches of the travel sector and what should be done in suspicious circumstances.

### Travel Agencies and Guides

Travel agencies and tour guides have an important role in preventing the sexual abuse and exploitation of children. While travel agencies can carry out preventative activities with information and notes particularly during the planning stage of overseas tours, tour guides, since they are continuously in contact with customers because of their job, may take action if they notice indicators which suggest sexual abuse/exploitation of children. The table below summarizes suspicious circumstances and what should be done.

## What should be done in suspicious circumstances

Suspicious Circumstances	What should be done
<p><i>Asking insistent questions about nightlife to agency at the booking stage</i></p> <p><i>Of course, asking about entertainment and nightlife to the travel agent during booking is not a suspicious circumstance on its own. However, if the travelling group consists only of men, asking questions mostly about nightlife and making requests such as "Will the guide take us where we want" may raise suspicion.</i></p>	<p><i>The agency worker, while politely giving information about the destination country (Thailand, Ukraine etc.), without using implying blame should mention:</i></p> <ul style="list-style-type: none"> <li>• <i>That sexual abuse and exploitation of children happens in the destination country,</i></li> <li>• <i>In response to this, the country takes increasingly strict precautions and that sexual abuse and exploitation of children is a crime,</i></li> <li>• <i>Criminal liabilities will arise from these crimes even if the perpetrator is a tourist. This information may be given with other information within the frame of general matters that should be taken into consideration while travelling to the country (protection from theft, health/hygiene precautions etc.)</i></li> </ul> <p><i>A recommended practice for travel agencies is to develop a policy regarding the protection of children from sexual abuse and exploitation in tourism. Such a corporate policy will protect both agency staff and travel guides from being used as tools in sexual abuse/exploitation and give a clear message to their customers. More detailed information about corporate policies is included in Chapter 5 of this handbook.</i></p>
<p><i>Asking for mediation from the tour guide during travel</i></p> <p><i>Individuals who have the intention of abusing children may keep this to themselves while speaking with the travel agency but ask the tour guide for mediation after their tour begins (asking guides to take them to the red-light districts, getting access to escort services which use children).</i></p>	<p><i>In such cases, the guide should assertively state that the sexual abuse and exploitation of children is a crime and they will not be an accomplice to such a crime.<sup>49</sup></i></p> <p><i>The travelling agency having a corporate policy in effect is a factor that will support the approach of the guide.</i></p>

49 Even though laws differ by country, according to the penal codes of many countries the sexual abuse and exploitation of children is a crime. (See. ECPAT, *Offenders on the Move*, Global Study 2016, p.16). In addition, the UNCRC (UN Convention on the Rights of the Child) which was signed and ratified by every country in the world, except the USA, holds party states responsible for combating sexual abuse and exploitation of children.

<i>Şüpheli Durum</i>	<i>Yapılması Gerekenler</i>
<i>Behaviour of the customer towards local children</i>  <i>A customer being over familiar with local children during the tour</i>	<i>The tour guide, addressing the whole group, reminds them as part of giving information about local people and culture, that taking pictures of children without their knowledge or invasion of their personal space such as hugging or kissing them and any other physical contact is inappropriate.</i>

## What should be done in case of witnessing a crime or when immediate intervention is necessary

Tour guides may directly witness sexual abuse or exploitation of children or someone else from the tourist group may come and notify the guide about the crime that goes beyond presenting suspicious circumstances. In situations like these, required information (location, time, what exactly was witnessed) is taken from the person who reported the crime and without any delay, action should be taken in coordination with an authorised hotel employee. What should be done in cases of witnessing a crime at hotels was explained in detail in the previous section. If the event takes place overseas, along with local law enforcement, the ECPAT office in the country may also be contacted. ECPAT (End Child Prostitution and Trafficking) is a network founded with the purpose of ending the commercial sexual exploitation of children and currently operates in 88 countries. Contact information about the ECPAT office in the country (or a local partner of ECPAT) can be accessed from <http://www.ecpat.org>

## Taxis

Taxi drivers closely witness their customers' manner, behaviour and their conversations while transporting them between locations. In this sense, they have crucial role in noticing sexual abuse and exploitation, reporting and even preventing this crime. With simple precautions, the future and even the lives of children who are victims of sexual abuse and exploitation can be saved.

## What Should Be Done in Suspicious Circumstances

In the table below, indicators of sexual abuse/exploitation of children and what should be done in suspicious circumstances are explained.<sup>50</sup>

<sup>50</sup> West Sussex City Council, Handbook for Taxi and Private Hire Drivers  
<https://www.westsussex.gov.uk/media/11102/wsx-cse-taxi-handbook.pdf>, (Accessed, 10.01.2019).

Suspicious Circumstances	What should be done
<ul style="list-style-type: none"> <li>• Taxi being called to pick up children or adolescent from the middle of the road or other places from which passengers are not normally picked up.</li> <li>• Taxi being called to pick up children from other cars, being told that the taxi fee will be paid at the drop-off point.</li> <li>• Children often being taken to homes, hotels or massage parlours during school hours or late at night.</li> <li>• Adults leaving bars/restaurants with children in known prostitution locations and calling a taxi to go somewhere else.</li> <li>• A customer leaving a hotel to travel to a specific location, leaving with a child (who is observed not to be the client's own) to go back to the hotel or some other location.</li> <li>• Children getting on the taxi with adults are observed to; <ul style="list-style-type: none"> <li>◦ Act and behave strangely,</li> <li>◦ Be timid or frightened, avoid talking,</li> <li>◦ Be under the influence of alcohol or narcotics,</li> <li>◦ Have bruises and wounds on their bodies,</li> </ul> </li> </ul>	<p><i>If the child suspected to be subjected to sexual abuse or exploitation is riding the taxi with an adult:</i></p> <ul style="list-style-type: none"> <li>• The behaviour of the adult and child are observed.</li> <li>• Information about the situation (pick-up address, the number plate and make of the car involved in the incident, if any, the appearance of people who get on, names mentioned during the conversation on the ride etc.) are kept in memory to the greatest extent possible.</li> <li>• The driver reports the incident to the police as soon as possible, keeping in mind his/her own security and that of the child who he/she thinks is a victim. While reporting the incident; <ul style="list-style-type: none"> <li>◦ Any visual/sound recordings are delivered to the police (if any).</li> <li>◦ The case of suspected sexual abuse/exploitation and indicators which led to suspicion are described.</li> <li>◦ Addresses from where the customers are picked-up and left, appearances of the adults and children, names mentioned during the ride and conversations are conveyed.</li> </ul> </li> </ul> <p><i>In a situation like this, the most correct method is to notify the suspect to the police as soon as possible. Giving clear signs of suspicion or trying to intervene directly during the ride could put the lives of both the driver and the possible child victim in danger.</i></p>



<i>Suspicious Circumstances</i>	<i>What should be done</i>
<ul style="list-style-type: none"> <li>• <i>A child taking a taxi on his/her own and is observed to have been forced into prostitution approaches the drivers flirtatiously and offers sexual intercourse in lieu of payment.</i></li> </ul>	<p><i>If the child suspected to be subjected to sexual abuse or exploitation is riding the taxi alone:</i></p> <ul style="list-style-type: none"> <li>• <i>The behaviour of the child is observed.</i></li> <li>• <i>Without waiting for the child to ask for help, the driver asks him/her whether he/she needs anything and that the driver could help if the child wants help.</i></li> <li>• <i>A child who is the victim of sexual abuse/exploitation may not easily trust the taxi driver. If so the driver could communicate with the rank via radio and tell the rank of where they are and where they are headed. This could instil some trust in the child.</i></li> <li>• <i>The driver should avoid physical contact with the suspected child victim and the use of judgmental language.</i></li> <li>• <i>If the child states the sexual abuse or exploitation he/she has been subjected to and asks for help, he/she is taken to the children's department of the nearest police station.</i></li> </ul>

## What should be done in case of witnessing a crime

Drivers can easily observe passengers in the backseat from the rear mirror. If a driver becomes a direct witness to the sexual abuse of a child during a ride, he/she may intervene in the situation under the authority given by the law to anyone witnessing a crime first-hand.

In such a situation, the security of the lives of the child and the driver are paramount. According to the way the incident takes place, the place and time, one of the following measures may be appropriate:

- If there is a police point along the route, the police may be notified even if they do not call on the taxi to stop.
- Instead of the address given by the client the taxi may be clandestinely taken to the nearest police station.



## Good Practice Example

*In the United Kingdom, in many areas and cities such as West Sussex, Hertfordshire and Oxford, partnerships of law enforcement, city councils and non-governmental organisations give taxi drivers extensive training about combating sexual abuse/exploitation of children.*

*In Oxford, the training is mandatory and completing the training successfully was made a pre-condition for receiving a taxi driver's licence.<sup>(1)</sup>*

*(1) [https://www.oxford.gov.uk/info/20178/drivers/95/safeguarding\\_children\\_and\\_vulnerable\\_people\\_-\\_information\\_for\\_taxi\\_drivers](https://www.oxford.gov.uk/info/20178/drivers/95/safeguarding_children_and_vulnerable_people_-_information_for_taxi_drivers)*

## Public Transportation Services (Coaches, Trains, Ferries)

With increased security in international airline travel, those involving with trafficking in children with sexual purposes increasingly prefer using land, sea and railroad transport, especially coaches. It is also known that in domestic trafficking in children with sexual purposes, intercity coach companies are used the most. For this reason, all employees working for companies in overseas and domestic transportation, especially the employees of coach companies, should be informed about sexual abuse/exploitation of children. Even though this section focuses on coaches, indicators of sexual abuse/exploitation which are described below and what should be done can be applied on vehicles such as ferries or trains<sup>51</sup> according to circumstances.

<sup>51</sup> *In crimes committed on ships which operate within the Turkish territorial waters intervention is carried out by the coast guard and any trial is subject to Turkish law. Cases of sexual abuse/exploitation may manifest on cruise ships which travel over the territorial waters of many countries and the open sea. In these cases, the captain has the authority for immediate intervention. The situation is reported to law enforcement once the ship reaches land. The accused is judged according to the laws of the country under whose flag the ship sails.*

Suspicious Circumstances	What should be done
<ul style="list-style-type: none"> <li>• Adults who arrive at coach stations with a child or children who are observed not be a member of their family</li> <li>• Adults asking to buy a ticket for the child or children collectively without wanting to share their IDs</li> <li>• Children who are suspected to have been subjected to sexual abuse/ exploitation:               <ul style="list-style-type: none"> <li>◦ Are timid and scared,</li> <li>◦ Stay away from ticket counters,</li> <li>◦ Have bruises and wounds on their bodies,</li> <li>◦ Wear clothes that are not appropriate to the climate conditions of the region,</li> <li>◦ Do not have many belongings with them</li> </ul> </li> </ul>	<p><i>By standard procedure, an ID for a child is required to issue a ticket. No tickets can be issued if an ID is not presented. According to a 2018 decision of the Transport Ministry:</i></p> <ul style="list-style-type: none"> <li>• Tickets may only be issued with the provision of a valid ID,</li> <li>• ID information and ID number of passengers buying tickets will be recorded,</li> <li>• Separate tickets will be issued to all passengers travelling within a group (even if they are of the same family).<sup>52</sup></li> </ul> <p>✎ If the suspected individual seeks to buy tickets from other travel firms within the coach terminal upon being denied a ticket, terminal security should be alerted.</p> <p>✎ Should an ID be provided for the child/children for buying a ticket, it should be examined carefully. It should not be forgotten that the Temporary Protection ID issued for refugee children may be especially open to forgery.<sup>53</sup></p> <p>✎ If there are suspicions that the ID may be fake, the situation is noted, the manager is alerted as soon as possible and a report is made to the police if needed.</p> <p>✎ If there are doubts of abuse/exploitation after the issuing of a ticket with the provision of ID, the manager is alerted of the situation. The manager informs the host/hostess of the coach on which the suspect will ride and tells them to observe the children during travel</p>

## What should be done in case of witnessing a crime

The sexual abuse/exploitation of children may take place in terminals or on a coach while travelling. For example, the sale of children at terminals or the sexual abuse of children on a coach may be witnessed. In such cases, first-hand witnesses should take immediate action.

- If the witnessed incident takes place at a terminal, the police at the terminal and if they are unavailable, private security should be alerted at once. No actions should be taken to endanger the security of the child/children when reporting the incident.

<sup>52</sup> Road Transport Regulations, Article 36, Paragraph 2

<sup>53</sup> These IDs can be checked through <http://www.goc.gov.tr/gecicikoruma/Pages/YabanciKimlikSorgulama.aspx> (Accessed 10.01.2019).

- If the witnessed incident takes place on a coach while travelling, the incident is reported to driver, who stops at the nearest police point en route and reports the incident. If there are no police points nearby, the crime is reported and the vehicle stops at a position identified by the police or the nearest rest stop is reported to the police.
- Until the police can intervene, the suspected abuser/exploiter and the child should not be left alone and if possible various pretexts (such as the seatbelt malfunctioning) should be used to change the seat of the child.
- Once the police arrive, all information about the suspect passenger is given, if necessary by contacting the central company office. The witnessed event and the conditions raising suspicions, if any, are narrated to the police.
- From the moment the police are alerted and until they arrive, calm should be maintained and other passengers should be prevented from interfering in the incident to the extent possible. Some passengers may try to harm the suspected abuser physically, endangering the lives of both the child and other passengers on board.

## Airlines

One of the gravest forms of crimes involving the sexual abuse and exploitation of children that airports should pay attention to is trafficking in children with sexual purposes. According to the Palermo Protocol<sup>54</sup>, "trafficking in human beings" is defined as "the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs". The protocol considers the recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation as "trafficking in persons" even if this does not involve any of the means set forth above.

While on the one hand security measures in international airline transportation

54 Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children, supplementing the United Nations Convention against Transnational Organised Crime

increase, on the other hand, the means, technology and methods used by crime organisations which deal with smuggling and trafficking in children, including for sexual purposes, become more complicated and hard to identify.

According to data from the International Labour Organisation (ILO), trafficking in human beings is a sector valued at USD 150 billion and approximately 4.8 million individuals are victims of trafficking in human beings for sexual purposes.<sup>55</sup> According to the same study, more than 21 per cent (more than 1 million) of victims of trafficking in human beings for sexual purposes are children.

Airline employees, those on the ground and on planes, have an important role in identifying trafficking in children and early intervention. Indicators of sexual exploitation of children and what should be done are listed below.

### What should be done in Suspicious Circumstances?<sup>56</sup>

<i>Suspicious Circumstances</i>	<i>What should be done</i>
<p><i>People travelling with a child/children:</i></p> <ul style="list-style-type: none"> <li>• Give as short answers as possible during registration/check-in,</li> <li>• Act in a way that does not suggest relations to or guardianship of the child/children, not speaking the same language as the children</li> </ul> <p><i>Children:</i></p> <ul style="list-style-type: none"> <li>• Are scared of and try to run away from police or security staff at the airport,</li> <li>• Are unaware of where they are travelling from or to or, on the contrary, answering questions in a way suggesting that they have been given or memorised the answers before,</li> <li>• Wear clothing that is not suitable for the point of departure or arrival,</li> </ul>	<ul style="list-style-type: none"> <li>• According to Directives on the Implementation of the Law 5682 on Passports, children travelling alone or with a third person other than their parents or legal custodian need to have an agreement document from their parents or legal custodian that has been observed by a notary-public. Passport and agreement document of the child should be examined carefully.</li> <li>• If there are doubts as to the validity of the provided passports or other documents, the manager is alerted. If the manager feels it is required, he/she will alert customs police or other authorities at the airport of the situation</li> <li>• Even if there are no problems with the validity of passports, if there is a suspicion of sexual abuse due to the behaviour of the child/children, flight attendants are notified of the situation and asked to observe the adult and child/children</li> </ul> <p><i>Flight attendants<sup>57</sup></i></p> <ul style="list-style-type: none"> <li>• Greet the children as with all other passengers as they board and try to make eye contact with the children.</li> </ul>

55 ILO and Walk Free Foundation, (2017) Global Estimates of Modern Slavery, and [https://www.ilo.org/global/about-the-ilo/newsroom/news/WCMS\\_243201/lang--en/index.htm](https://www.ilo.org/global/about-the-ilo/newsroom/news/WCMS_243201/lang--en/index.htm), (Accessed:10.01.2019).

56 Airlines Ambassadors International, Basic Human Trafficking

57 Human Trafficking Training for Airline Flight Attendants, [www.angelsat3000oft.com](http://www.angelsat3000oft.com), (Accessed:10.01.2019).

<i>Suspicious Circumstances</i>	<i>What should be done</i>
<ul style="list-style-type: none"> <li>• Have their passports and all other travel documents in possession of accompanying people,</li> <li>• Have bruises, scars or tattoos on their bodies,</li> <li>• Appear to have been denied needs such as food, drink, sleep and basic healthcare.</li> </ul>	<ul style="list-style-type: none"> <li>• Once passengers take their seats and all children are being distributed booklets/games etc. a short dialogue is held with children. If there are suspected child victims of abuse/exploitation, their reactions are noted.</li> <li>• Observation continues during the flight and suspicions are noted along with passenger information.</li> <li>• If reasonable suspicion is established as a result of observations, or an incident is witnessed, the pilot is alerted. The pilot reports the incident to the police through the control tower of the airport to be landed at. The police intervene as soon as the aircraft lands. Information that should be provided to the police are: <ul style="list-style-type: none"> <li>o Airline, flight number, seat number</li> <li>o Location and estimated time of arrival</li> <li>o Identity information and appearance of the person suspected for trafficking in human beings</li> </ul> </li> <li>• During the flight, flight attendants should never confront suspected persons and should not intervene directly</li> </ul>



### **Good Practice Example**

*A mobile application (TIP line) developed in the United States in 2015 allows both the passengers and flight attendants to easily report suspected trafficking in human beings to competent authorities. Features of the application such as sharing locations on a maps, recording and sending images/videos and taking notes provides ease of use.*

*Since many airlines have begun providing in-flight internet access, shared information is sent directly to law enforcement forces and the police are able to launch an investigation and take necessary precautions while the plane is still in the air.*

*<http://airlineamb.org/2015/09/19/aais-new-tip-line-app/#.WXmceBQkrww>*





## SECTION SUMMARY

### **ROLE OF THE TOURISM SECTOR IN COMBATING SEXUAL ABUSE AND EXPLOITATION OF CHILDREN**

1. Employees in the tourism sector have a crucial role in the identification and prevention of sexual abuse/exploitation of children. People working in the accommodation sector, compared to other fields in the services sector, communicate more with hotel customers as part of their job and have access to a wide array of information ranging from the guests' rooms to their passport details. While they are carrying out their routine jobs, they may encounter various indicators of sexual abuse/exploitation which cannot be noticed by others.

2. Children may not be able to report sexual abuse/exploitation due to various reasons such as not being able to notice or understand it, being deceived, scared or self-blaming. This is another reason for hotel employees to be informed about the indicators of sexual abuse/exploitation and be able to take action when it is necessary.

3. Sexual abuse/exploitation of children may manifest in various ways in the accommodation sector such as;

- An adult may try to check into the hotel with a child who does not appear to have familial relationships with the adult.
- A customer who checked into the hotel and staying alone may try to bring a child to the hotel from the outside as a guest.
- A customer staying at the hotel or a hotel employee may try to abuse/exploit children staying at the hotel.
- Children working at the hotel as interns may be sexually abused/exploited by hotel customers or other employees.

4. Most common indicators of sexual abuse/exploitation of children in the accommodation sector are;

- Avoiding giving the ID of the child or providing a fake ID
- Behaviour between the child and adult is observed to be inappropriate for a familial relationship, age difference inappropriate for stated familial relationship.
- Children who act timidly, avoid conversation, wear clothing and make up inappropriate for their age, clothing inappropriate for the season and environment, suspicious tattoos
- Not using shared areas of the hotel, constantly ordering food and alcohol to the room and refusing to have the room cleaned, indicators that show the people staying in the room are engaged in prostitution and/or producing pornographic material.
- Children waiting aimlessly in the lobby, only to meet or being picked up by adults afterwards.



5. In circumstances that raise suspicion, but abuse/exploitation is not confirmed, indicators and observations are noted in detail and passed on to the manager as soon as possible. The manager may choose to inform the competent authorities or warn other hotel staff while observing the situation for a while.

6. In circumstances where sexual abuse/exploitation of children is directly witnessed, reported by victim/third persons or there is strong suspicion that it will take place barring an intervention, immediate action is taken, and the most authorised hotel employee is informed and notifies law enforcement. Meanwhile, the child is taken under protection, the abuser/exploiter is temporarily apprehended and efforts are made to prevent evidence from being lost/damaged.

7. Most common indicators of sexual abuse/exploitation of children in the travel sector include

- Avoiding providing ID for children while buying tickets, providing fake IDs
- Behaviour between the child and adult is observed to be inappropriate for a familial relationship, age difference inappropriate for stated familial relationship
- Children who act timidly, avoid conversation, wear clothing and make up inappropriate for their age, clothing inappropriate for the season and environment, suspicious tattoos
- Children being taken to homes, hotels or massage parlours during school hours or late at night.
- Children who are unaware of where they are travelling from/to or, on the contrary, answering questions in a way suggesting that they have been given or memorised the answers before.

8. In circumstances that raise suspicion, observations and information about the passenger and child are kept in mind/noted and passed on to the police as soon as possible. In cases where the child is alone while travelling, they are offered help, without using accusatory, judgmental phrases, and an offer is made to take them to their family or the police.

9. In circumstances in which sexual abuse/exploitation of children is witnessed, the driver (and other passengers, if any) report the situation to the police or the children's police as soon as possible, without endangering the life of the child.





---

## V. PREVENTING THE SEXUAL ABUSE AND EXPLOITATION OF CHILDREN IN TOURISM AND TRAVEL

The previous section of this handbook dealt with what tourism and travel staff should do to protect the child and to notify authorities of the crime in cases in which the sexual abuse or exploitation of the child is encountered or suspected. Just as important as timely and appropriate interventions against these grave crimes against children, is developing institutional policies and taking comprehensive measures to prevent sexual abuse and exploitation from taking place in tourism and travel.

On this basis, from the mid-1990s onwards, work has been undertaken and ethical principles and codes of conduct developed to actively prevent the sexual abuse/exploitation in the tourism sector at the international level, on the initiative of governments as well as private sector and civil society organisations. The contributions of the World Tourism Organisation, as well as ECPAT were crucial to these developments.

-----

*ECPAT (End Child Prostitution and Trafficking) is a network established to end the commercial sexual exploitation of children. ECPAT began as a campaign against tourism for the purpose of sexual intercourse with children in Asian countries in 1990. Later, in 1996, due to increased awareness of the issue and higher momentum for action, ECPAT grew into more than a campaign and became a registered non-governmental organisation with its headquarters in Bangkok. Today, ECPAT is active in 88 countries with 98 members; ECPAT carries out work in many areas, from technical assistance to governments to end the commercial exploitation of children to research and advocacy about the issue.*

*The International Children's Center is the local partner of ECPAT in Turkey and acts as the secretariat for the Network for Combating the Commercial Sexual Exploitation of Children that was formed with ECPAT's support in 2008. The Network includes 81 non-governmental organisations and works towards ending trafficking in children, pushing of children into prostitution, use of children in pornography and all forms of commercial exploitation of children in Turkey.*

-----

Efforts at preventing the sexual abuse and exploitation of children received greater attention from many countries and consequently the expectations from the tourism sector became more tangible. The most comprehensive document that most closely concerns the tourism sector in this regard is The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.

## **The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism**

### **What is the Code?**

The Code is a sector-focused responsible tourism initiative that creates awareness for tourism businesses for the prevention of the sexual abuse and exploitation of children and furnishes tools and support necessary to this end.

The Code was formed in partnership by ECPAT, Swedish tour operators and the UNWTO in 1996 and became active with the contributions of UNICEF, the EU and the government of Switzerland in 1998. In 2004, the Code became more institutional and began acting as an independent international organisation called The Code.

All kinds of tourism and travel businesses (hotels, travel agencies, airlines etc.) as well as non-governmental organisations working in this field and unions and federations that represent the sector may become members of The Code.

At present The Code has more than 1300 members from 60 countries and among them are the Accor, Carlson, Hyatt and Wyndham hotel groups that have operations in Turkey.

Six enterprises two travel agencies, Fest Travel, Kahin Travel, four hotels; Wow Bodrum Hotel, Bilkent Otel-Ankara, Atli Hotel-Ankara, Innvista-Antalya become member of The Code.

### **How to Become a Member of the Code?<sup>58</sup>**

Organisations and firms in the tourism sector can easily apply for membership through the link [www.thecode.org/join](http://www.thecode.org/join).

Organisations and firms need to fulfil six basic criteria to adopt the Code. These are:

.....

<sup>58</sup> The Code, <http://www.thecode.org/about/> (accessed 10.01.2019)

1. Forming institutional policies and rules against the sexual exploitation of children.
2. Training of employees: Training on children's rights, prevention of sexual exploitation and how to report suspicious circumstances.
3. Inclusion of the subject in work contracts: Openly stating in contracts that the sexual exploitation of children will be condemned jointly, and that zero tolerance will be shown against it.
4. Providing information to customers and travellers: Providing information on children's rights, the prevention of negligence, abuse and exploitation of children, and how and where to report encountered situation.
5. Support cooperation and ensuring the participation of stakeholders in the sector for the prevention of sexual exploitation of children.
6. Preparation of annual reports on the implementation of the firm's rules

The membership application of organisations that fulfil these criteria and thereby adopt the Code is accepted.

### What are the Advantages of Joining The Code?<sup>59</sup>

**Competitiveness:** The Code is an award-winning tool that was specifically designed for the tourism sector, that is recognised internationally in the field of child protection. Firms that adopt the Code will become leading businesses in the tourism sector.

**Customer satisfaction:** Firms which are active and lead the way in protecting children enjoy higher customer satisfaction. This will lead to being chosen again in the future and greater customer potential due to good publicity.

**Lowering potential risks:** Adoption of the Code is one of the most effective ways in which firms may prevent the exploitation of children in their field.

**Connections with leading organisation:** Firms that adopt the Code join a network that includes more than 1300 firms from over 60 countries that have a commitment to ending the sexual exploitation of children. Joining such a network could lead to future international partnerships.

---

<sup>59</sup> The Code, <http://www.thecode.org/join/> (accessed 10.10.2019)

## The Code Criteria<sup>60</sup>

The six basic criteria for adopting the Code were listed above. This section explains the requirements of the criteria and gives examples of good practices from Turkey and around the world.

### 1. Forming institutional policies and rules against the sexual exploitation of children

One of the most important steps in effectively preventing sexual abuse and exploitation is to develop a comprehensive firm policy and rules that should be followed by employees.

Rules and policies prepared to this end:

- Present a clear expression of the organisation's stance against sexual abuse and exploitation of children in intra-organisational relations, as well as relations with clients and trading partners.
- Raise awareness of the issue and encourage the organisation, its employees and customers to take action.
- For the basis of long-lasting, constructive and results oriented work for the prevention of sexual abuse and exploitation of children.<sup>61</sup>

The Code recommends that the following points be included in the institutional policies to be developed:<sup>62</sup>

- All employees of the hotel should be given training on the prevention of the sexual abuse and exploitation of children and their awareness of the issue should be increased.
- Hotel facilities, resources and equipment should under no circumstances be used to view, record or distribute materials depicting children for sexual purposes.
- ID for all children arriving with customers should be demanded at check-in,

---

<sup>60</sup> The Code, <http://www.thecode.org/about/> (accessed 10.01.2019)

<sup>61</sup> The Code, Example Child Protection Policy and Procedures, 2014

<sup>62</sup> The Code, Example Child Protection Policy and Procedures, 2014

- Unless an ID is provided, the child is not checked-in to the hotel. If the customer demands help with checking into another hotel, the demand is turned down.
- Hotel employees should immediately report suspicious circumstances they may encounter or cases of abuse and exploitation they may witness on the job to their line managers. The managers report the crime or suspect to authorities.



### Good Practice Example

#### **Sentido Turan Prince**

##### ***Policy for Protecting Children's Rights and Preventing Abuse***

*Children's rights is a universal concept used to refer to all rights which all children in the world enjoy from birth on legal or moral grounds and which include rights to education, healthcare, shelter and protection from physical, psychological and sexual exploitation.*

*Child abuse is the physical or psychological poor treatment of a child by an adult. Maltreatment of children is often synonymous with child abuse.*

*The World Health Organisation describes child abuse as follows: "All conscious or unconscious behaviour by an adult, society or state that negatively impact the health, physical and psychosocial development of children constitute child maltreatment."*

*Due to our policy, we would like to ask our guests:*

- *Not to leave your children between the ages of 0-12 alone in your room,*
- *Not to leave your children between the ages of 0-12 alone in the pools or the beach,*
- *Not to allow your children between the ages of 0-12 to ride the lifts alone,*
- *Not to leave your children in the care of strangers at the hotel and leave the hotel,*
- *To pick up your children from the Mini Club yourself,*
- *Not to allow your children under the age of 18 to consume alcohol,*
- *To respect children's rights,*
- *Not to engage in behaviour that may constitute child abuse and exploitation,*
- *To report persons who may violate children's rights and be exploitative to the management.*



## İyi Uygulama Örneği

*National and international legislation for the protection of children's rights contain punitive measures and prison sentences for those engaging in the exploitation of children.*

*<http://www.turanprince.com.tr/sentido/media-center/cocuk-haklarinikoruma-ve-istismar-onleme-politikasi.pdf>*

### **La Blanche Resort and Spa, Bodrum**

- *All children have the right to be protected from abuse and exploitation, regardless of their age, sex, language, religious beliefs and ethnic origin.*
- *No form of commercial sexual exploitation of children is allowed at our facilities.*
- *Hotel staff are informed of the law and risks against poor or inappropriate practices.*
- *Staff working with children should present excellent role models, which includes not smoking or consuming alcohol.*
- *Staff to work with children should be reviewed before being allowed to work with children.*
- *All staff should be informed of their responsibilities at work and that they should report any concerns about suspicious circumstances, maltreatment or abuse.*
- *Cooperation with the government and non-governmental organisations is maintained in keeping with the law for the prevention of these crimes*

*Practices to be avoided at the facility:*

- *Serving alcohol to those under 18,*
- *Allowing children and young people into games and activities that may be physically or sexually provocative,*



- *Being lewd with a young person, even in jest,*
- *Photographing or recording children without permission from their parents.*

*All hotel staff have a responsibility to report any maltreatment that may be witnessed in or around the hotel. To this end:*

- *All staff members should take detailed note of what they have seen or heard and immediately contact a superior.*
- *The superior will then decide whether to report the incident to the next higher level or to inform the authorities.*

*In summary as human beings, we promise to protect children and adolescents from all forms of professional or personal exploitation.*

*<http://www.lablanchehotel.com/?menu=alt-sayfa&sayfa=vizyonumuzkalitepolitikamiz>*

## 2. Training of employees

All employees working in the accommodation and travel sectors should be trained on what constitutes child abuse and exploitation, what should be done to prevent it and when cases are encountered or suspected. Organisations should begin by offering trainings of trainers to experienced employees in key positions, who will then train their lower level employees<sup>63</sup>

The Code provides training materials to members on its website.

<sup>63</sup> The Code, <http://www.thecode.org/about/> (accessed 10.01.2019)



## Good Practice Example

### **REWE Tourism Group**

*The REWE Group, which has hotels such as Club Calimera and PrimaSOL, as well as various travel agencies in its portfolio regularly provides trainings of trainers for its staff. The Trainings, which include managers from different hotels include the following subjects:*

- *The types of tourism facilities used by exploiters,*
- *The impact of exploitation on children and its long-term social ramifications,*
- *Relevant national and international legislation,*
- *The role and responsibility of the tourism sector in preventing abuse and exploitation.*

*Trainings include case studies and scenarios*

### **Airline Ambassadors**

*An NGO that is recognised by the UN Economic and Social Council, Airline Ambassadors International gives training to the employees of many airlines on identifying the signs of child exploitation, especially of trafficking in children and on what needs to be done in suspicious circumstances. In addition to online courses, Airline Ambassadors has held trainings in the USA, Ukraine, the UK, Hungary and Latvia and reached more than 4000 airline employees with its trainings.*

*<http://airlineamb.org/our-programs/human-trafficking-awareness/>*

### **3. Including a clause against child abuse and exploitation in work contracts<sup>64</sup>**

Due to the nature of their work, businesses in accommodation and travel sectors work with many other firms for the provision of furniture, food and drink and services. One of the criteria for The Code is the necessary inclusion of a clause against child abuse and exploitation in contracts signed with other firms. This clause should state

<sup>64</sup> The Code, <http://www.thecode.org/about/> (accessed 10.01.2019)

that the contract will be annulled should it emerge that the owner or employees of the supplier firm are involved in child abuse or exploitation in any way. Staff working in purchases and other relevant departments of the hotel should be informed of this point.



### Good Practice Example

#### **TUI Nordic**

*TUI Nordic is a travel and tourism agency that operates in Sweden, Finland, Norway and Denmark. Since 2002, TUI Nordic has included the following clause in all contracts it makes with hotels:*

*"Should commercial sexual exploitation of a child occur at the hotel and should TUI Nordic obtain information that said exploitation was carried out by a hotel employee or intermediary, this contract with the hotel will be annulled immediately. The hotel or intermediary promises to inform employees of the clauses of this contract."*

## 4. Providing information to clients and travellers

As mentioned in the previous sections, in addition to employees, hotel customers and travellers may witness or upon certain signs become suspicious of the sexual abuse or exploitation of children in the tourism sector. To raise awareness of the issue and to inform those who notice signs or directly witness abuse/exploitation of what to do, informative materials should be prepared.

Such material may be conveyed to travellers in various forms at all stages of travel and stay. For example:

1. During initial contact with the firm, in travel agency catalogues and websites,
2. On the ticket upon issuing and on luggage tags,
3. During travel: In-flight videos, signs and stickers in taxis and coaches,
4. During stay: Posters in hotel lobby and bars, leaflets in rooms.

67 The Code, <http://www.thecode.org/about/>, (Ulaşım Tarihi:10.01.2019).

---

## 5. Cooperation with other organisations

In addition to suppliers and their customers, businesses in accommodation and travel sectors are in contact and cooperation with security forces, NGOs and nearby businesses. One criterion of The Code is mutual information sharing and cooperation with these third parties for the prevention of the sexual abuse and exploitation of children.

## 6. Annual reporting

The final criterion of The Code is presenting annual reports to The Code on the implementation of other criteria.

In addition to presenting concrete examples, the report should also communicate challenges faced and how they were overcome. The report will be examined by The Code's secretariat and will be shared with other members after seeking permission of the preparing organisation, in order to ensure sharing of information and experiences among organisations.



## **PREVENTING THE SEXUAL ABUSE AND EXPLOITATION OF CHILDREN IN TOURISM AND TRAVEL**

1. Just as important as timely and appropriate interventions against these grave crimes against children, is developing institutional policies and taking comprehensive measures to prevent sexual abuse and exploitation from taking place in tourism and travel.

2. From the mid-1990s onwards, work has been undertaken and ethical principles and codes of conduct developed to actively prevent the sexual abuse/exploitation in the tourism sector at the international level, on the initiative of governments as well as private sector and civil society organisations.

3. The most significant among them is The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code).


4. The Code is a sector-focused responsible tourism initiative that creates awareness for tourism businesses for the prevention of the sexual abuse and exploitation of children and furnishes tools and support necessary to this end.

5. Organisations and firms in tourism and travel may adopt the Code by fulfilling the needs of the following six criteria<sup>65</sup>:

i. To establish a policy and procedures against sexual exploitation of children. Training of employees: Training on children's rights, prevention of sexual exploitation and how to report suspicious circumstances.

To include a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children; To provide information to travelers on children's rights, the prevention of sexual exploitation of children and how to report suspected cases; To support, collaborate and engage stakeholders in the prevention of sexual exploitation of children. To report annually on their implementation of Code related activities.

6. Among the advantages of adopting The Code for firms and organisations are being seen as a responsible organisations. Member firms will have increased competitiveness, increased customer satisfaction, lower risks and connections with leading organisations.

Participation in The Code is solicited on a voluntary basis. For more information visit <http://www.thecode.org> 

<sup>65</sup> The Code, <http://www.thecode.org/wp-content/uploads/2013/02/The-Code-NEW-Brochure-ENG-2013.pdf> (accessed 18.04.2019)



## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

\_\_\_\_\_

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.





This publication is developed as part of a project funded by the Dutch Embassy - Matra Program. International Children's Center is solely responsible for the content of this publication and it does not in any way reflect the views of the Dutch Embassy.



Kingdom Of The Netherlands