

GLOBAL EYE ON HUMAN TRAFFICKING

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Corporate Social Responsibility in Action: An Interview with FSI CEO Tristan Forster

by Jennifer Agis, IOM

INSIDE

Cover story

Corporate Social Responsibility
in Action: An Interview with
FSI CEO Tristan Forster.....1

Editorial.....2

Prevention

Lessons Learned: Strategies for
Preventing Labour Trafficking and
Exploitation in the United States.....3

Perspectives

Awareness raising according
to Tara Dermott4

Awareness raising according
to Phil Marshall4

Technology and New Innovations to
Prevent Human Trafficking6

Country Focus

Haiti Country Profile8

Opinion

The Increase of Xenophobia
and Human Trafficking:
Endemic Problems of Today's
Globalization.....10

Publications and Events.....11

For this issue of the Global Eye, IOM had the pleasure of interviewing Tristan Forster, chief executive officer (CEO) and founder of FSI Worldwide, a leading recruitment company promoting ethical labour supply in regions and sectors at high risk of human trafficking and bonded labour. FSI is a workforce solutions specialist operating globally across multiple industries, including security, construction and maritime. Tristan and his team manage recruitment infrastructure, handle the management of clients' workforce, and provide expert consultancy services on labour supply chain auditing, labour dispute resolution and international legal compliance regarding labour issues. In 2012 the Swiss-based, independent, non-profit association, **End Human Trafficking Now** (EHTN), awarded Tristan the **Business Leader's Award to Fight Human Trafficking**, which is designed to drive innovation by honouring and recognizing the tireless work of business executives engaged in combating human exploitation. In an effort to highlight the importance of targeting the demand for trafficked persons or for the goods and services that they produce, Tristan has demonstrated high levels of commitment to and innovation in breaking away from conventional international recruitment practices, and harnessing new ideas and tools to engage businesses in preventing exploitation.

His motivation

Tristan's dedication to protecting the most vulnerable comes from his 12 years of service with the Gurkhas and the Parachute Regiment of the British Army. During his time in the Army, he learned about former Gurkha Nepali migrant workers travelling abroad and experiencing severe exploitation in the process. He heard how agents would often impose excessive and unauthorized fees on workers, knowing that they would accept these terms because they were under pressure from their families to remit badly needed money home. His deep admiration for the people of Nepal motivated him to help former Gurkhas find rewarding employment.

Tristan started his business activities as a specialist supplier of former Gurkha personnel from Nepal to the security industry. Today, FSI provides a model of recruitment and management of skilled and unskilled labour for various sectors, including construction, facilities and hospitality.



Tristan Forster, CEO of FSI Worldwide.

Any corporation today would not consciously choose to tolerate human exploitation in its supply chain, yet exploitation still happens far too often. For many businesses today, a key challenge is to ensure that corporate codes of conduct are enforceable throughout the supply chain and that contractors and subcontractors are at least compliant with existing labour laws and standards. This said, Tristan focuses on clients that would like the assurance that their workforce is selected ethically and free of exploitation.

Tristan is creating waves in the private sector by uprooting corruption with FSI's Ethical Manpower Provision (EMP), an infrastructure that looks after both employer and worker. Tristan advocates that a well-recruited, well-managed workforce is significantly more effective and efficient than one made up of bonded and exploited workers. As proof of this, FSI has managed to sustain a 5 per cent turnover rate of hired staff, which is significantly lower than the industry average of 40 per cent.¹

FSI is able to guarantee the ethical recruitment of all personnel because it monitors every

¹ Data provided by Tristan Forster during the interview.

(continued on page 2)

THE VIEWS EXPRESSED HEREIN
DO NOT NECESSARILY REFLECT
THE VIEWS OF IOM.



IOM • OIM

EDITORIAL

I am pleased to share with you this thirteenth issue of the Global Eye on Human Trafficking. As ever, our aim is to bring to you, our readers, the innovative ways in which committed people all over the world are trying to eradicate all forms of human exploitation, as well as some of the most persistent challenges we face as a community. In addition, we highlight in these pages the good work of individuals and smaller civil society groups that may not always get the public exposure they deserve.

In this issue, we explore prevention: how can we best prevent human trafficking before it occurs, and thereby save the individuals and communities from its damaging impact? Certainly the most common approach to preventing human trafficking over the years has been to focus on raising awareness of the public at large, as well as of people who might be particularly vulnerable to exploitation. But does this approach really work? In the 13 years that we've had the Palermo Protocol, and with a significant investment of resources, what have our information campaigns achieved? Phil Marshall and Tara Dermott debate the issue in "Perspectives."

We profile the work of Mr. Tristan Forster who, through his private company, FSI Worldwide, is trying to protect migrant workers through the recruitment process. Sarah Jakyel of the Polaris Project talks about the importance of empowering migrant workers to know and assert their human and labour rights, and the need for a communication point, such as a telephone hotline, to which they can report abuses.

Finally, we are all aware of the ways in which technology is being abused to facilitate human exploitation; on the other hand, it can also be used positively. IOM's own Jenny Agis reports on some innovative ways in which technology is being used as a tool to prevent human trafficking.

Jonathan Martens
Migrant Assistance Division
IOM Geneva

(Corporate Social... continued from page 1)

aspect of the recruitment process and its infrastructure. As a result, Tristan and his committed team have created secure corridors for migrants aspiring to gain dignified and fair employment overseas. Thus far, FSI has provided an umbrella of employment protection for approximately 2,000 recruits. As such, there are 2,000 families whose standards of living have been significantly improved, not only by the knowledge that their loved one is safely employed and working in dignified conditions, but also by the benefit of a full salary; this is in stark contrast to the former situation, in which large amounts were siphoned off in payment to corrupt agents.²

His approach

Tristan's approach consists of three main pillars: The first is to **insist**: "*FSI doesn't support organizations that take money from workers.*" The FSI position: No fees whatsoever, even if it is in line with the country's legislation. FSI insists that businesses treat workers ethically, and pays particular attention to those that are at the bottom of the supply chain. Not only is this the right thing to do, it also makes business sense, as it leads to greater productivity and worker retention. In addition to the "non-payment policy," Tristan insists on stringent background checks on each recruit, including criminal record checks, health checks and skills testing. Only those who meet the qualifications and have the necessary skills are considered for employment.

The second is to **invest**: "*You need to own your own infrastructure...It's an intelligent investment to treat people well.*" A critical component of the FSI approach is the retention and full control and visibility throughout the recruitment process, during which no unauthorized agents or third parties are allowed. FSI carefully screens potential hires, preferring people with an NGO or military background who demonstrate qualities of good character. The FSI team is also well remunerated, which Tristan believes reduces the temptation of succumbing to corruption. As a result, the FSI team is highly motivated to track and eliminate unethical behaviour. Tristan also believes that it is important to invest significant time, effort and funds in ensuring direct contact with candidates. All personnel are interviewed in their native language prior to and after deployment, to ensure that they have been treated in accordance with FSI regulations.

The last pillar is to **inspect**: "*If any FSI staff member takes money from the workers, he or she will be immediately fired.*" The robust culture of transparency and discipline within FSI ensures that no one within the company can deviate from the key principles of EMP. FSI conducts random spot checks on all of its offices, which take place at a minimum of once

every three months. Besides unannounced monitoring and inspection of sites, workers are encouraged to report incidents directly to FSI staff without fear of retaliation. Workers are protected at all times, keeping them anonymous in the event that a corrupt recruiter is fired. Tristan maintains open communication with everyone in the field and makes it a point to closely follow projects, to help deal with any issues that may arise. In addition, FSI teams speak the local language to ensure that lines of communication are always open and clear. Workers are thus incentivized to expose bad behaviours and keep each other accountable.

His challenges

Needless to say, Tristan has had his share of challenges. The FSI team works in some of the most difficult environments, for example, in post-conflict scenarios like in Iraq and Afghanistan, where the majority of recruiting agents would like to maintain the status quo because of the potential to make enormous profits from the high commissions charged to employers and workers. This is in spite of the fact that international labour standards prohibit recruitment agencies from charging fees to workers.³ This culture of corruption and exploitation in the manpower business can seem all-pervasive, yet the recruitment of highly trusted ex-Gurkhas to key positions within the organization has proven quite effective in ensuring loyalty and trustworthiness.

By insisting, investing, and inspecting, Tristan plans to demonstrate that it is possible for employers to take an active role in guaranteeing that their workers are treated with the dignity that they deserve. In his words, "If you look after them, then you have gone through the effort to protect them." Why does he do this? He says, "Simply because it is the right thing to do." The selling point is that with a higher level of personnel retention, a virtuous cycle of continuity for the employer will be established, leading to a rewarding experience for the worker and monetary value for the company.

Looking into the future, Tristan would like to expand the reach of FSI to various other industries, particularly construction and domestic work. As they expand, new challenges are bound to surface, but for Tristan, "to a complex problem you need complex solutions," an approach that so far has proven to be quite innovative and successful. Surely, the robust culture of transparency within FSI will become more difficult to sustain as the company grows, but this is something that they are already well aware of. Tristan's overall perception is that there is a growing sense of responsibility in the private sector towards treating people with dignity. Without a doubt, this momentum will bring about a behavioural change so that those workers sustaining a growing demand for luxury goods and services are protected and respected as dignified human beings.⁴ □

² Data provided by FSI Worldwide.

³ ILO Guide to International Labour Standards.

⁴ FSI Worldwide website (www.fsi-worldwide.com).

Lessons Learned: Strategies for Preventing Labour Trafficking and Exploitation in the United States

by Sarah Jakyel, Deputy Director of Polaris Project



Polaris Project

Polaris Project is a leading US organization in the global fight against human trafficking and modern-day slavery. It operates the National Human Trafficking Resource Center hotline, conducts trainings and provides services to victims of trafficking.

www.PolarisProject.org

Workers in the United States benefit from relatively strong protections. The right to organize and collectively advocate, for example, has significantly increased working standards for millions. The Fair Labor Standards Act (FLSA), celebrating its seventy-fifth anniversary this year, provides basic protections ranging from minimum wage to overtime pay and sick leave, and prohibits child labour.

Enumerated rights are vital and must be enforced. The Department of Labor's Wage and Hour Division (WHD) investigates violations of and enforces federal labour laws, including FLSA. Their work helps identify abusive employers and ensures remedies for exploited employees, regardless of the legal documentation status of the workers. Given undocumented workers' particular vulnerability to exploitation, this provision is critical. Despite the value of WHD investigations, however, the division has limited capacity to respond to over 25,000 complaints annually. Furthermore, certain vulnerable groups of workers are excluded from the protection of federal labour laws, putting them at increased risk of exploitation and human trafficking.

Through its more than five years of experience operating the [National Human Trafficking Resource Center \(NHTRC\)](#), the centralized hotline for the United States on the issue of human trafficking, the Polaris Project has observed promising practices and ongoing

challenges in the effort to ensure protection for vulnerable workers and to prevent exploitation, abuse, and trafficking.

Between January and June 2013, hotline calls about labour exploitation and labour trafficking increased 56 per cent from the same period in 2012. Of these calls, the prevalence of labour exploitation – situations involving workplace abuse, including wage and hour concerns, contract violations, wrongful termination, verbal or physical abuse, and sexual harassment – increased 106 per cent. Calls to the hotline concern both documented and undocumented workers employed in areas like domestic work and janitorial services, seasonal employment, construction and landscaping, restaurants, factories and the agricultural sector. Exploited workers are highly vulnerable to labour trafficking, as elements of force, fraud, and coercion may compel them to remain in abusive workplaces.

Although formalized regulation and protection are important, workers must know their rights. Knowledge about their rights empowers workers to report abuse and helps counter deliberate attempts by exploiters and traffickers to threaten, intimidate and misinform. The US Department of State's [Know Your Rights \(KYR\) pamphlet](#) illustrates the value of worker awareness. Initiated in September 2009, the KYR pamphlet is distributed to certain work visa holders prior to their arrival in the United States and is believed to be one

of the most innovative successes in the fight to prevent human trafficking. The document lists the workers' rights in the United States, and includes the NHTRC hotline number as a resource. Visa holders meet individually with consular officers prior to leaving their home country. This pre-travel interaction has unique potential for intervention: US Government officers can educate and provide resources, without recruiters, employers or controllers present.

Are You Coming To The United States Temporarily To Work Or Study?

We Are Confident That You Will Have An Interesting And Rewarding Stay. However, If You Should Encounter Any Problems, You Have Rights And You Can Get Help!

You Have the Right to:

- Be treated and paid fairly;
- Not be held in a job against your will;
- Keep your passport and other identification documents in your possession;
- Report abuse without retaliation;
- Request help from unions, immigrant and labor rights groups and other groups; and
- Seek justice in U.S. courts.

These rights, and others, are explained in this pamphlet.

If you are mistreated or your rights are violated, call these toll-free numbers:

National Human Trafficking Resource Center's
24 Hour Toll-Free Hotline
1-888-373-7888
(Run by a non-governmental organization)

Trafficking in Persons and Worker Exploitation
Task Force Complaint Line
(Monday – Friday, 9am-5pm Eastern Time)
1-888-426-7581
(Run by the U.S. Department of Justice)

If you are in immediate physical danger, Call 911

Know Your Rights pamphlet, US Department of State.

(continued on page 11)

Does Awareness-Raising Prevent Trafficking?

According to Tara Dermott



Tara Dermott is the Head of Development at MTV EXIT (End Exploitation and Trafficking). Dermott joined MTV EXIT in 2010, bringing over five years of experience in the international development sector, acquired primarily in South-east Asia. She has worked with a variety of non-governmental organizations in the counter-trafficking-in-persons community, including South-east Asia Investigations into Social and Humanitarian Activities (SISHA), the International Organization of Migration (IOM), the Asia Foundation, the Polaris Project and World Education.

The international community spends a lot of time, effort and money on awareness-raising as a means of prevention. Is this justifiable? At their best, do they or can they prevent trafficking? Is this the best use of the time and money available for trafficking prevention? How do we know if an awareness campaign has prevented trafficking?

Critics say that awareness-raising conducted to date has not stemmed the tide of human trafficking. A common anecdote relayed to criticize the alleged failure of awareness-raising campaigns is the story of the text-heavy posters and billboards displayed in areas where populations are largely illiterate. No one contests that agencies need to move beyond these forms of awareness-raising practices. Interestingly, however, moving beyond does not fundamentally change what awareness-raising looks like (i.e. TV programmes, billboards, pamphlets, radio spots, etc.). What it means is adopting a strategically planned, evidence-based and consultative process to address knowledge, attitudes and practices regarding human trafficking to promote behaviour change among target audience groups.

Measuring the impact of awareness-raising activities specific to the prevention of human trafficking is challenging for a number of reasons. First of all, how do you measure a negative – meaning, how do you demonstrate that an event did not happen as the result of an intervention? Even if you did find that the rate of individuals being trafficked was dropping, how could you isolate the effects of an awareness campaign from other ongoing prevention interventions?

What is possible is to assess the effectiveness of awareness-raising efforts through quantitative evaluation that measures shifts in levels of knowledge, attitudes and intended behaviour regarding human trafficking following exposure to an awareness-raising activity. It is also possible to survey those who spoke about the issue of human trafficking with a friend or family member as a result of the intervention, as well as look into the impact of media coverage and word of mouth on community members who were not directly exposed. Within this framework, awareness-raising interventions prove successful in driving positive shifts towards the shared goal of ending human trafficking; also important is the role that traditional media can play by inspiring communication through personal networks.

While this kind of research does not definitively prove that awareness-raising campaigns have prevented human trafficking, through testimonials we know that individuals are adopting positive behaviours to stop instances of human trafficking as a result of such programmes.

(continued on page 5)

According to Phil Marshall



Phil Marshall is the Director of the Research Communications Group (RCG) based in New Zealand. He is a human trafficking and HIV prevention specialist and has previously worked as an independent consultant for the UN Development Programme, the UN Inter-Agency Project on Human Trafficking, and the CHAS in Vientiane.

Two years ago, I was involved in designing a project in a trafficking “hotspot,” an area where trafficking had been highly prevalent for 15 years or so. Each practitioner I interviewed – from government or an NGO, all experienced and heavily trained – placed awareness-raising as their number one priority. This was despite the fact such activities had been going on for as long as the trafficking and that, given the size of the town involved, it would be hard for anybody not to have learned about it through personal networks.

Sure enough, it didn’t take much asking around to discover that: (a) young people had a universally accurate view of trafficking; (b) they had generally learned this through word of mouth, rather than the plethora of posters, billboards, radio spots and the like; and (c) their own migration decisions, factoring in both the potential risks and the rewards, appeared to be primarily influenced by their personal level of risk aversion. Sadly, we continue to spend good money there, raising awareness of the already aware – yet more resources, desperately needed in other areas of the response, go down the black hole that is awareness-raising.

Of course, this is not an argument against awareness-raising itself, just poor awareness raising. Unfortunately, most awareness-raising to date has been desperately poor. There appears to be something about the field that lends itself to mindlessness. As a result:

- We frequently implement programmes without even first knowing whether they are needed. Most programmes take place without any assessments of existing levels of awareness.
- Many programmes assume that lack of awareness is a risk factor, when there is surprisingly little evidence across the board that this is the case. Even the information that victims lacked knowledge is not overly informative unless comparative information exists on those who have not been trafficked. Correlation is not the same as cause.
- A depressing number of messages are meaningless. What is one supposed to do, for example, with “Stop trafficking, together we can do it”?
- Some campaigns refer to non-existent or inadequate services, such as one UN agency’s campaign that bizarrely referred victims to the organization’s global homepage, when there was no information to help victims anywhere on the site.
- There is almost no information on whether programmes raised awareness, let alone had an effect on trafficking.

Most importantly, though, not a single case of trafficking has been prevented by raised awareness. It is the translation of awareness into an action that kept them or somebody else from

(continued on page 5)

(According to Tara... continued from page 4)

In 2011 a 20-year-old Cambodian man and his three friends were trafficked for five years for forced labour on a Thai fishing boat. When the boat docked briefly, he happened to catch a documentary about trafficking being aired on TV. The programme flashed a free hotline number in Thailand that the man could easily read. When he called the hotline, he was connected with agencies that helped him and his three companions escape their traffickers. These survivors were then safely returned to Cambodia. This particular example demonstrates the value that awareness-raising activities can have with regard to increasing victim identification: it shows that not only members of the public should be educated on recognizing and reporting suspected cases of exploitation, but that victims should also be enabled to self-identify and take action.

Frankly, in the time that it takes for businesses around the world to adopt and effectively implement positive supply chain management practices; for governments to increase the rights of migrant labourers and labour standards across the board; for safe and reliable mechanisms to be put in place to report exploitation – and for there to be a fair and just response – awareness campaigns can be strategically targeted towards pushing these agendas forward, both at the societal and individual levels. Societies can be made aware of the 21 million people currently enslaved in forced labour and refuse to tolerate it any longer. Perhaps even more importantly, that very same population of 21 million could potentially receive information about actions that they can take to extract themselves from extremely exploitative situations, as in the case of the young Cambodian man who was finally able to ask for help after five years of slavery.



MTV Exit Documentary audience.

We now know that if awareness-raising tools include vital information such as a helpline, people will take note of it: after each and every broadcast of a celebrity-hosted programme on the trafficking of Myanmar people, the Myanmar-language hotline in Thailand received, on average, between 100 and 300 calls. This demonstrates that audiences will take positive steps to stay safe or escape from a bad situation when given relevant information through a relevant medium.

These stories illustrate the power that awareness tools can have to drive action to prevent instances of human trafficking. What they also show is that it's not enough for awareness-raising campaigns to simply communicate that human trafficking exists; there is a responsibility to leverage the communication to also promote the positive, targeted actions to take. Actions may include the promotion of a hotline number for reporting suspected cases of exploitation or a helpline for individuals to call to validate the legitimacy of an employment opportunity. In addition, awareness campaigns not only promote safe migration information to populations at risk of being trafficked, but also discourage audiences from supporting exploitative practices and industries.

Importantly, when the content of awareness-raising tools and their dissemination plans are created in collaboration with key stakeholders from all sectors of society, the costs lessen and the potential reach increases.

(According to Phil... continued from page 4)

being trafficked.¹ The main point here, though, is that it is not the awareness itself that has made the difference but the behaviour. Sure, increased awareness is usually a prerequisite for changed behaviour, but heating up the oven is a prerequisite for cooking dinner, and few of us would claim it to be a stand-alone activity.

And this is at the heart of the problem. *Awareness-raising is not an end in itself and therefore cannot be considered a stand-alone intervention.* The end or goal is changing behaviour – the behaviour of potential victims, actual victims, perpetrators, policymakers or, at another level, consumers of goods or services produced by trafficked persons.

Behaviour change is a field of expertise. Those involved understand that the link between raised awareness and changed behaviour is rather tenuous, influenced by a whole range of cultural and environmental factors. Those involved understand clarity of message – that for most people, recognizing that there are risks in migration is more important than knowing that the crime of trafficking consists of an action, a means and a purpose. Those involved understand that supporting safe behaviour requires understanding barriers to this behaviour, and this cannot be done through one-way communication.

Those involved also understand that the more specifically you can segment your audience, the more successful you are likely to be. Perhaps involvement of such expertise earlier in the response would generate greater reflection on what our ultimate goal is – which is surely reducing the size of the problem, that is, the number of people in slave-like circumstances. This, in turn, might demand a greater focus on the estimated 21 million people already in slavery, rather than the seven billion who are not. In trafficking, prevention does not exist without a cure.

These issues, and how to address them, are known to people who specialize in behaviour change communications. When framed in this manner, I suspect most of us involved in awareness-raising would acknowledge we don't have this expertise. By misunderstanding and misstating our goal as *awareness-raising*, however, we appear to have created a situation where anyone with trafficking knowledge and good grasp of Photoshop, thinks they can produce information material that will affect trafficking.

This problem will continue, in my view, until we start to acknowledge that awareness-raising is not actually an intervention in itself and stop talking about it as if it is. In the meantime, by frittering away millions of dollars meant to make life harder for traffickers, we are in effect aiding and abetting organized crime.

So, as a first step, let's stop talking about awareness-raising and start talking about behaviour change. As a second, let's get people involved who actually know what this involves. And if our budgets don't allow it, why not collaborate with others implementing similarly ineffective awareness-raising activities and build something that does? ☐

¹ Whether this action reduced trafficking or just transferred the problem to somewhere else is the subject of another discussion.

Considering all of the potential benefits of well-designed and strategic awareness-raising tools, it becomes clear that they are a valuable component of efforts to prevent trafficking by promoting behaviour change at the individual level and by advocating for action at the societal level. I can confidently say that, when executed correctly, awareness tools are effective.

Visit www.MTVEXIT.org or write to info@mtvexit.org for more information. ☐

Technology and New Innovations to Prevent Human Trafficking

by Jennifer Agis, IOM

There is little doubt that technology is increasingly playing a role in the practices and processes surrounding human trafficking, from the deceptive recruitment of migrants to the facilitation of their exploitation. Networking technologies, including the Internet, mobile phones, and social media, have altered how information flows and people communicate, and human traffickers are using it to advance and grow their trafficking operations all around the world. The same can be said about the anti-trafficking movement, where technology offers new tools to facilitate cooperation between activists around the world, and engage the support of the general public in helping to prevent the spread of exploitation.

To date there is little empirical evidence on the impact that technology has on human trafficking. Our knowledge is still at a nascent

stage, but one thing we do know with certainty is that technology is making the human trafficking phenomenon more visible and traceable.

Microsoft and its Digital Crimes Unit are taking the anti-trafficking message online by offering e-learning courses on human trafficking. CNN's Freedom Project is using media campaigns and documentaries to call attention to trafficking and slavery among millions of viewers worldwide. More recently, Google, in collaboration with Polaris Project, Liberty Asia and La Strada are building a global anti-human trafficking hotline. By harnessing technology and sharing valuable data, this initiative has the potential to spot trends, track behaviour changes and enable easier case coordination and victim protection across borders.

The growth of anti-trafficking initiatives using cutting-edge technology – from the big tech players to the smaller NGOs – marks an exciting public-private synergy that offers real hope for the millions that are exploited and dehumanized around the world. In recent years, players in the technology sector have created a niche where technology innovation is being harnessed to address some of the world's most pressing problems. Leveraging social media, smartphone applications, and Internet-based work, they offer unique opportunities to build transparency and introduce new information that can be used to effectively prevent human exploitation. The organizations highlighted in this article are a few of the game changers that use technology to break and expose exploitative practices and offer the most vulnerable viable alternatives to a better future.



“Labor Link gives us a direct channel to engage with workers in our supply chain and track progress on strategic issues. M&S values the real-time data and insightful analysis it provides.”

Jyotsna Belliappa,
Head of Social Compliance (South Asia), Marks & Spencer

Organization: Good World Solutions – Labor Link

Headquarters: United States of America

Participating brands: Patagonia, Fair Trade USA, Indigenous Designs and Eileen Fisher

Type of product or service: Designs mobile phone surveys using a voice-based platform that asks questions directly to workers in their local language. Company survey types include code of conduct, job satisfaction/worker needs, and worker management communication

Reason for existence: Lack of direct access to workers and the corrupt and exploitative nature of recruitment practices led to the creation of Labor Link. Labor Link's aim is to build transparency across global supply chains through mobile-based technologies.

Key functions

- Create and transpose targeted, audience-appropriate survey questions and marketing materials
- Monitor working conditions between audits
- Measure employee job satisfaction
- Track the impact of corporate social responsibility and capacity-building initiatives

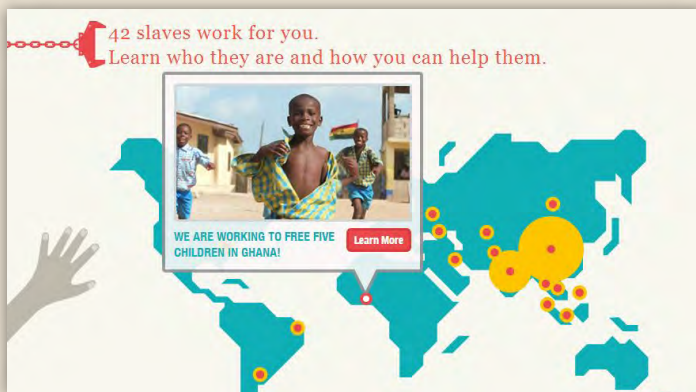
- All data are aggregated on Labor Link's servers, analysed and made available to partners.

Challenges

- Access and use can vary widely by age, gender, ethnicity, geographic location, income and education.
- When unique labour practices prevail throughout a local industry, it can be difficult for one factory to institute new systems or practices without internal and/or external resistance.
- Companies are not obligated to release the results, so transparency and the need to take action is at the company's discretion.

(continued on page 7)

(Technology and new... continued from page 6)



“And finally, every citizen can take action: by learning more; by going to the website we helped create – SlaveryFootprint.org; by speaking up and insisting that the products we buy are made free of forced labor.”

President Barack Obama at the White House Forum to Combat Human Trafficking, April 2013

Organization: Slavery Footprint

Headquarters: United States of America

Countries of operation: Web-based and accessible to all

Type of product or service: Consumer engagement tool that asks, “How many slaves work for you?”

Key functions: Slavery Footprint allows consumers to visualize how their consumption habits are connected to human trafficking. Consumers can take an online survey where one can determine the

number of slaves that are needed to maintain their personal lifestyles.

Reason for existence: As an artist, chief executive officer Justin Dillon’s vision was to take difficult concepts and make them simple, and communicating them into something that the average person can customize. This survey is meant to educate consumers on how the stories of their lives affect the stories of those people at the end of the supply chain.

Challenges

- “Take action” steps are limited. The results can be overwhelming for a consumer and a list of realistic steps to take have not been fully developed.

- Slavery Footprint is not based on specific brands or manufacturers, leaving somewhat vague as to who exactly consumers should avoid.
- The nature of the supply chain means that it can be extremely hard to purchase truly slave-free goods; however, Slavery Footprint makes it clear that increasing demand for those goods can be a step in the right direction.
- The survey questions are unspecific, which may lead to skewed data. It does not allow users to specify where they purchased their food, whether they bought or inherited their jewelry, or whether they grow their own goods, such as plant produce or dairy.



“My job is great support for my family. I can earn while I learn and grow. Each day is a new challenge and a new chance to succeed.”

Reena Prasaad, participant from Kolkata, India

Organization: Samasource

Headquarters: United States of America

Countries of operation: Web-based and accessible currently in Haiti, India, Kenya, Uganda and the United States

Type of product or service: The Microwork™ model transforms complex data projects into small, computer-based tasks. Vulnerable and underrepresented individuals are trained to complete work and are given viable employment opportunities

Key functions

- Recruit at-risk women, youth and refugees and train them for 2–4 weeks on computer-based work
- Break down projects from participating corporations using Microwork™
- Allocate work to service hubs, where women, youth, and refugees complete the work
- Deliver completed projects to corporations

Reason for existence: There is a global shortfall of 1.8 billion formal jobs. That means unemployment for 60 per cent of the 3 billion people seeking formal work. After the realization that even with an education, most vulnerable communities will remain in

poverty because of a lack of viable economic opportunities, the Microwork™ model was invented to give work to those most in need.

Challenges

- A very short-term training model will not ensure that students will win online work projects on their own, especially if they do not have a well-established reputation online.
- It requires contracts for digital services with large companies, for example, in the United States or Europe, for example, to ensure that upon completion of the training, workers will have employment opportunities.

Country Profile: Haiti

by Tobias Metzner and Michela Macchiavello, IOM



Haiti is a country of origin, transit and destination for victims of trafficking, with a high incidence of internal trafficking, specifically of children from rural areas, who are exploited as domestic servants in urban centres. Increasingly, we are starting to see children being trafficked to the Dominican Republic as well. Trafficking of adults remains a complicated issue due to the fact that economic opportunities in Haiti are limited in nature. Often, socioeconomically marginalized adults prefer conditions of exploitation that provide at least a minimal income, even when infrequently paid, to the alternative. Thus, they fail to identify themselves as victims and often times may obstruct efforts to do so.

Estimates indicate that between 200,000 and 300,000 children in Haiti are currently being exploited as domestic servants¹; 30 per cent of these children suffer from sexual abuse and 80 per cent from aggravated physical abuse. In addition, recent IOM research has shown that up to 200 Dominican women are trafficked to Haiti every year, mainly to be exploited in brothels.²

Poverty, lack of access to social services in rural areas and to information on children rights, as well as the cultural importance of family integrity, all contribute to creating a climate of vulnerability which traffickers are able to exploit. With the lowest Human Development

Index (HDI) and gross domestic product per capita in the Western hemisphere, poverty remains a fact of life for most Haitians.

Since the last century, vulnerable rural families have relied on a traditional system of informal adoption to provide their children advantages and opportunities that they believe only exist in urban centres. This is known as the *restavek phenomenon*. However, as the economic situation continues to decay and repeated disasters erode both infrastructure and social cohesion, the *restavek* system has become exploitative. Rural populations are especially vulnerable to annual extreme weather during the hurricane season, which can wipe out harvests and livelihoods. Giving a child to a known or unknown intermediary (termed *passeur*) often seems to be the only solution. In this context, it is easy for recruiters to convince parents to hand over their children to families living in urban areas. Children, however, mainly end up in conditions analogous to slavery, working 70–80 hours per week as domestic servants.

In addition, a protracted displacement crisis followed the 2010 earthquake, and close to 279,000 individuals still remain in camps according to IOM Haiti's Displacement Tracking Matrix³ in June 2013. Child traffickers are now targeting these displaced households, which represents a **shift in recruitment tactics and exposes even more children to exploitation**.

Despite Haiti's ratification of the Palermo Convention and its three protocols in March 2009, the existing draft of its counter-trafficking law has not yet been voted on by Parliament. Haiti does, however, have existing laws which

are complementary to that on the crime of trafficking that, if properly implemented, could lead to perpetrators' conviction. However, the lack of law enforcers' investigative and judiciary capacity make this a very hard goal to reach. Thus, abuses related to trafficking remain rampant and go largely unpunished, leaving Haiti's children highly vulnerable to exploitation.

IOM's work to address trafficking and exploitation in Haiti

IOM has worked with the Haitian Government and civil society since 2005 to strengthen the skills and resources necessary to effectively combat trafficking. Since 2011 IOM has handed over the management of day-to-day operations to local counterparts, targeting operations on instances of aggravated rights violations. At the core of this methodology is a three-pronged guiding principle: rights-based, locally owned and victim-centred intervention. In addition, the Dominican and Haitian authorities, together with IOM, are working to create a locally owned system of referral for Haitian child victims trafficked to the Dominican Republic.

IOM works in close collaboration with local governmental and NGO partners to identify victims of trafficking and engages NGO partners to provide accommodation, immediate support and assistance. In this context, IOM has been working with two particularly capable NGOs since 2007: *Foyer l'Escale* and the *Centre d'Action pour le Développement*. Furthermore, given the characteristics of trafficking in persons in Haiti, where it primarily affects children, close coordination with UNICEF has been key to working towards a "delivering as one" approach in the context of cooperation in the UN Country Team. IOM and the Institute for Social Well-being and Research (*Institut de Bien Etre Social et de Recherche*, IBESR) provide family-tracing, pre-return risk assessments and support for victim return and reintegration. Following a pre-return risk assessment, victims' families are sensitized on human rights and the importance of family integrity, and victims are referred to additional social services.

To address the root cause of trafficking in Haiti, IOM facilitates income generation training for all receiving families and helps them to develop a business plan to start or reinforce an economic activity. Once home, families are then monitored, and vulnerable cases are followed closely for a period of one year.

Since the beginning of its counter-trafficking programme in Haiti, IOM has provided comprehensive assistance packages to a total of **2,054** victims of trafficking, mainly children, and trained the Brigade for the Protection of Minors (*Brigade de Protection des Mineurs*, a branch of the National Haitian Police), IBESR and local NGO staff members/officers on counter-trafficking and direct assistance. Since

¹ Estimates based on the *Rapport de la Mission de Recherche sur la situation de la traite et le trafic des personnes en Haiti* (Report of the research mission on the trade and trafficking of persons in Haiti), Organization of American States, Sept. 2006; and on Trafficking Report 2005, US Department of State. (Trafficking Report 2013, however, estimates between 150,000 and 500,000 victims.

² Estimates are based on an IOM 2013 study on the sexual exploitation of Dominican women in Haiti, to be published soon.

³ More information about the matrix is available at www.iomhaitidataportal.info.

(continued on page 9)

(Country profile... continued from page 8)

2001, more than **2 million individuals have been reached** as well through awareness-raising campaigns via radio, flyers, television and community outreach programmes.

Challenges

The lack of accommodation space for victims of trafficking, particularly for girl and women victims of sexual exploitation and their children, remains a primary challenge for protection actors in Haiti. Often, these girls

and women are separated from their children, weakening this crucial bond, and, in a sense, perpetuating the cycle of social exclusion. A second major challenge lies in the insufficiency of human resources to meet the urgent needs of a steadily increasing caseload. This is especially true in terms of follow-up visits, where the accumulating caseload presents a real challenge in capacity due to the limited resources available and the frequent shifts in donor attention to other geographic areas.

Funding is required to provide local actors with the tools and means to autonomously combat the phenomenon, particularly in rural areas and along the border with the Dominican Republic. Furthermore, a formalized system of referral for child trafficking victims is needed. More research is required to scope the depth and breadth of the trafficking phenomenon, which would inform prevention activities. □

The restavek phenomenon

A local traditional system of child domestic servitude, known as the “restavek phenomenon,” is endemic in Haiti. Estimates based on field work indicate that between 250,000 and 300,000 children in Haiti are currently being exploited as domestic servants. Unlike other parts of the world, underage domestic servants in Haiti are commonplace, even in working-class homes. Even in internally displaced person camps one can find *restaveks*. These exploited children tend to escape from their captors in their early teens, often after almost a decade of denigration. These children often do not know their biological families, or resent them, and so they roam the streets. There they are easy prey for criminals and may become victims of violence or recruited



as members of gangs. Family-tracing, long-term reintegration assistance, and monitoring are essential services that IOM provides in this area.

www.iomhaiti.info

Rebuilding shattered dreams

Sara was eight years old when she left her home in a village close to Jeremie in the remote Grand Anse region of Haiti. She left her family after a man came to them promising education and a better life in Port-au-Prince. Her family had always been poor, but the recent tropical storm had ruined a year’s harvest. They were eager to see their oldest child take advantage of this offer. Once she reached Port-au-Prince, her “recruiter” placed her in the home of a family she did not know. She was not sent to school and was not given food. Instead, she worked 16 hours a day, surviving on food scraps and beaten at the whim of the family. During this time, she was not allowed any contact with the outside world. Her family was not able to get in touch with her or her recruiter. They resigned to the idea that she had died and went so far as to organize a symbolic burial for her. Luckily, after 18 months a local citizen noticed that she was in duress and brought her to an IOM’s partner NGO. The NGO requested IOM’s support in order to provide counselling, family-tracing and reintegration services. Once the family was traced and contacted, they were in shock to find out that Sarah was alive and had

experienced repeated and severe abuse. The family felt ashamed of their gullibility. With the income-generating activities by IOM, in cooperation with the Institute for Social Well-being and Research (Institut de Bien Etre Social et de Recherche, IBESR), the family was able to purchase goats, which have not only been

essential to the nutritional development of their children, but has also provided much needed income. Today, Sara is a star pupil, and has successfully managed to catch up on her studies. Her dream is to be a doctor when she grows up.



The Increase in Xenophobia and Human Trafficking: Endemic Problems of Today's Globalization

by Dr William Arrocha, Assistant Professor, Monterey Institute of International Studies



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Although "globalization" can have multiple and divergent meanings, there is an undisputed fact, and it is that it can be accompanied by a deep fear of "the other." As capital encounters fewer barriers to move across borders through trade and investment, the opposite is happening regarding the movement of people and labour. Although trade and investment have dramatically increased worldwide, the gains from such increases have not been distributed equally. Agricultural products from most member countries of the Organisation for Economic Co-operation and Development remain highly subsidized, and their surpluses are dumped into mid- and low-income States; technical and health standards have become the new trade barriers that are increasing the economic gap between the North and the South. Furthermore, foreign direct investment, though linked to job creation, also causes deep labour dislocations in both sending and receiving States. Today we are witnessing a new "international division of labour" with deep inequalities in wage and labour conditions.

The Post-Cold War period has also witnessed a proliferation of conflicts fuelled by ethnic conflicts, ideological extremisms and resource scarcity. Moreover, after the tragic events of 11 September 2001, States have been closing their borders through more restrictive legal

and physical barriers. For those individuals and communities trapped in domestic or regional conflicts, or conditions of extreme poverty, the possibilities to find safe havens or a better life are closing, as those forced to migrate face new physical walls in addition to more stringent migration requirements, including the criminalization of undocumented migration. Moreover, they confront populations that fear their presence as a threat to their livelihoods yet demand their labour. These economic, political and social pressures tend to increase human trafficking.

Despite such pressures, the number of immigrants has increased from an estimated 150 million in 2000 to 214 million, of which approximately 2.4 million are victims of human trafficking.^{1,2} However, many of them are seeing their fundamental human rights jeopardized, as they are considered a threat to the security of other States or a mere commodity to be exploited for economic or personal reasons.

Racism, as well as xenophobia, has always haunted immigrants. However, in today's globalized world there is a very disturbing paradox, and it lies in the fact that as most governments talk about a global economy with no borders, their immigration policies are becoming very restrictive towards immigrants from poorer countries. And as immigration gets further securitized, the enforcement of immigration laws is accompanied by harsh detention practices and racial profiling that jeopardize the hard-fought international human rights instruments.

Despite the 1993 Vienna Declaration and Programme of Action, which urges all governments to take immediate measures to develop strong policies to prevent and combat all forms and manifestations of racism, xenophobia and other forms of discrimination, many governments are implementing immigration policies that make it very difficult to effectively combat manifestations of social intolerance, including human trafficking.

Today, some of the most striking examples of state-led intolerance have been the proliferation of state laws in the United States such as Arizona's Senate Bill 1070, Alabama's House Bill 56 and Georgia's House Bill 57. What these bills have in common is that they are all reactive laws stemming from societal fears towards undocumented migrants, particularly those of Hispanic origin. One of the disturbing powers these bills confer to police officers is the option to arrest individuals under "reasonable suspicion" of staying illegally in the country. Although the range of this power has been legally contested, it has unleashed racial profiling and fostered an environment of fear among immigrants and victims of human trafficking.

One of the key challenges to dealing with racism and xenophobia in the United States is that the First Amendment of its Constitution has few limits on expression. This has created a very permissible environment regarding the use of racial or xenophobic remarks, as well as hate speech. Unfortunately, it is only when such remarks or hate speech are directly linked to hate crimes that there is a reaction from the media as well as the police forces.

The result is a society that tends to "other" with more ease certain migrants that do not fit the dominant white-Anglo-Saxon Protestant profile. **This makes preventing human trafficking an even more difficult task, as certain migrants are prone to be commoditized because they are not considered as having the same value as those from countries where populations have similar racial traits to the dominant social group.** This, of course, is not a problem only in the United States. Today, many societies that seem to have surpassed racism and xenophobia through the elimination of racial segregation or anti-discrimination laws are confronting new economic and social pressures over which their States have now less control than in the past.

States need to stop criminalizing undocumented migration. They also need to pursue extraordinary efforts to ease the social and economic inequalities that are fuelling xenophobic sentiments, while the most vulnerable are being left behind as mere commodities for the needs and pleasure of those who reap the benefits of today's globalization. If globalization is to foster a more tolerant and inclusive world, it urgently needs a human face. □

¹ International Organization for Migration, "Facts and Figures: Global Estimates and Trends." Available from www.iom.int/cms/en/sites/iom/home/about-migration/facts-figures-1.html.

² UN News Center, "UN senior officials urge countries to boost their efforts to combat human trafficking," 3 April 2012. Available from www.un.org/apps/news/story.asp?NewsID=41696#_UZ_6JKKHt8E.

(Lessons learned... continued from page 3)

Since September 2009 the NHTRC has received over 3,500 calls to the hotline where the caller learned of the hotline through the KYR pamphlet. Many of these calls (over 65%) involved situations of labour exploitation or trafficking, with the majority coming from the potential victims themselves. Reports of labour exploitation have grown significantly, and the pamphlet now accounts for over one third of all labour exploitation cases reported to the NHTRC since 2007.

Information gathered during hotline calls can also help to inform and improve worker protection on a larger scale. Until very recently, worker advocates struggled to improve the J-1 Visitor Exchange Visa Program, a specialized work and study program for young people to come to the United States on a working cultural exchange. Despite the programme's potential, abuse frequently occurred and individuals experienced extreme hardships ranging from poor living and working conditions to sex and labour trafficking. The programme lacked sufficient regulation, and J-1 visa holders' only channel for reporting complaints was their sponsors, who may have been complicit in their exploitation and had little incentive to share their visa holders' concerns.

Information in the KYR pamphlet enables J-1 holders to bring their concerns to the attention of the advocacy community. (Over 87% of the J-1 visa holders who have contacted the

NHTRC hotline learned of the hotline through the pamphlet, and nearly 65% reported labour exploitation or trafficking.) In a few short years, the understanding of and advocacy around the J-1 Visa Program has increased significantly, and enhanced protections were put in place to provide deeper oversight over the programme and its sponsors and participants; in addition, further restrictions were implemented to prohibit participants from being placed in certain types of jobs in manufacturing, seafood processing and other areas.

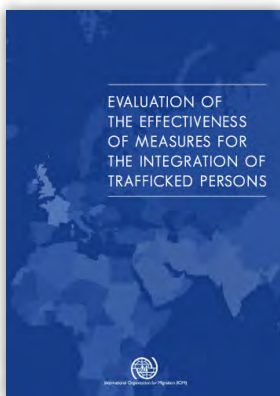
The success of the KYR document underscores the importance of informing workers of their rights: armed with information, especially before beginning employment, workers know not to accept mistreatment and where to seek assistance. This, in turn, promotes larger systemic and programme change in the interest of protecting vulnerable populations. While the KYR is currently distributed only to certain visa holders, this intervention model would be beneficial to all workers, including undocumented migrants, US citizens, holders of tourist visas, and others.

Access to rights-based information is also accessible through national organizing groups like the National Domestic Worker's Alliance, which promotes the inclusion of domestic workers in standard labour protections and fights for a [Domestic Worker Bill of Rights](#);

the [National Guestworker's Alliance](#), which has pursued corporate giants like Walmart and Hershey's for exploiting workers, as well as advocated for essential changes to the H2-B visa programme, which covers all unskilled labour; the *Centro de los Derechos del Migrante*, which has recently launched a "recruitment transparency" [map](#), which allows workers to check in on specific employers and their respective locations and practices; the Southern Poverty Law Center, which advocates for a [new guest worker system for low-wage workers](#) and the Global Justice Worker's Alliance which has created a [one-stop shop](#) for information on employment visas.

Ultimately, a comprehensive response to labour exploitation and trafficking requires safe and accessible resources. A 24/7 hotline or similar access point, offering culturally sensitive, victim-centred, confidential and multilingual support can provide this space. When supported by a strong "root system" of labour advocacy, legal aid, trained law enforcement and service providers, hotlines can provide targeted assistance to workers experiencing abuse and help prevent situations of exploitation from deteriorating into human trafficking. Hotlines are no panacea, but they are an important and underused resource in the effort to build a global safety net for victims of exploitation and trafficking. □

PUBLICATIONS



IOM study: "Evaluation of the effectiveness of measures for the integration of trafficked persons"

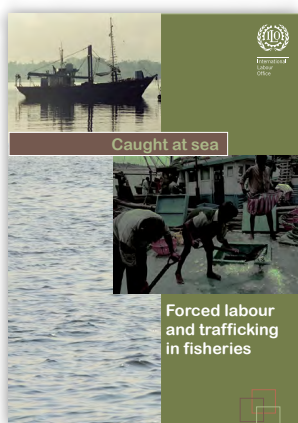
This study was carried out in the framework of the Foster and Improve Integration of Trafficked Persons (FIIT) project. The FIIT project has been funded by the European Commission's fund for the integration of third-country nationals, the Italian Ministry of the Interior and the British NGO Migrant Helpline, and was implemented in five EU Member States, namely, Belgium, France, Hungary, Italy and the United Kingdom, from January 2012 to June 2013.

Based on more than 100 interviews with service providers, policymakers and former victims of trafficking, the study analyses and compares the integration measures dedicated to victims of trafficking in the five case countries. It also provides recommendations to enhance the integration of victims of trafficking in host countries. Available from http://publications.iom.int/bookstore/index.php?main_page=product_info&cPath=41_7&products_id=999&zenid=rs3qkt7n6lroa4p3u456d3s8I5.

(continued on page 12)

PUBLICATIONS

(Publications... continued from page 11)



ILO report: "Caught at Sea – Forced Labour and Trafficking in Fisheries"

This report examines recent literature and consolidates existing knowledge about forced labour and human trafficking in fisheries, with a focus on commercial fishing vessels. It considers institutional and legal frameworks, as well as multi-stakeholder initiatives, that have the potential to affect the safety, living and working conditions of fishery workers. It also echoes the discussions of a consultation on forced labour and human trafficking in the fishing sector, held by the International Labour Organization in September 2012, and which identified some key priorities for a global action programme. Issued in May 2013 and available from www.ilo.org/global/topics/forced-labour/news/WCMS_214469/lang-en/index.htm.



OSCE occasional paper series: "Trafficking in Human Beings Amounting to Torture and other Forms of Ill-treatment"

The Organization for Security and Co-operation in Europe (OSCE) launched a research paper that connects human trafficking and torture and other forms of ill-treatment. "This research shows the extent to which trafficking in human beings is associated with violence and human suffering, such that we can compare it to and even consider it to be a form of torture" commented OSCE Special Representative and Co-ordinator for Combating Trafficking in Human Beings, Maria Grazia Giammarinaro, on 25 June 2013 during the thirteenth Alliance against Trafficking in Persons conference in Vienna. Available from www.osce.org/cthb/103152.



OSCE recommendations paper: "Policy and legislative recommendations towards the effective implementation of the non-punishment provision with regard to victims of trafficking"

The 29 recommendations in this document include advice on how to handle cases in which child victims are forced to commit pickpocketing or other crimes, as well as the proposal that States adopt an open-ended list of offences typically related to trafficking in human beings, to enable easier application of the non-punishment principle during such proceedings. The recommendations are included in a new paper written in consultation with the OSCE's Alliance against Trafficking in Persons Expert Co-ordination Team, which includes leading international organizations and NGOs dealing with human trafficking. Available from www.osce.org/cthb/101083.

NEXT EVENT

Swiss Anti-Human Trafficking Week

On 18 October 2013, Friday, the International Organization for Migration (IOM), the International Labour Organization (ILO), the Office of the UN High Commissioner on Human Rights (OHCHR), the Office of the UN High Commissioner on Refugees (UNHCR) and the Swiss Ministry of Foreign Affairs will launch Switzerland's Anti-Human Trafficking Week in Geneva. The week seeks to raise the awareness

of human trafficking and the ways in which human beings are exploited around the world.

As part of the launch event at the Geneva International Conference Centre, the UN Special Rapporteur on Trafficking in Persons and the UN Special Rapporteur on Contemporary Forms of Slavery will moderate a panel debate of eminent legal experts who will address slavery, domestic servitude, forced

labour and trafficking in persons as related legal concepts.

The panel debate will be followed by a public exhibition that will highlight the diversity of human exploitation as it is experienced around the world. The first day will conclude with a reception, featuring high-level speakers from the Swiss Government, IOM, ILO, OHCHR and UNHCR.

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