

Eline Hendrix

**Human Trafficking in the hospitality industry:
the staff's awareness of sexual exploitation in the Netherlands**

Universidade Fernando Pessoa

Porto, 2021

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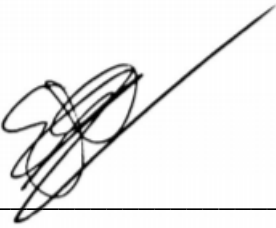
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Work presented submitted to University
Fernando Pessoa as a requirement for the
attainment of the degree of Master Criminology
in supervision of Prof. Dr. João Casqueira.

Resumo

O tráfico de humanos é um problema grave nos Países Baixos. A indústria hoteleira é especificamente identificada como um sector vulnerável. Em parte devido à pandemia da COVID-19, espera-se que mais pessoas sejam vítimas de exploração sexual. Estar consciente desta questão é um factor crítico para a combater e, no entanto, a sensibilização das pessoas que trabalham na indústria hoteleira raramente tem sido investigada. Com base numa revisão da literatura e utilizando um questionário, distribuído entre as diferentes indústrias do sector hoteleiro, este estudo teve como objectivo explorar a consciencialização e o conhecimento dos membros do pessoal da indústria hoteleira. Uma análise descritiva indica que um terço do pessoal da indústria hoteleira não sabe exactamente o que é exploração sexual, mas cerca de 6 por cento tiveram uma formação em reconhecimento da exploração sexual na indústria hoteleira, e quase metade identificam-se como sendo pouco ou nada familiarizados com os sinais da mesma. Para além disso, há muitas percepções erradas sobre aquilo que é a exploração sexual. Todos os dados recolhidos indicam que existe simultaneamente um conhecimento e consciência limitados sobre a exploração sexual e os seus sinais na indústria hoteleira. Nesta base, recomenda-se que o governo e os profissionais holandês invista mais na formação para a indústria hoteleira, sensibilizando mais pessoas. Além disso, é necessária mais estudos para identificar outros factores que possam reforçar a eficácia das campanhas de sensibilização.

Palavras-chave: Países Baixos; tráfico de seres humanos; exploração sexual; indústria hoteleira; consciencialização.

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Abstract

Human trafficking is a serious issue in the Netherlands. The hospitality industry is specifically identified as a vulnerable sector. Partly due to the COVID-19 pandemic it is expected that more people will become victim of sexual exploitation. Being aware of this problem is a critical factor in combatting it, yet the awareness from the people working in the hospitality industry has rarely been researched. Based on a review of the literature and by using a questionnaire, distributed among different lodging industries, this research aimed to explore the awareness and knowledge of the hospitality staff. A descriptive analysis presents that one third of the hospitality staff does not know exactly what sexual exploitation is, only around 6 percent had a training in recognizing sexual exploitation in the hospitality industry and almost half identify themselves as hardly or not familiar with the signs of it. Besides, there are many misperceptions about what sexual exploitation could look like. All gathered data indicates there is simultaneously limited knowledge and limited awareness about sexual exploitation and its signs in the hospitality industry. On this basis it is recommended that the government and the practitioners in the Netherlands invest more in training for the hospitality industry, making more people aware. Also, further research is needed to identify other factors that could strengthen the effectiveness of the awareness campaigns.

Keywords: The Netherlands; trafficking in human beings; sexual exploitation; hospitality industry; awareness.

Abstract

Mensenhandel is een ernstig probleem in Nederland. De hotellerie wordt specifiek aangemerkt als een kwetsbare sector. Mede door de COVID-19 pandemie is de verwachting dat meer mensen slachtoffer zullen worden van seksuele uitbuiting. Bewustwording van deze problematiek is een kritische factor in de bestrijding ervan, maar de bewustwording van de mensen die werkzaam zijn in de gastvrijheidsindustrie is nog maar zelden onderzocht. Gebaseerd op een literatuuronderzoek en door gebruik te maken van een vragenlijst, verspreid onder verschillende bedrijfstakken, heeft dit onderzoek getracht het bewustzijn en de kennis van het personeel in de gastvrijheidsindustrie te onderzoeken. Een beschrijvende analyse laat zien dat een derde van de gastvrijheidsmedewerkers niet precies weet wat seksuele uitbuiting is, maar ongeveer 6 procent heeft een training gehad in het herkennen van seksuele uitbuiting in de hotellerie en bijna de helft identificeert zichzelf als niet of nauwelijks bekend met de signalen ervan. Daarnaast zijn er veel misvattingen over hoe seksuele uitbuiting eruit zou kunnen zien. Alle verzamelde gegevens wijzen erop dat gelijktijdig de kennis en het bewustzijn over seksuele uitbuiting en de signalen daarvan in de gastvrijheidsindustrie beperkt zijn. Op basis hiervan wordt aanbevolen dat de regering en de beroepsbeoefenaren in Nederland meer investeren in opleidingen voor de gastvrijheidsindustrie, waardoor meer mensen bewust worden gemaakt. Ook is verder onderzoek nodig naar andere factoren die de effectiviteit van de bewustwordingscampagnes kunnen versterken.

Trefwoorden: Nederland; mensenhandel; seksuele uitbuiting; hotellerie; bewustwording.

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Sometimes I had to be at an apartment, sometimes I was dropped off in front of a hotel. Often it was at a Van der Valk, a Fletcher Hotel or at Mercure in Amsterdam, Utrecht or Amersfoort," says Sameena van der Mijden, looking back on the period when, as an 18-year-old, she was offered on several sex sites at the same time. She had fallen in love with a man who eventually forced her to have sex with others for money. She was given a room number and time after time walked scantily dressed past the reception desk to the customer who had booked her, not knowing what they would do with her.

Khaddari (2020a)

INTRODUCTION

Sexual exploitation, when people are exploited by being forced into prostitution through blackmail, fear and violence. It is a major violation of the human rights and the most prevalent form of human trafficking in the Netherlands. The Netherlands combats human trafficking with many resources, yet between 2015 and 2019 5,691 victims were reported while the estimated number of victims lies between 5,000 and 7,000 annually. Due to the COVID-19 pandemic new conditions appeared that could increase the risk of trafficking in human beings and complicate the identification of the victims even more. The Dutch National Rapporteur and the director of Comensha, the Coordination Centre against Human Trafficking, fear that since the pandemic more young people will end up in sexual exploitation situations. Besides that, is the hospitality industry specifically identified as a vulnerable sector to trafficking in human beings. It is therefore of high importance that hospitality staff and the lodging owners are aware of the possibility that sexual exploitation could happen in their establishment. There are campaigns in the Netherlands to raise awareness about this issue, yet, no one has researched the current awareness among the hospitality staff and the current campaigns are solely focussed on hotels and holiday parks. This current focus excludes the private accommodations, like Airbnb, whereto the market is rapidly emerging, and which is indicated by the Dutch police as a location where more and more sexual exploitation takes place. This gap in the literature has led to the following research question: are hospitality staff and the accommodation owner(s) aware of the possibility that sexual exploitation, as a form of human trafficking, can happen in their workplace, in the Netherlands? To investigate the research question, qualitative data was collected by a literature review of what knowledge hospitality staff need to have to be able to recognise a sexual exploitation situation. In addition to that, questionnaires have been distributed in the Netherlands to explore the current knowledge and awareness there is about sexual exploitation, the signs that might indicate a sexual exploitation situation and if training courses were attended. The most revealing results of this research were that the vast majority of the respondents had not received any training, but what is even more alarming is that a large part of the respondents cannot name any signs of sexual exploitation, also more than one third does not know exactly what sexual exploitation is. It seems, on top of that, that there is a great misperception among the hospitality staff about what sexual exploitation in their workplace could look like. Which makes one think, how can you be aware of something if you do not know what to be

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aware of? According to the Situation Awareness Theory from Endsley awareness has different levels and cannot be researched without some knowledge. Better public awareness of sexual exploitation and the nature of the perpetrators should help to reduce the problem. Future research on how hospitality staff can identify sexual exploitation situation is needed to help improve public understanding of sexual exploitation as the current knowledge is lacking.

The first chapter describes the scope of the problem regarding trafficking in human beings from global level, how it is combatted, to the Dutch situation in the hospitality industry and its vulnerability. In the second chapter awareness is defined and the situation awareness theory and factors that influence awareness are described. After that, critical considerations are presented about awareness campaigns to combat trafficking in human beings and at last the Dutch awareness campaigns are described. In chapter 3 the methodology is explained, the research question and objectives are presented, and the used questionnaire is discussed and evaluated. Chapter 4 presents an overview of the sociodemographic data of the survey respondents and describes the results per objective. In chapter 5 the researcher discusses the results, their implications and provides recommendations for future research. At last, chapter 6 describes the overall conclusion by answering the research question.

CHAPTER I. CONTEXTUAL REVIEW OF THE LITERATURE

Human rights are global right and inhered to all, trafficking in human beings is a transnational crime of an uncertain magnitude. It is therefor, when addressing the issue of sexual exploitation in the Netherlands, a wider scope has to be considered. This chapter seeks to understand the complexity and multi-faceted nature of human rights violations committed by sexual exploitation as a form of trafficking in human beings.

1. Trafficking in Human Beings a violation of the Human Rights

Human rights are rights for all human beings, simply because we exist. Human rights are universal rights and inherent to all of us, no exceptions. They range from the most fundamental rights, the right to life, to those that make life worth living such as: education, healthcare and liberty. The first international compromise to set out the fundamental human rights is the Universal Declaration of Human Rights (UDHR), in 1948. The UDHR is the foundation for all international human right laws.

A violation of the human rights is human trafficking, a major problem in the whole world. Trafficking in Persons¹ is defined in the Palermo Protocol (2003), a protocol completing the United Nations Convention against Transnational Organized Crime in order to “Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children”. It defines Trafficking in Persons in article 3:

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 and 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 (United Nations Human Rights Office of the High Commissioner, 2000, pp. 1).

With this definition in the Palermo Protocol the biggest change was brought: the crime THB could be recognized prior to the actual exploitation, and, that a person could be considered a victim of THB if exposed to at least one of the actions mentioned and by

¹ Trafficking in Persons, later referred to as THB, which is the abbreviation for Trafficking in Human Beings.

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one of the means specified. In a later stadium, the Council of Europe extended the list of means used to trap victims by including:

abduction of women for sexual exploitation, enticement of children for use in paedophile or prostitution rings, violence by pimps to keep the prostitutes under their thumb, taking advantage of an adolescent's or adult's vulnerability, whether or not resulting from sexual assault, or abusing the economic insecurity or poverty of an adult hoping to better their own or their family's lot (Europol, 2016, pp. 6).

The European Union ratified the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, in 2006, meaning that the protocol shall apply to the European Community. The protocol declares that effective action to prevent and combat trafficking in persons, especially women and children, needs an international comprehensive approach in countries of origin, transit and destination. This includes, measures to prevent THB, to criminalize and punish the traffickers, to protect the victims of THB including by protecting their internationally recognized human rights (United Nations Human Rights Office of the High Commissioner, 2000). THB is forbidden by Article 5 (3) of the EU Charter of Fundamental Rights, being considered as being against the principle of dignity and as a grave violation of fundamental rights (European Commission, 2020).

Organised crime groups are often involved in trafficking for labour or sexual exploitation, exploitation for the use of begging or other criminal purposes. Besides these crimes, trafficking networks are often involved in (or linked to) other crimes, like migrant smuggling, smuggling of goods or drugs, extortion, document fraud, money laundering, property crimes and payment card fraud. THB is a very profitable crime for the criminals. The estimated global annual profit is 29.4 billion Euro (European Commission, 2020).

Due to the various factors involved in the crime, trafficking in human beings, and all crimes around it, multiple core values of the human rights are violated. Trafficking in human beings is a cause of and a consequence of violating human rights during different phases in the trafficking cycle, as for example: the right to life, liberty and security; the right to freedom of movement; and the right not to be subjected to torture and/or cruel, inhuman, degrading treatment or punishment (The Laboratory to Combat Human Trafficking, 2018).

2. The scope of Trafficking in Human Beings in the European Union

It is very difficult to measure the real scope of human trafficking and related forced labour practices because these crimes often happen in the informal economy and are not always identified as human rights violations, or it can be hidden behind other criminal offences like irregular migration, property crime or prostitution (Europol, 2016), (OHCHR et al., 2011)². Human trafficking is a mostly a hidden crime and according to ILO the estimation is that there are 12.3 million forced labour victims worldwide, of whom around 2.4 million were trafficked. Based on data gathered by UNODC, the total number of victims detected in West and Central Europe was 7,300 in 2006. If about one victim in twenty were detected, the number of trafficking victims in Europe would be around 140,000 (OHCHR et al., 2011). In 2013 and 2014, Europol registered 8,037 suspects of THB and 7,500 (potential) victims in Europe. Of all the victims, 71% was European Union national. Europol specified that victims of THB are always vulnerable people, and recruiters use these vulnerabilities to manipulate victims (Europol, 2016).

Worldwide half of the victims of THB traced were victim of sexual exploitation. In 2018 approximately 50 percent of the globally detected victims of THB were adult women and around 20 percent were girls, with that, female victims are the most affected by human trafficking. The data also shows that in 2018 most women that were trafficked, were trafficked with the purpose of sexual exploitation, while men were mainly trafficked for the purpose of forced labour. Although, a considerable share of traced men was trafficked with the purpose of sexual exploitation (United Nations Office on Drugs and Crime, 2020). The most reported form of exploitation by Member States of the European Union to Europol is also sexual exploitation. In 2013 and 2014 Europol received almost 6,000 contributions on organized crime groups involved in THB. Of these 6,000 contributions 90 percent concerned THB for sexual exploitation. THB for sexual exploitation is considered a gender-specific phenomenon, since most victims are women. Trafficking routes are difficult to identify, but during 2010 and 2012 an occurrence of

² OHCHR = Office of the United Nations High Commissioner for Human Rights (<https://www.ohchr.org/>); UNHCR = United Nations High Commissioner for Refugees (<https://www.unhcr.org/>); UNICEF = United Nations International Children's Emergency Fund (<https://www.unicef.org/>); UNODC = United Nations Office on Drugs and Crime (<https://www.unodc.org/>); UN Women = United Nations Entity for Gender Equality and the Empowerment of Women (<https://www.unwomen.org/en>); ILO = International Labor Organization (www.ilo.org).

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intra-EU trafficking was detected, and the most recurrent victim nationalities being Bulgarian, Dutch, Hungarian, Polish and Romanian. The most frequent flow with trafficking for sexual exploitation is from east to west Europe (Europol, 2016).

The latest registered numbers on the victims of THB in the European Union are from 2017/2018, wherein in 2017 12,514 victims were registered and in 2018 13,754. These are victims registered by authorities and/or other organisations and agencies. Many victims remain undetected, it is therefore likely that the actual number of victims is significantly higher than registered (European Commission, 2020). The most dominant form of THB is sexual exploitation in the EU, since 2008, and this is a form of violence against women, rooted in gender inequalities. 60 percent of THB victims are trafficked for sexual exploitation and more than 90 percent of these victims are female, which shows the gender aspect of this crime. Besides, for all different forms of exploitation women and girls are the majority of victims (European Commission, 2020).

In the third progress report from the European Commission, it is presented that almost half of all THB victims in the European Union are EU citizens, and the trafficking of victims internally within their own Member State is significant, accounting for more than one third of all EU victims. The top five of trafficked victims' citizenship from EU countries were Romania, Hungary, France, the Netherlands and Bulgaria, the non-EU countries were Nigeria, China, Ukraine, Morocco and India (European Commission, 2020). According to Europol³ (2016), it is also that most victims of THB originate from European Member States itself, but a significant number of identified victims are non-European nationals. According to Europol the non-European victims are mainly from Albania, Brazil, China, Nigeria and Vietnam, which demonstrates the transnational dimension of this criminal phenomenon. Often, when victims of THB are trafficked across borders traffickers counterfeit their documents to hide their real identity and to give them access to the EU, with falsely obtained visas. Possible is that victims are placed in refugee shelters awaiting their asylum application, of which they disappear and are moved to other member states by their traffickers. One of the most targeted destination for victims of sexual exploitation is the Netherlands (Europol, 2016). Victims from the European Union tend to be trafficked using their own travel documents, which decreases

³ The European Union's law enforcement agency (<https://www.europol.europa.eu/>)

the risk of exposure and detection as well as saving traffickers' costs of obtaining forged documents. In case of trafficking minors' false documents are still in use (Europol, 2016).

Data regarding THB is also shown by the UNODC⁴. The UNODC Global Report on Trafficking in Persons (2020) draws data from 148 countries. Herein is cited that there is an extra layer of vulnerability for victims of exploitation when they do not have the permission to work or stay in the country. Traffickers use the fear of being exposed as an illegal migrant as a tool to keep victims under exploitative conditions by threatening to file a report with the authorities. According to this report in Western and Southern Europe 65 percent of the detected victims of THB are migrants (United Nations Office on Drugs and Crime, 2020). When victims of THB are in the country of destination they are often forced into prostitution. Money that the victims earn is collected by the traffickers, and only in some cases the victims receive a small salary for their basic needs. Victims of THB are made highly dependent on their traffickers, this happens via physical, psychological and/or financial threats and coercion. Traffickers often transfer their victims from one place to another to gain maximum profit and/or trade them with other traffickers. Due to this rotation of the victims, which also happens across different countries, the supply is 'refreshed' and detection can be avoided, next to that it prevents victims from establishing relationships with clients, outreach workers or social services (Europol, 2016).

3. Combatting Trafficking in Human Beings

As human trafficking is a gross violation of the human rights, combatting it is of high importance in the European Union. On April 5th of 2011, the European Parliament and the Council adopted the European Union Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims, repealing the 2002 Council Framework Decision and setting minimum standards for EU Member States (OHCHR et al., 2011).

Directive 2011/36/EU harmonizes the definition of the crime and the penalties. Next to that, it promotes provisions for protection, assistance, support to victims,

⁴ United Nations Office on Drugs and Crime (<https://www.unodc.org/>)

prevention of the crime, better monitoring and evaluation of our efforts. The victims are in the centre and it guarantees that victims will have the opportunity to recover and re-integrate into the society. The main points in the directive are regarding criminal law and prosecution, prevention and victim protection and support. One of the prevention measures is to promote training for victims and officials that have the chance of coming in contact with them, such as: (border) police, social workers and healthcare professionals (European Commission, 2017).

As the Netherlands is an EU Member State, they also combat THB. In the Global Slavery Index, which rated 167 countries on their approach in combatting human trafficking, the Netherlands scored as only country an A. In the yearly Trafficking in Persons-report from the United States, the Dutch approach consist a so-called “Tier-1-score” which means that the Dutch approach complies with the minimum standards of the United States. But there is room for improvement. This was shown via different reports and recommendations from the National Rapporteur. The Victim Monitor Human Trafficking from 2013 until 2017 showed a decrease in the number of victims that were in the picture at Comensha⁵. This development is worrying because this decrease is considered not to be caused by a decrease in the actual number of victims, but by a decrease in the identification of victims (Ministerie van Justitie en Veiligheid, 2018).

4. Sexual exploitation in the Netherlands

In the Netherlands sexual exploitation is, the most common form of human trafficking. Sexual exploitation is described as: ‘Sexual exploitation forces someone to provide sexual services for a fee. Payment can be in the form of cash or other compensation, such as clothing or food’. While exploitation in the prostitution industry is the most common form of sexual exploitation, sexual exploitation also happens online. For example, forced sexual services via a webcam. The National Rapporteur makes a distinction between domestic sexual exploitation (recruitment and exploitation take place in the Netherlands) and cross-border sexual exploitation (recruitment takes place abroad and exploitation in the Netherlands). These are different forms of sexual exploitation and therefore need a different approach (Ministerie van Justitie en Veiligheid, 2020).

⁵ The Coordination Centre against Human Trafficking (<https://www.comensha.nl/en/>)

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For the Netherlands in 2017 an estimation has been made, based on 2014/2015, about the population of victims of THB. This estimation showed that in the Netherlands there are between 5,000 and 7,500 victims annually. This estimation was by the National Rapporteur and the UNODC² made via the Multiple Systems Estimation method (MSE), (Bolhaar et al., 2020). By estimation domestic sexual exploitation is the most common form of human trafficking. It involves about half of all victims, of which almost half are minors. Approximately one fifth of the estimated population is a victim of transborder sexual exploitation and the remainder (33%) of labour exploitation or criminal exploitation. The actual numbers are 5,691 reported victims between 2015 and 2019. In this same report from the National Rapporteur, he concluded for the fourth time in a row that reported victims of sexual exploitation are working in less visible areas, such as home prostitution and escort/hotel prostitution. From 2017 until 2019, 89% of the reported victims were found in these areas (Bolhaar et al., 2020).

4.1 Dutch Criminal code related to trafficking in human beings

Article 250ter of the Dutch Criminal Code (DCC) was the first legal regulation on trafficking in human beings in the Netherlands. It dates back from 1911 and addressed to trafficking in women for the purpose of being exploited for prostitution. The Dutch legislation related to THB has been recurrently extended in the course of time, always following international developments. The criminal provision was expanded to include trafficking in boys under the age of eighteen, in 1927. Only 67 years later in 1994, the gender-neutral term 'human trafficking' was introduced. From then on, the article also concerned to the exploitation of adult men in prostitution. It was in the year 2000 when Article 250ter DCC was substituted by Article 250a DCC. In that same year profiteering from THB was criminalised, and the Dutch ban on brothels was revoked. Since October 2000, voluntary prostitution by adult people, 18 years or older, is no longer a punishable crime. The provision on THB was extended to include exploitation in the sex industry in general (the performance of sexual acts with or for a third party in return for payment) and therefore no longer exclusively linked to prostitution (National Rapporteur on Trafficking in Human Beings, 2012, pp. 19-21).

The foundation for the current law regarding THB was set in 2005 with the enactment of Article 273a DCC. The new provision meaningfully broadened the range of

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acts constituting trafficking offences and included, in addition to sexual exploitation, other forms of exploitation in the area of labour, services and the forced organ removal. With this change the nature of the crime was emphasised: exploitation involves a violation of a person's liberty which makes it a crime, not the sector in which exploitation occurs. Article 250a DCC was adopted (albeit not literally) in Article 273f DCC, which holds the current regulation on trafficking in human beings, so that the further elaboration in case law of the nature of the offence under the old provision has retained its relevance with respect to the new provision (National Rapporteur on Trafficking in Human Beings, 2012, pp. 19-21). On July 1st, 2009 Article 273f DCC was amended again. Since then, THB without aggravating circumstances is punishable with imprisonment up to a maximum of eight years. For all qualified forms of THB committed under aggravating circumstances the maximum punishment is twelve years of imprisonment. Aggravating circumstances include THB when committed by two or more persons working together, THB committed with victims under the age of 16, THB causing serious bodily harm or endangering the life of another person and THB leading to death. THB is also punishable by a fine in the fifth category, up to 76,000 Euro (Legislationonline, n.d.), (Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, 2021). These maximum sentences correspond with the recommendations made by the National Referral Mechanism in relation to the implementation of the EU Directive on Human Trafficking (National Rapporteur on Trafficking in Human Beings, 2012, pp. 19-21). The latest amendment of Article 273f DCC has been in 2016. Since then, both means, and intention of exploitation are required. In 2016 the Dutch Supreme Court ruled that the intention of exploitation truly a "latent" part of the Dutch definition of human trafficking is. Meaning that, since this ruling the definition of human trafficking in the Netherlands has become narrower (United Nations Office on Drugs and Crime & National Rapporteur on Trafficking in Human Beings and Sexual Violence against Children, 2016, pp. 7).

4.2 The COVID-19 impact in the Netherlands

The 2019 pandemic, COVID-19, did reveal some inequalities, and also worsened some. Vulnerable populations are most severely impacted by the health effects of COVID-19 and also experience the educational and economic consequences. This enhanced impact of COVID-19 on vulnerable populations has significant implications for people at risk of being exploited and/or trafficked. Due to the COVID-19 pandemic new

conditions were created that could increase the risk of THB, complicate the identification of victims and survivors of THB even more, and the services to support victims recovery are more difficult (Todres & Diaz, 2021).

In the Netherlands the director of Comensha and the National Rapporteur spoke out to fear that since the COVID-19 pandemic, even more young people will end up in this sexual exploitation situation. Due to the COVID-19 measures everyone is more at home and spends more time online, and next to that the hotel rooms prices are much lower due to the lack of tourism (Khaddari, 2020b). Due to these reasons it is of high importance that hospitality staff members are aware of possible human trafficking situations possibly happening in their hotel, holiday park or private accommodations.

Stefan Keukenkamp and Arjen ten Cate (2019) wrote in the newspaper *De Gelderlander* about the shift from illegal prostitution towards homes, Airbnb's and holiday parks. It is the police from East Netherlands that sees an increase in sexual exploitation in these private accommodations. The Koninklijke Horeca Nederland⁶ confirms that even before the COVID-19 pandemic there was a shift of hotels towards less visible places, as holiday parks and more specifically Airbnb's (Keukenkamp & ten Cate, 2020).

5. The vulnerability of the hospitality industry

Criminology researchers have recognised that crime prevention needs more attention to the broader setting in which it takes place. To understand the risks of a certain crime in a specific market, the characteristics of these markets have to be understood. Vander Beken et al. (2005) recommend that the criminal roles in a certain sector can be distinguished as victim, perpetrator, accomplice or facilitator. As legal businesses are often interconnected with illegal businesses, they can consciously be an active participant (perpetrator or accomplice) or an unknowing channel (victim or facilitator) for illegal activities. Suggested is that involvement of legal business can be clarified through the policy of toleration within the sector, where illegal activity is considered the norm. This is also referred to as 'social normalisation of deviance', where organisations and people become

⁶ Royal Hospitality the Netherlands (<https://www.khn.nl/over-ons/english>)

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so familiar to a deviant behaviour and they don't consider it as such anymore (Paraskevas & Brookes, 2018).

The lodging industry, as a part of the hospitality industry, is specifically identified as a vulnerable sector to THB. The hospitality industry belongs to the service industry, where there is focus on leisure. Within the hospitality industry there are four main segments: food and beverages, travel and tourism, lodging and recreation. When talking about the hospitality industry in this paper, the segment lodging is the focus. Lodging refers to accommodation for a place to sleep for one or more nights (Novak, 2017).

The vulnerability of the hospitality industry is due to the facilitating role a lodging can have, as well as the opportunities created for traffickers during big events (Paraskevas & Brookes, 2018). According to a research from Carolin L., in New York 45% of the commercially exploited victims were exploited in hotels, and it confirms that almost everywhere in the world sex tourism is an issue. When referring to sex tourism, originally it was defined as "tourism for commercial sex purposes", but it developed to include people who have been trafficked for sexual exploitation (Lusby et al., 2015). Another study from the University of West London recently researched this issue and estimates that there are around 110,000 people victims of sexual and labour exploitation in hotels and restaurants every year in the European Union (Goodwin & Font, 2016).

A recent report from the Committee for Migration, Refugees and Displaced Persons of the Parliamentary Assembly of the Council of Europe, presented that THB is still growing and can be considered the fastest growing form of organised crime. With that it is also the biggest source of income for criminals in Europe. A research from E. van der Graaf (2018), confirmed that human trafficking is a growing problem for the hotel industry in the Netherlands. Even though the Netherlands banned slavery 150 years ago, it still exists, known as modern slavery or trafficking in human beings. According to the research this is a consequence due to the growing organised crime, which leads on its turn to sexual exploitation of victims via forced prostitution and there is a shift going on in the Netherlands from visible prostitution to less visible prostitution, as prostitution in hotels. Viewing both developments and its impact, it seems highly likely that the quantity of sexual exploitation cases of human trafficking victims in hotels will increase in the upcoming years (van der Graaf, 2018).

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In the 10th rapport of the previous Dutch National Rapporteur, C.E. Dettmeijer-Vermeulen, it was described that technology is changing the nature of human trafficking. There is a noticeable shift from street and brothel prostitution to the internet, not only in the recruitment of victims, but also in the provision of services. 72% of victims of sexual exploitation are found in home, hotel or escort prostitution. This is a massive shift which is expected to increase even more. Sexual exploitation in the 21st century is regulated via the Internet and that is where enforcement should be according to the National Rapporteur (Nationaal Rapporteur Mensenhandel en Seksueel Geweld tegen Kinderen, 2017).

Yearly, in the Netherlands, there are around 1,000 reported victims of sexual exploitation, the vast majority is women (both minors and adults). Especially youngsters are often recruited to have sex in hotels for a payment. As mentioned before the director of Comensha and the National Rapporteur have spoken out about their fear about the consequence of the COVID-19 pandemic. They expect that more young people will become victim of sexual exploitation in hotel rooms due to the time spend online and the lower prices of the hotel rooms (Khaddari, 2020b).

Most existing research and prevention programs done regarding sexual exploitation in the hospitality industry has its focus on hotels, motels, holiday parks and hostels. In December 2020 the total numbers of hotels in the Netherlands was 3,838 and all together there were 142,674 rooms (CBS, 2021). Another popular lodging in the Netherlands are holiday parks. The largest providers of lodgings on holiday parks in the Netherlands are Roompot, Center Parks and Landal Greenparks. Together they have around 119 parks (Bungalowparkoverzicht, 2020). Next to that, there are 264 other holiday parks divide over the whole Netherlands (Parkvakanties, 2020). The new dimension in the hospitality industry are private accommodations that are rented online. Private accommodations are overnight accommodations that are not in a commercial establishment, but for example at home or in a holiday home of a private individual. One of the biggest providers of these private accommodations is Airbnb. Airbnb brings a provider of a private accommodation together with guests. On the 1st January 2016 the Netherlands had 26,000 accommodations on Airbnb, in 2018 there were already 55,000 accommodations. The growth shows the rapidly emerging market in private accommodations (Airbnb, 2019).

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Hotels, holiday parks and private accommodations are determined vulnerable locations where trafficking in human beings could happen and is happening already. These lodgings could serve a facilitating role by providing a room or house for overnight stays. People working in these legal businesses should know about the vulnerability of their establishment in order to help prevent and protect the victims of THB and catch the perpetrators. Yet, it is unclear how known this crime is in its sector. Staff or owners of establishments might have an idea, but it could've become a tolerated, and the deviant behaviour of the perpetrator or the victims has become normal.

CHAPTER II. CREATING AWARENESS

In the previous chapter it has come to attention that the hospitality industry is vulnerable for trafficking in human beings for sexual exploitation. The hospitality industry could therefore be of great value to fight this crime. In order for the staff in this sector to contribute they need to be aware about the crime and its signs. To understand if the staff of the hospitality industry are aware it is necessary to understand what awareness is. This chapter gives insight in what awareness is and what is done in the Netherlands to create awareness among the hospitality staff members.

1. Defining awareness

1.1 Awareness according to Liechti

Awareness is described by Liechti (2002, pp. 1-5) as a 'somewhat fuzzy concept'. It often refers to awareness of other people, referring to the capability to maintain some knowledge about the situation and/or activities of others. There is also a tacit agreement that keeping this knowledge should not require much effort or specifically, that awareness should be as "natural" as possible. Just having a general idea of what is happening, or just that something is happening, is often very valuable. There are specific types of awareness described, most concerning to this research is contextual awareness, referring to the ability of a system to adapt its behaviour to the current situation that is, the situation of the system itself, of its environment, and of its users. Contextual awareness are general notions and apply to very diverse situations. They are mostly relevant to the design of awareness tools, which are necessary to creating awareness about a specific situation or topic (Liechti & Sumi, 2002).

1.2 Situation Awareness Theory

Endsley (1995) defined situation awareness intuitively and informally as "knowing what's going on" and also more formal, as "the perception of the elements in the environment within a volume of time and space, the comprehension of their meaning and the projection of their status in the near future" (pp. 36). The formal definition appears

to be used in highly equal terms by other authors today. It is important, then, that its treatment both deepen the components of this definition and reach back to see them in a wider context of human performance and cognition. While deepening the definition, Endsley draws a distinction between three levels of situation awareness, defined by observation (including “noticing”), comprehension and projection. In this distinction, the higher levels depend on the succeeding of the lower levels. For example, the air traffic controller may first notice a change in the runway (or the start of a conflict warning), then comprehends that this means that the aircraft is now on a converging runway (laterally or vertically), and finally understands when a conflict may occur in the future, how severe it will be. Of importance is this diagnostic distinction between the three levels, because they indicate different perceptual/cognitive operations. Failures at each level can have very different implications for addressing them, through training or system design. Take as example a breakdown of the first level of situation awareness could lead to the design of better signalling, while the third level would lead to the integration of predictive displays. Endsley goes back and considers the definition in the context of other aspects of human-system interaction, and explicitly characterising what situation awareness is not, thus avoiding the traps of simply characterising situation awareness as “good performance” and therefore not creating a somewhat meaningless concept. This distinction is important in terms of models of human information processing and characterisation of system behaviour (Endsley, 1995).

Endsley's writing particularly emphasises three things that situation awareness is not. First of all, situation awareness is not action nor performance. That is, understanding a situation is very different from the manual or vocal action taken in reaction to that situation (even if that action is an action to improve situation awareness by seeking information). In this respect, the distinction between situation awareness and action is analogous to the distinctions in the decision theory between state-of-the-world estimation and choice, and in medical science, between diagnosis and treatment. So, it could be said that good situation awareness is necessary but does not guarantee good performance. An individual with perfect situation awareness from a failing system might not have the knowledge of the procedures to handle the situation. Secondly, situation awareness is diverse with the knowledge from the long-term memory. In this it is important that situation awareness construct is initially only applicable in dynamic situations where the variables change, usually in the course of minutes or seconds. The definition

“comprehension or understanding of a dynamic environment”, by Durso et al. (2007), is relevant here. The static knowledge about a system (characteristics of long-term memory), is thus less relevant to the content of situation awareness, especially in level 2. Third, situation awareness is not the same as the development of situation awareness. This is a vaguer exclusion, parallel to the distinction made by Adamas, Tenny & Pew (1995), two characteristics specifically are critical to the process of maintaining situation awareness. They illustrate how difficult it is to draw exact boundaries between process and product. Attention controls the generation of information vital to situation awareness in level 1. The distinction between process and product at level 1 is therefore quite blurred. Ultimately, one of the most crucial factors for prediction in level 3 is the mental model, an individual in a dynamic system can be “run” based on perceived environmental inputs to project future outputs. These features of the long-term memory can evidently assist expertise effects during the process of updating situation awareness (Wickens, 2008).

There are various signs of sexual exploitation in the hospitality industry provided in different programs by the Dutch government and collaboration organizations. What is important, as Endsley points out, is that there are several levels that play a role in being aware: the observation, the comprehension, and the projection. The environment, time and the meaning of the comprehension, and the projection of the situation play a role in the awareness that something might be happening. On the other hand, having a good situation awareness, does not mean there will be good performance after, an action. In order to research awareness therefore the focus has to lie in the situation awareness and not the performance after.

2. Factors that influence awareness

Bishop et al. (2013) studied factors that may contribute to awareness of human trafficking among EU citizens, by exploring the relationship between the level of awareness of human trafficking and demographic characteristics, attitudes toward immigrants, and proximity to immigrants among EU citizens. The study showed four major findings that influence the awareness:

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1. Age and gender are correlated with increased concern for human trafficking. Older and female respondents were more likely to show concern than younger and male respondents.
2. EU citizens with a strong view towards immigrants and immigration (in the form of helping or blaming immigrants), were more concerned about human trafficking.
3. Concern for human trafficking was high in regions where main routes of illegal immigration were displayed.
4. Concern for human trafficking was more shown in regions with large numbers of immigrants (Bishop et al., 2013).

The Netherlands is a popular destination country for victims of THB. Since the legalization of prostitution trafficking in human beings has also increased. Therefore they are less known as a country of transit. The population in Portugal, Italy, Greece, and Spain for example showed the most concern for THB, while the Netherlands appeared on the 8th place (Bishop et al., 2013). This is interesting looking at the amount victims that are reported and estimated. Whether a person lives on a main migration route appears to have a significant influence on whether a citizen reports concern about human trafficking. The countries that are considered main illegal entrance points do tend to have more concern about trafficking as they are already aware of immigration. The research concluded that countries that are not identified as main routes of illegal immigration in Europe should receive increased education THB compared to citizens that are already aware of illegal migration patterns and the problems associated with it (Bishop et al., 2013).

3. Creating awareness to combat trafficking in human beings

Campaigns, programs and other initiatives are used, to create awareness among the people in the combat against THB. These initiatives are most often being set up by lawmakers, non-profit organizations and celebrities. All the efforts send more or less the same message: THB is everywhere, it is getting worse and everybody plays a role or has the power to stop it. A critical point is regarding the evidence, that raising awareness, is doing anything to address the issue (Hobbes, 2020). Hobbes, article mentioned valid points about the sensationalized nature of some campaigns. For example, frequently a message is sent "THB could happen to anyone", but often victims are homeless, migrants,

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in foster care or in another way vulnerable. Hobbes doubts if there shouldn't be more focus on addressing the issues, like family abuse, neglect or foster care placement? On the other hand, good awareness campaigns must portray trafficking with accuracy. Portraying the actual image of what THB looks like. According to ArtWorks for Freedom Campaigns, to make a change we have to have an informed understanding of the problem and understanding starts with awareness. Awareness is key to prevent, combat and dispel misinformation about human trafficking (Stein, 2020). This is also confirmed by Dr. Chutikul who stated that: "*Education and knowledge of trafficking in persons among all members of society are key to beating human traffickers*" (United Nations Office on Drugs and Crime, 2011).

There is a growing unease and disagreement among anti-trafficking practitioners and scholars about the current state of public awareness of THB: how and by who such awareness is produced and manipulated; who is the target; where does it lead, or can lead, to any meaningful anti-trafficking action. A common assumption is that regarding anti-trafficking, the general public lacks sufficient knowledge about THB, and that by creating more knowledge and awareness, that will lead to a reduction of the issue. But there does not exist a general understanding of who should know what in order to achieve this goal, neither is information available about the current awareness of the general public, or the impact of this awareness. At the same time, one should be conscious about the responses coming from awareness, the process of awareness is not static. Being or becoming aware should be recognized and treated as a continuum, it cannot be a binary state of being fully aware, or being fully unaware (Sharapov et al., 2019). Take the example of Hobbes (2020), that in the messages about THB, people are informed about looking out for suspicious situations, especially immigrant women and young children who look like they're a different race than their parents. Which has led to a flight attendant accusing a white adoption father of trafficking his black 12 years old son, or when a Korean pop group was detained at Los

Angeles International Airport for 15 hours on the suspicion that they were trafficked sex workers. The people with the suspicion are aware, but these specific awareness campaigns were perhaps too generic to offer assistance to actual victims (Hobbes, 2020). Although, practically, having some degree of awareness, is better than none at all (Sharapov, Hoff & Gerasimov, 2019).

Subsequently, one must consider that not only criminals or people purchasing sex are responsible for the crime. Facilitators, recipients, and people closing their eyes for what is actually going play a role in the continuation of the crime.

4. Awareness campaigns in the Netherlands

Trafficking in human beings' awareness strategies are hardly ever tested for effectiveness. Yet, awareness testing is an important first step, since it can help identifying the cause of a problem and if awareness campaigns are successful (Srivastava, 2016). There is a major lack of research regarding human trafficking and awareness strategies, and without knowing the effectiveness of implemented awareness strategies, it is impossible to know if antitrafficking awareness strategies are successful or proving to be unsuccessful (Farrell, 2018). There are studies that have evaluated the media's effect on the public perception of the issue of THB, but only a few studies have evaluated the effectiveness of current prevention programs (Bishop et al., 2013).

Due to the vulnerable character of the hotel and holiday park industry for sexual exploitation different programs have started to create awareness and knowledge among their staff.

4.1. No Room for Sex Trafficking

The government started the 'No Room for Sex Trafficking'⁷ campaign. The campaign offers certified programs for, among others, hotels and holiday parks (What The studio, 2020). The certified programs are created based on data from the Dutch National Rapporteur on Trafficking in Human Beings and Sexual Violence against Children, police, NGO's and media articles, all this data was brought together by the Dutch Public Prosecution Service⁸, What Design Can Do⁹ and research agency STBY¹⁰. The certified program itself is focussed on victims, offenders (individuals and criminal organizations), sex buyers and facilitators. The targeted sectors of this project are hotels ranging from 1 to 5 stars (big global chains and boutique hotels), hostels and holiday

⁷ <https://www.noplaceforsextrafficking.org/pages/no-room>

⁸ Openbaar Ministerie, <https://www.om.nl/>

⁹ Design platform What Design Can Do, <https://www.whatdesigncando.com/>

¹⁰ Design Research for Service Innovation, <https://www.stby.eu/>

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parks (What The Studio, 2020). Only when 60 percent of the staff of a workplace has completed the training, a company will be certificated. The program started in September 2020 online, with a campaign in Amsterdam. In the certified program various signs are addressed, it is important to note that one sign does not have to be an indicator of sexual exploitation by itself. The different signs in this training are specifically for reception staff, handy mans or housekeeping.

Table 1. The signs of Sex Trafficking in the hospitality industry.

The signs at the reception:	The signs as a handyman	The signs as a housekeeper
Trafficker shows controlling behaviour towards someone else	Many men visiting the same room. Men who avoid being seen	'Do not disturb' sign always on the door
Tattoos that could be a label	Obeying attitude and little eye contact from the victim	Tissues with make-up smears
Wrong credentials in the reservation	Someone watches the room/bungalow	Cigarette butts and empty drink glasses
Young lady stays in the room for a few days	Visitors are clearly older than the girl/boy	Many and/or dirty bedsheets
Booking payment in cash	Men who avoid being seen	Use of extra towels
Someone else keeps his/her passport	Messy room or cabin	Closed curtains
Use of extra towels	Closed curtains	Sex toys
A man books the room but does not stay in it	Cigarette butts and empty drink glasses	Make-up and clothes make girl look older
Make-up and clothes make girl look older	Use of extra towels	Many used condoms in the bin

Source: What the Studio, 2020.

The signs mentioned above are based on various data sources. While doing research on the topic it came to light that the hospitality industry plays an important role in facilitating and therefor also preventing sexual exploitation (in the form of illegal prostitution). It also came forward that there were only few initiatives targeting this specific sector, not effective enough. The goal of this project/service is to create visibility to the problem of sexual exploitation towards the society at large. Their findings were that most people in the Netherlands do not think there is a problem of sex trafficking, that

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is barely exists and are unaware about the scale, due to the legalization of sex work
(Landeira, 2021).

4.2 Checklist Card Human Trafficking

Next to the campaign ‘No Room for Sex Trafficking’, there are other initiatives in the Netherlands to raise awareness in the hospitality industry about THB. The Koninklijke Horeca Nederland, the National Police and the Ministry of Security and Justice have created the Checklist card Human Trafficking to recognise the signs of Human Trafficking in relation to illegal prostitution. The content provides indicators of THB, pictograms and tips on what to do in the event of possible THB. The content of this checklist is found online and has no additional training (Koninklijke Horeca Nederland, 2021).

Table 2. Checklist Card Human Trafficking Front, Koninklijke Horeca Nederland.

<p>Recognise the signs of Human Trafficking in relation to illegal prostitution!</p> <p><i>Accommodating this type of prostitution is undesirable, it will damage the hotel's reputation and is possibly also a punishable offence.</i></p>
<p>Hotel staff (reception, porters, etc) who welcome guests should pay attention to the following:</p> <ol style="list-style-type: none"> 1. Is there a situation where the following signs are recognisable? 2. Are you able to reasonably suspect illegal prostitution? 3. Instantly notify the Manager responsible of any suspicious situation!
<p>Signs to reasonably suspect illegal prostitution:</p> <ul style="list-style-type: none"> • Female guest • East European appearance and/or identity • Female guest between 18 and 30 years old • Wants a room for several days or a week • A room for a woman on her own • The booking comes in via a hotel system from one of the East European countries • Pay extra attention to bookings from Eastern Europe (customer, mail extension, credit card details) • A person books a room, but doesn't stay in it him or herself • A person asks someone else to book a room, as she says she doesn't speak Dutch or English

Source: Koninklijke Horeca Nederland, 2021.

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Table 3. Checklist Card Human Trafficking Back, Koninklijke Horeca Nederland.

<p>Owners and Hotel Managers with final responsibility for safety matters in their hotel must pay close attention to the following:</p> <ol style="list-style-type: none">1. Take every notification seriously and contact the police if in doubt (Call 0900-8844)2. Check/Monitor the hotel room with a suspicious situation for the signs below.3. If you feel the situation is suspicious after monitoring it and you suspect there is a case of illegal prostitution, please contact the police immediately (Call 0900-8844 or 112).
<p>Signs to reasonably suspect illegal prostitution</p> <ul style="list-style-type: none">• Many different men visiting the same hotel room• A constant 'do not disturb' sign on the door• A major demand for towels and clean bed sheets• (Large quantities of) condoms in the bin• (Large quantities of) cigarette ends in the hotel room or adjoining terrace/balcony• Lingerie / sex attributes on display• Drink/food orders via room service, the quantity of which is disproportionate to a woman staying there by herself.• Reports of excessive noise, television and/or radio on throughout the entire day.

Source: Koninklijke Horeca Nederland, 2021.

There are several safety cards developed for the different businesses in the hospitality industry. One of them, the Checklist Card Human Trafficking, is for the hospitality industry in general, but also Defence for Children developed a card in collaboration with the police specifically for holiday parks. These safety cards are promoted via their own website and via Comensha, yet it is unclear how many hotels, holiday parks or other lodging facilities use these cards or know about its existence.

4.3 The Warning Card

Defence for Children¹¹ create together with the police and the Inspection SZW¹² a 'Warning Card' for holiday parks with signs of both sexual and labour exploitation. They describe holiday parks as being suitable for housing victims of exploitation because of the privacy, little control and possibility of getting to the house or caravan by car. On the

¹¹ <http://defenceforchildren.nl/>

¹² Inspectie van Sociale Zaken en Werkgelegenheid (Inspection of Social Affairs and Employment), <https://www.inspectieszw.nl/>

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website from Defence for Children people are asked to be alert and share suspicion of exploitation with the manager. On this website it is possible to see and download the Warning Card. The Warning Card provides information about what exploitation is, how employees can be trained, what are the signals of labour exploitation and sexual exploitation and what to do when you have suspicion of exploitation (Defence for Children, 2020).

Table 4. Warning Card: Recognize the signs of exploitation on holiday parks

Signs of sexual exploitation	What to do in case of suspicion of exploitation?
<ul style="list-style-type: none"> • Seizing passport • Woman/girl in sexy clothes will be picked up in the evening and returned in the late night • Woman/girl is constantly guarded by a man • Many male visitors to the cottage • Many condoms and lingerie in the cottage • Curtains in the cottage are usually closed • High demand for clean sheets/towels • Cash payments • Men and minor can also be victims too 	<ul style="list-style-type: none"> • In case of emergency, call 112 • Report the suspicious situation to your manager • Monitor the suspected house extra together with other colleagues • Write down the description of the suspect(s) and possible victim(s): name of the suspect, age, clothing, hair colour, weight, height, striking features, tattoos, language spoken, accents • Write down the license plate(s), brand, and colour of the car(s) • Note down exact time and place • Note what was suspicious about the situation • Manager: in case of several signs, warn the police: the neighbourhood policeman or 0900-8844
<p><i>*Because the topic of this dissertation is sexual exploitation, the information about labour exploitation have been left out.</i></p>	

Source: Defence for Children, 2020.

This Warning Card is recently created, and it is unclear how this card is promoted and/or distributed among the various holiday parks in the Netherlands. The Warning Card also redirects employees to an e-learning from the CCV¹³. The website from CCV provides various trainings related to this topic, for example the e-learning: Signs of sexual

¹³ Centrum voor Criminaliteitspreventie en Veiligheid (The Centre for Crime Prevention and Safety), <https://hetccv.nl/>

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exploitation for receptions and security of holiday parks or hotels (Defence for Children,
2020).

4.4 Airbnb's anti-trafficking plan

In 2019 a new article from Friesch Dagblad wrote about the little action Airbnb takes in order to prevent human trafficking and forced labour. In the news article it is written that Airbnb states that: "it has no control over the behaviour of accommodation providers and disclaims all liability". Providers themselves bear the responsibility of acting according to the laws of their own country, and according to the standards of the company. This gets even more difficult because of the elimination of face-to-face meetings between the host and the guests due to smart locks and key/coded locks for example. The European Union has already proved that it can push Airbnb for change in terms of consumer protection. And it has proven that it can exercise control over its accommodation providers to make them abide by the rules, entering into bilateral agreements with tourism authorities on levying various taxes. Yet not a lot has changed (O'Regan, 2019).

Airbnb is partnered with Polaris¹⁴ since 2018, in order to prevent modern day slavery. They pursue their partnership around the world, and they addressed to have an anti-trafficking plan in 2020. Their collaboration is working on an in-person and virtual training for hosts, guests and other Airbnb employees. The training will focus on understanding how trafficking happens, what might be cause for concern and action steps to report a possible trafficking situation (Airbnb, 2020). Until now, beginning 2021, no news came out regarding the actual training. If Airbnb leaves the responsibility of addressing this problem with the hosts and takes little or no action itself, how can it be assured that anything will happen? How should Airbnb hosts be aware about this issue? Looking at the huge organisation behind Airbnb that offers private accommodation and hardly takes any action, this does give cause for concern as there are plenty of other private accommodations that are rented out through other networks without organisations.

¹⁴ Polaris, a leading a data-driven social justice movement to fight sex and labour trafficking at the massive scale of the problem (<https://polarisproject.org/>)

CHAPTER III. METHODOLOGY EXPLAINED

1. Methodological approach

Trafficking in human beings is a major problem in the Netherlands. It is estimated that in the Netherlands there are between 5,000 and 7,500 victims of THB annually. The actual numbers were 5,691 reported victims between 2015 and 2019. The estimated amount compared to the reported amount is significantly higher. There are a lot of victims exploited and human right are violated on a daily base. The majority of these victims of trafficking in human beings are sexual exploited females (Bolhaar et al., 2020). Due to several reasons these victims stay hidden and suffer a great deal for a long period. According to different news articles, researchers and stories from victims, these victims are frequently sexually exploited in hotels and holiday parks. Since there is a shift going on in the hospitality industry, also in private accommodations, as Airbnb or bed-and-breakfasts, come more into the spotlight as being used by perpetrators to exploit victims of THB (Defence for Children, 2021).

In the Netherlands, campaigns were launched to make the hospitality industry, excluding private accommodations, aware about this issue. These campaigns mostly focus on increasing the awareness of the staff about this issue, teaching them how to recognize a possible sexual exploitation situation. Yet, with these campaigns and with other campaigns launched to increase awareness related to human trafficking, there is limited data on the actual level of awareness and the knowledge there currently is among the people working in this industry. The goal of this research was to gain more understanding about the current awareness and knowledge from people working in the hospitality industry (hotels, holidays parks and private accommodations), concerning sexual exploitation as a form of trafficking in human beings. Therefore, this research did not strive to provide conclusive answers to the research question, but purely explore the research topic with varying levels of depth (Saunders et al., 2000).

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1.1 Research question and objectives

The research question is as following: *Are hospitality staff and the accommodation owner(s) aware of the possibility that sexual exploitation, as a form of human trafficking, can happen in their workplace, in the Netherlands?*

The specific objectives are:

1. Explore if hotel, holiday park and private accommodation staff members know what sexual exploitation is.
2. Explore the level of familiarity hotel, holiday park and private accommodation staff members have about signs of sexual exploitation in the hospitality industry.
3. Explore if hotel, holiday park and private accommodation staff members know the signs of sexual exploitation in the hospitality industry.
4. Explore if courses and/or trainings among hotel, holiday park and private accommodation staff members happens.
5. Explore if there is a higher knowledge about sexual exploitation among hotel and holiday park staff members compared to private accommodation staff members.

In this research quantitative data was collected about the level of awareness of sexual exploitation and the signs of sexual exploitation. In addition, qualitative data was gathered to support the quantitative data. The qualitative data did contribute to a better description and evaluation, to have a better understanding of the quantitative data. After analysing the results, it was chosen to change the qualitative data partly to quantitative data (Bachman & Schutt, 2016). This research collected primary data due to the lack of data available regarding this topic. The primary data was collected via questionnaires. To support the primary data, secondary data was collected. The secondary data consist of official national and international documents, researchers and newspaper articles (Bachman & Schutt, 2016). The primary and secondary data consist of qualitative and quantitative data. This decision was made due to the complexity of the topic and the potential with mixed data to broaden the lens and enrich possible conclusions drawn from the research (Wilkes et al., 2021).

2. Methods of data collection

The goal of this research is to explore the current awareness among hotel, holiday park and private accommodation staff and its owners. To collect this information a questionnaire was designed to analyse an initial snapshot of the current awareness and knowledge (Sue & Ritter, 2012). It was decided to use an online questionnaire. First, because of safety reasons during the COVID-19 pandemic. Secondly, an online questionnaire provided the option to target a larger sample of a specific target group due to the availability online (computer, smartphone, iPad). Other advantages of the online questionnaire were fast respondents, efficiency and receiving direct data, this was useful dealing with the deadlines of the dissertation (Sue & Ritter, 2012). The questionnaire was distributed via SurveyMonkey.

To gather the correct primary data a specific group from the population in the Netherlands was selected to participate in this questionnaire. The conditions to participate in the questionnaire were (1) the participant had to be 18 years or older; (2) the participant had to be a (former) staff member or owner of an hotel, holiday park or private accommodation; (3) the hotel, holiday park or private accommodation had to be located in the Netherlands. With these conditions the sample became specifically useful for this research. With that the accuracy of the sample increases and diminishes the chances of unrepresentative samples (Johanson & Brooks, 2009). The reason to include staff members, as well as employees, is because staff includes contractors and volunteers which could possibly also work in hotels, holiday parks or private accommodations. Employees are people paid a wage by their employer. Staff members and owners of hotels, holiday parks and private accommodations are both asked to participate since not all lodgings have staff but are run entirely by the owner.

Determining the sample size for this study was found difficult, because the goal is not to detect a particular effect in which a level of significance is desired or to make assumptions. Social science has few sample size recommendations for exploratory studies. Different suggestions have been made, for example: by Isaac and Michael (1995) who suggested that samples with N's, N being the total responses, between 10 and 30 have many practical advantages; the same amount was suggested by Hill (1998); others have suggested a maximum of 12 participants would withstand. A study from Johanson

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and Brooks (2009) presented that an increased sample size from 24 to 30 and from 30 to 36 showed a loss of impact of sample size on the change in length of confidence interval, regardless of the magnitude of the correlation. They suggest that 30 representative participants from the population of interest is a reasonable minimum recommendation for a pilot study where the purpose is preliminary questionnaire (Johanson & Brooks, 2009). There is also no clear number on how many people work in the hospitality industry in the Netherlands. In 2018 the complete hospitality, including catering and lodging had 424,000 employee jobs. Hotels and other lodgings covered around 19% of these employee jobs. This does exclude private accommodations and the self-employed. Moreover, the COVID-19 pandemic has (had) a significant impact on the current employees (Kalkhoven, 2019). It is therefore that, due to the three different conditions, being hotels, holiday parks and private accommodations the aim of this study was a minimum of 90 participants, wherein at least 30 participants per condition. To increase the accuracy of the study, the questionnaire was self-administrated, individual, and anonymous. This decision was made to have the least impact on the participants' responses, as the presence of an interviewer (or others) could influence the responses (Codó, 2008). To determine the validity of the survey before having it distributed the researcher asked 4 people with different backgrounds to review the survey and perform a pilot test. The comments given by the test group were adjusted and after that the researcher asked 4 different people to review the survey again. Also, their comments were modified in survey (French, 2012). Apart from that, the document was sent to the Ethics Commission on the 9th of February 2021 and was approved by the Ethics Commission of Universidade Fernando Pessoa on the 22nd of March 2021. Therefore, it complied with the ethical standards of Universidade Fernando Pessoa for when a student conducts scientific research in which it is necessary to protect and safeguard human dignity and integrity for its participants. The document of approval can be found in appendix A. Complimentary, all respondents had to fill in an informed consent wherein they stated that they joined on voluntary cooperation.

The complete questionnaire is presented in appendix B1 and B2. The questionnaire was constructed and distributed via SurveyMonkey. SurveyMonkey ensures that confidential data is protected with an enhanced security including encryption, SSO, and features that help remain compliant with GDPR¹⁵ (SurveyMonkey, 2018). The

¹⁵ GDPR = General Data Protection Regulation, <https://gdpr-info.eu/>

questionnaire was distributed online from March 27, 2021 until April 27, 2021. Convenience sampling was partly used to distribute the questionnaires via relatives, social media, LinkedIn, SurveySwap¹⁶ and SurveyCircle¹⁷. But typically, only undertaking a convenience sample and contacting relatives to take part in the research could have led to a high degree of bias. To correct this and create more statistical balance the questionnaire was also distributed to 20 random mail addresses from hotels, holiday parks and private accommodations from each province in the Netherlands (Freund et al., 2010).

2.1 The secondary data as a foundation for the questionnaire

The secondary data used for this study was collected for two reasons. It was necessary to describe the characteristics of awareness and to gain more understanding of awareness and the hospitality industry. In order to achieve this aim, the researcher collected data from various sources via a literature review. Various studies, data, and reports from different, national, and internal sources, have been consulted. Since this topic has been little researched the secondary data, collected by other researchers, has laid the foundation for the conduction of the primary research, but was not enough by itself. The data collected about the signs of sexual exploitation in the hospitality industry are provided in Appendix C. Matrix Signs Sexual Exploitation. This matrix was created after an open coding process. First, the researcher summarized the meaningful signs using keywords that were close to the provided signs. After that, all the parts fitting each keyword were examined in a reduction exercise to determine whether they were indeed related to one another, if the choice of keyword could be better and whether it was possible to group keywords (Dufour & Richard, 2019).

This research used sources as Google Scholar and ScienceDirect to have evidence-based data to support this study. Other sources that were also used came from the Dutch government and Dutch newspapers. The Dutch sources that have been used were translated by the researcher.

¹⁶ SurveySwap, <https://surveyswap.io/>

¹⁷ SurveyCircle, <https://www.surveycircle.com/>

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2.2 The questionnaire explained

When testing awareness, it is essential to understand the importance of getting a holistic picture. Knowing where and how people gain information and understanding their current beliefs is important for implementing behavioural changes (Srivastava, 2016). The questionnaire consisted of four parts: Electronic consent, with 1 question; Sociodemographic data, with 7 questions; Sexual exploitation, with 9 questions; Training, with 3 questions. The questionnaire had in total 21 questions including the electronic consent and the option for the respondent to add information if the participant deemed that necessary.

The first part of the survey is the electronic consent, which had to be approved by the respondent otherwise the data could not be used. The second part of the questionnaire requested the respondent to fill in their sociodemographic data. These questions were all closed, and with a list of single answer options. Only one question regarding the location of the workplace of the respondent had a list of options with multiple answer possible, because there are people working in for example hotel chains, which means they could be active in various provinces in the Netherlands. The responds options were unbiased, mutually exclusive and collectively exhaustive. This increased the reliability of the survey (French, 2012). The sociodemographic data provided details about the respondent in a broad range, so no personal details could be retrieved. The sociodemographic data was requested from the respondents to get an insight in the characteristics of the population and to make sure the target audience was reached.

The third part of the questionnaire asked about the knowledge regarding sexual exploitation. Often, with awareness questionnaires respondents tend to guess. According to literature, this comes from the fact that not knowing something is looked down upon socially. Therefore, respondents tend to guess from the available options to seem more knowledgeable. By introducing the survey topic, including opinion questions and use "Not sure" as an answer option instead of "Don't know" respondents are more likely answer honestly (Srivastava, 2016). So, in this part, the respondent had the option to answer with binary choices, with answer choices: "Yes"; "No"; "Not sure". The reasons for a binary format were that it includes ease of administration, avoidance of response styles and most important that the results do not actually provide less information. In

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some cases, it is argued that additional dimension of intensity could give a false sense of more information (Dolnicar & Leisch, 2012). The questions asked are a combination of the respondent's opinion, knowledge and experience. Question 16 has the answer options out of a 5-point Likert scale, to self-identify the level of familiarity about the signs that might indicate human trafficking (Nemoto & Beglar, 2014). Question 17 is an open question: "Could you name as many signs of sexual exploitation as you know?". The decision to leave this an open question was made because it leaves room for the respondent to provide detailed responses in the respondents' own words, which could be a rich source of data. By leaving the question open the researcher tend to avoid tipping off the respondents as to what response is normative, so they may obtain more complete answers on the signs of sexual exploitation in the hospitality industry (Martin, 2006). This data could then be compared with the signs of sexual exploitation, as investigated by different researchers, in the awareness programs: No Room for Sex Trafficking, Checklist Card Human Trafficking and The Warning Card, as provided in chapter 2 paragraph 4.

In the last part of the questionnaire there are three questions regarding the training or instructions concerning possible sexual exploitation situations in the hospitality industry. There are two binary questions with the options to answer: "Yes"; "No". When the answer is "Yes", it is optional to add additional information on which training or instructions the respondents has had. These questions helped determine whether a training or instructions have influence on the knowledge and level of awareness from the respondent. The final question, if the respondent is interested in attending a training, had the answer option with a 5-point Likert scale, since Likert scale is used to have an indication on the respondents' attitude or feeling (Nemoto & Beglar, 2014).

To summarise the data collection: the survey consisted of a variety of questions, with multiple choice, binary and 5-point Likert scale responds options. The aim was to conduct the survey with at least 90 respondents from the end of March 2021 until the end of April 2021. A person could participate when working in a hotel, holiday park or private accommodations in the Netherlands, from at least 18 years or older. The respondents participated online and anonymous, and they had no timeframe in which they had to fill in the questionnaire. Because not all questionnaires were fully completed 232 survey results were included in the analysis. Originally the questionnaire was distributed in English, due to the various requests from people to provide the questionnaire in Dutch,

the researcher decided to distribute an English and a Dutch version to be able to collect as many responses as possible and making the questionnaire available for more people.

2.3 Objectives explained

The objectives will be approached individually. Therefore, in this section an explanation of how each objective is approached is given.

Objective 1. Explore if hotel, holiday park and private accommodation staff members know what sexual exploitation is. To test this the following questions were asked in the questionnaire: *Do you know what sexual exploitation is?*. To understand the actual knowledge of the hospitality staff, the participants have been given the option to answer binary with 'Yes', 'No' and 'Not sure'. The following two questions have been asked to determine if the respondents actually know what sexual exploitation is: *Do you think that sexual exploitation is against Human Rights; Do you think that sexual exploitation is a form of human trafficking?*. A respondent who does not know the answer to the first question is more likely to take a guess to seem knowledgeable. To double check if the respondent actually knew the first question the second and third question were asked as an opinion, which motivates people who are not sure to just admit so (Srivastava, 2016).

Objective 2. Explore the level of familiarity hotel, holiday park and private accommodation staff members have about signs of sexual exploitation in the hospitality industry. To test if hospitality staff were familiar with the signs of sexual exploitation in the hospitality industry they were asked: *To which extent are you familiar with signs that may indicate sexual exploitation in your workplace?* The respondents had the option to answer in a 5-point Likert scale in order to determine the self-identified level of familiarity. The participants had the following answer options: 'very familiar', 'fairly familiar', 'a bit familiar', 'hardly familiar' or 'not familiar'. Likert scale questions are often used to measure self-confidence and they can provide highly reliable person ability estimates. To confirm this, the data provided was compared with qualitative data gathered via an open-ended question, as suggested by Nemoto and Belgar (2014). The following question was asked: *Please write down as many signs of sexual exploitation in the hospitality industry as you know.*

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Objective 3. Explore if hotel, holiday park and private accommodation staff members know the signs of sexual exploitation in the hospitality industry. The qualitative data given by the respondents is analysed to explore this objective via question: *Please write down as many signs of sexual exploitation in the hospitality industry as you know.* The respondent's signs were categorised in the same way as in the Matrix Signs Sexual Exploitation. During the coding process two other group keywords came up 'Physical signs' and 'Not clear situation' (Dufour & Richard, 2019).

Objective 4. Explore if courses and/or trainings among hotel, holiday park and private accommodation staff members happens. The following question was asked to determine if hospitality staff members did or did not attend a training or course: *Did you ever attend a course and/or training focused on recognizing signs of sexual exploitation in the hospitality sector?.* The participants could answer this question binary with 'No' or 'Yes', and when answering 'Yes' the participants were given the option to provide the name of the training or course.

Objective 5. Explore if there is a higher knowledge about sexual exploitation among hotel and holiday park staff members compared to private accommodation staff members. The respondents were asked: *What is your job situation?.* The participants are given 12 answer options to stipulate their specific job situation: (1) 'Current staff member in a hotel'; (2) 'Current staff member in a holiday park'; (3) 'Current staff member in a private accommodation'; (4) 'Current owner of a hotel'; (5) 'Current owner of a holiday park'; (6) 'Current owner of a private accommodation'; (7) 'Former staff member in a hotel'; (8) 'Former staff member in a holiday park'; (9) 'Former staff member in a private accommodation'; (10) 'Former owner of a hotel'; (11) 'Former owner of a holiday park'; (12) 'Former owner of a private accommodation. The responses will be grouped in 'Hotel staff member', 'Holiday park staff member' and 'Private accommodation staff member'. After grouping the responses, the respondents that answered three times 'Yes' to the following questions: *Do you know what sexual exploitation is; Do you think that sexual exploitation is against Human Rights?; Do you think that sexual exploitation is a form of human trafficking?* will be compared.

3. Methods of analysis

Mixed research methods, in general, tend to allow the researcher to gain a more in-depth and holistic understanding of a topic, which is useful in an explorative research. This can be achieved by having different methodologies which cover the weaknesses of each other. In the questionnaire the researcher used survey questions, mostly quantitative, which does not allow the respondent to add their thoughts. It was chosen to add qualitative questions, so the respondent can contribute with qualitative information as well (Wilkes et al., 2021). It is therefore the researcher also left space for additional comments after the final question.

The data collected from the questionnaires was exported from SurveyMonkey to an Excel spread sheet. Before analysing the data was prepared. Since Dutch and English data was gathered the data had to be translated first. The researcher translated the text of the Dutch sources to English, without changing the real meaning (Hutauruk & Siregar, 2015).

Secondly, the researcher removed the non-representative outliers. Non-representative outliers are outlier values that have been incorrectly recorded. The researcher scanned all data and removed all answer responses that did not fill in the first six pages of the questionnaire. Abnormal answers, not in any way related to the subject of the questionnaire were also considered outliers and removed (Mavropoulou, 2016). This resulted in a reduction in the number of responses from 282 to 232.

3.1 Signs of sexual exploitation qualitative

The literature research described three campaigns, currently active, in the Netherlands that provide information for the hospitality industry related to awareness about sexual exploitation: No Room for Sex Trafficking, Checklist Card Human Trafficking and the Warning Card. According to Dellinger (2005) the validity of a research increases when the used literature researches are specifically useful and relevant. Since these campaigns were specifically for the hospitality industry they can be considered of high relevance. By using three different campaigns created by experts from various sectors the researcher also increased the validity (Dellinger, 2005). The data provided by the three campaigns has been transformed into a meaningful set of categories.

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The codes that represent the different categories have emerged inductively during the coding process. First, the information was studied and pulled apart from each other. Secondly the researcher examined relationships between all the 'signs' provided by the different campaigns. The signs with a relationship were combined and a description was given, also called the codes. In the literature the established categories were: 'Signs victim', 'Signs offender', 'Signs visitors', 'Signs in acts and behaviour' and 'Signs Room'. The complete matrix can be found in Appendix C. Matrix Signs Sexual Exploitation (Dufour & Richard, 2019). Via the Generalization Design the answers given to the question: please write down as many signs of sexual exploitation in the hospitality industry as you know, were quantified. The answers provided by the respondents were checked and assigned to the before, according to the literature, established codes. After that, per respondent the correct answers were counted (Auer-Srnka & Koeszegi, 2007). Respondents who left the field blank or referred in any way to 'I am not sure' or 'I don't know' or 'none' got "0" answers correct.

The respondents answer to question 17 were divided under the same categories, but during the analyses the researcher discovered another category: 'Physical signs'. Which were answers that were possible signs, but they were not supported by the literature researched. Another category was: 'Not clear situation', this was the category when people filled the field with an answer that was not clear and/or not supported by the literature. Various respondents answered with multiple possible signs. In order to create a clear overview of what was answered it was decided to use the answers in two ways. First, the answers of each respondent were considered separately. Second, the respondent split all the answers and divided them over the categories separately (the total amount of signs answered by the respondents is therefore way higher than the number of respondents).

4. Justification of the methods

It was chosen to combine qualitative and quantitative research methods, the reason for this was to get a greater understanding of the awareness and knowledge from the hospitality staff in the Netherlands about sexual exploitation, a complex topic. Silverman (1998) argued that mixed research methods are acceptable as a pedagogical device to aid understanding of a complex topic. Using qualitative data had some advantages as, the

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possibility to gather some quantitative data which contributes to a better understanding. The research methods, using questionnaires, allowed us to include a range of questions from which some were open-ended, and others fixed choice. By the process of method triangulation via the literature review and the questionnaire, the same topic could be researched by different methods complimenting each other. The literature argues that combining research methods increases the validity of the finding, which is necessary since the information about sexual exploitation and human trafficking is very varying and by bringing the literature together with the field study it is hoped that the weaknesses of the literature can be countered by the strengths of the questionnaire (Noaks & Wincup, 2004).

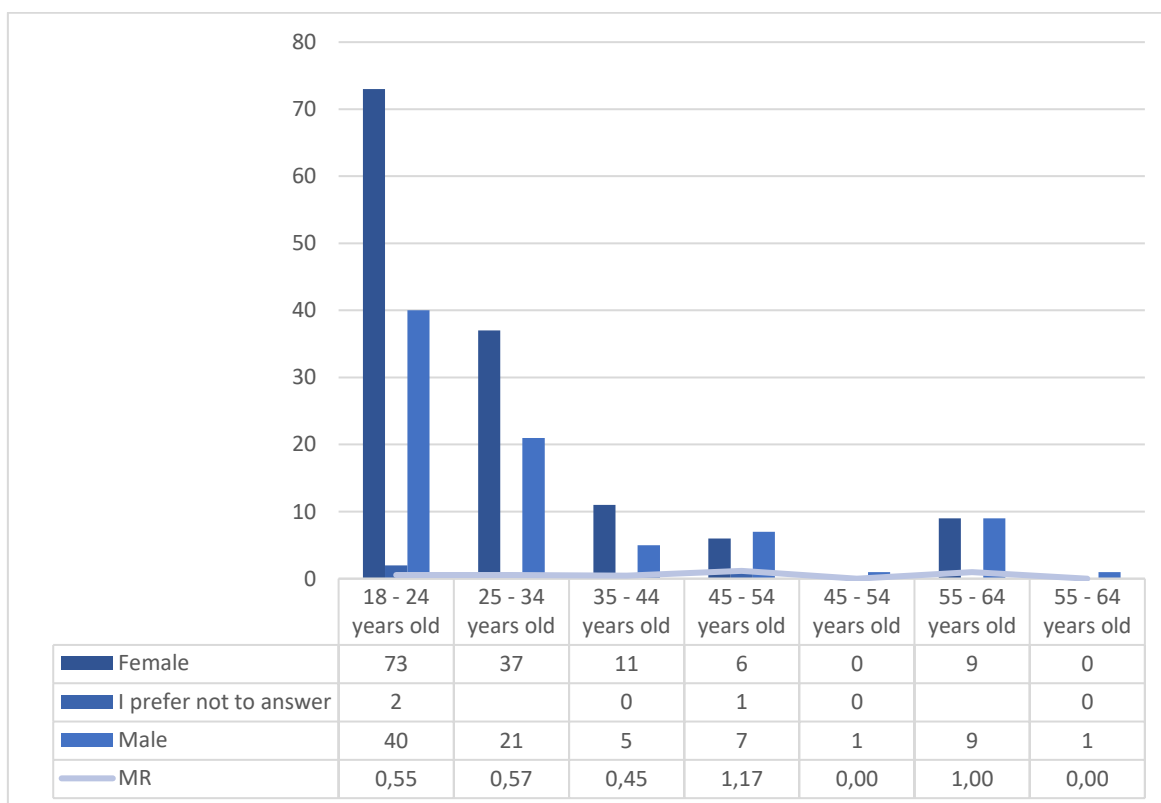
CHAPTER IV. OVERVIEW OF THE RESULTS

The current study sought to explore the hospitality staff awareness of sexual exploitation in the Netherlands, by presenting them with a questionnaire and researching the literature available on the topic. This chapter reports the results of the questionnaire. First a brief summary of the sociodemographic data of the questionnaire respondents is given. Next, after identifying the variety of the questionnaire respondents, the objectives are presented with the corresponding results.

1. Overview of the sociodemographic data of the survey respondents

In total 223 people filled in the survey completely. 136 women responded to the survey, 84 men and 3 people preferred not to answer the question. The total masculinity ratio (MR) = 0,62. Figure 1 shows the responds per gender, age range and the MR per age range. The majority of the people that filled in the survey are between 18 and 24 years old.

Figure 1. Gender versus age



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In table 5 an overview is presented of the highest degree or level of education the respondents have completed. The majority of the respondents, 117 respondents, finished a bachelor's degree. The least respondents answered that they finished a doctorate degree.

Table 5. Level of education

Type of education	Education
Associate degree	11,66%
Bachelor's degree	52,47%
Doctorate degree	0,45%
High school	13,00%
Master's degree	21,08%
Professional degree	1,35%
Total number of cases (N)	223

Table 6 gives an overview of the respondent's job title distribution. Most respondents worked in the hospitality staff and the least respondents worked in security staff. The total number of responses was 223. In the answer option 'other' the following answers were given: marketing, sales, entertainer, reservations and events.

Table 6. Job title

Type of Job titles	Job title
Administrative staff	8,07%
Culinary staff	13,45%
Hospitality staff (receptionist, bellman)	33,18%
Housekeeping staff	8,52%
I support in all roles	8,97%
Management	20,18%
Other	4,48%
Security staff	1,79%
Technical service staff	1,35%
Total number of cases (N)	223

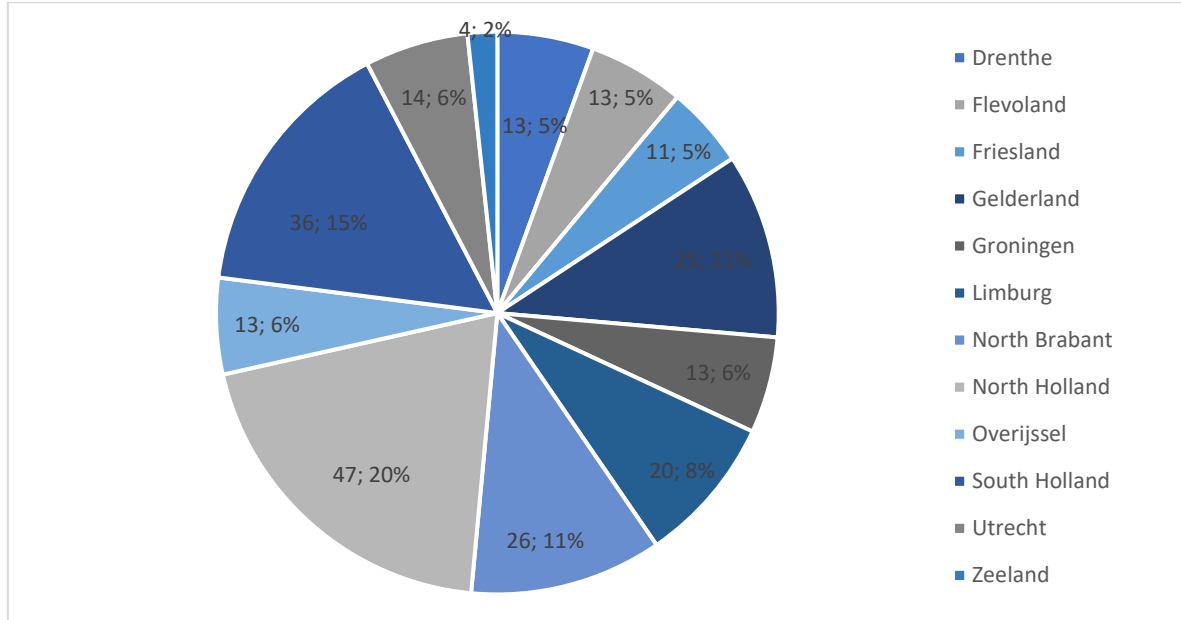
The goal was to receive an equal number of respondents from every province in the country. Therefore the respondents were asked where the lodging they worked for was located. The total number of provinces represented is higher than the total number of responses because, the respondents were given the option to answer in 'multiple-choice' since some respondents work in different places. Total number of cases (N) was 235. Figure 2 presents an overview of the represented respondents per province. Most

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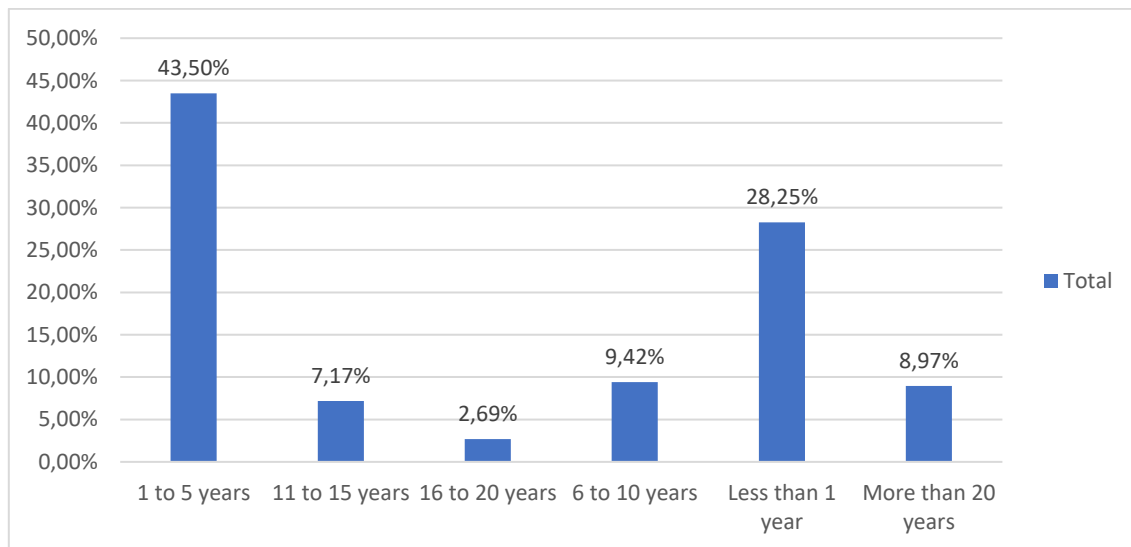
responses came from people working in North Holland, the least responses came from people working in Zeeland.

Figure 2. Location of lodging facility



The final question regarding the sociodemographic data was: For how long have you been working in the hospitality sector? In table 7 the results are presented. The total number of cases (N) was 223. The majority of the respondents works shorter than 5 years in the hospitality industry.

Table 7. Years working in the hospitality industry



2. Results objectives

Objective 1. Explore if hotel, holiday park and private accommodation staff members know what sexual exploitation is.

To analyse if hospitality staff knows what sexual exploitation is, it is directly asked in question number 9. To confirm if they indeed know what sexual exploitation is, two opinion questions have been asked, from which both answers are “Yes”, since those are facts, as presented in chapter I. These questions are used as controlling questions. Table 8 shows an overview of all answers given to these three questions. The total number of cases (N) was 223. Of these respondents 85,65% answered “Yes” to knowing what sexual exploitation is, 4,48% answered they don’t know and 9,87% was not sure. From the total that indicated to know what sexual exploitation is 82,51% answered the first check question, also with “Yes”. Seeing a slight decrease in respondents knowing what sexual exploitation is. From the total of respondents that indicates to know what sexual exploitation is 64,57% answered both check questions correct. Meaning that 64,57% of the respondents said that they know what sexual exploitation is, and they also answered the two check questions correct.

Table 8. Knowledge about sexual exploitation

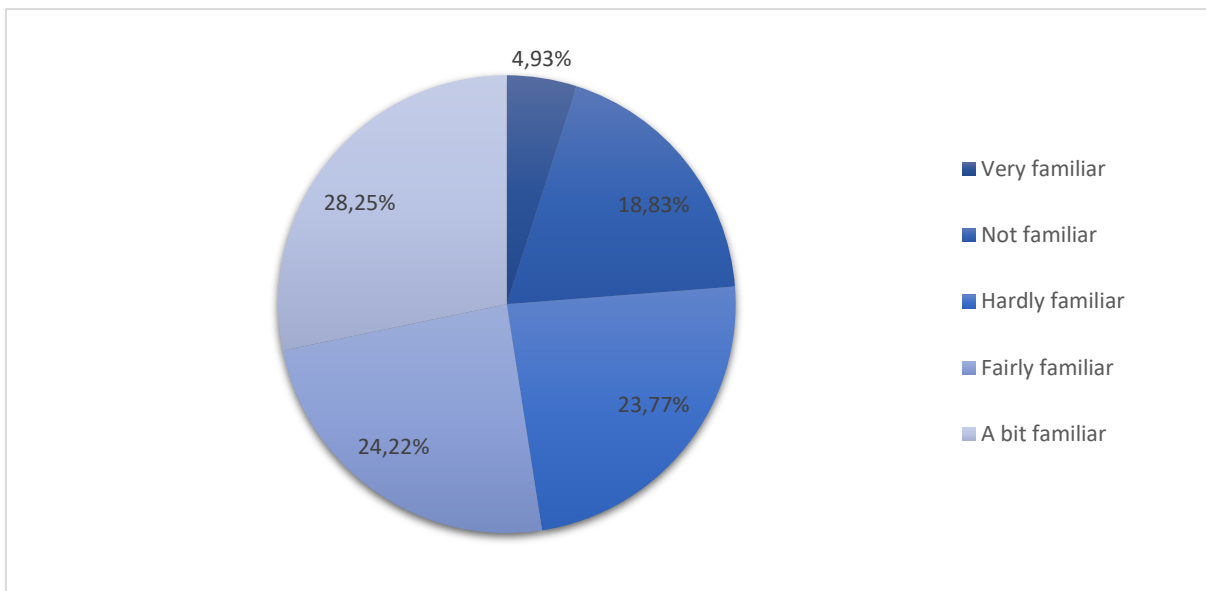
	Do you know what sexual exploitation is?				
		No	Not sure	Yes	Total
10. Do you think that sexual exploitation is against Human Rights?	No	0,90%	0,45%	0,90%	2,24%
11. Do you think that sexual exploitation is a form of human trafficking?	No	0,45%	0,45%	0,00%	0,90%
	Not sure	0,00%	0,00%	0,45%	0,45%
	Yes	0,45%	0,00%	0,45%	0,90%
10. Do you think that sexual exploitation is against Human Rights?	Not sure	1,35%	3,59%	2,24%	7,17%
11. Do you think that sexual exploitation is a form of human trafficking?	No	0,00%	0,45%	0,00%	0,45%
	Not sure	0,90%	2,69%	1,35%	4,93%
	Yes	0,45%	0,45%	0,90%	1,79%
10. Do you think that sexual exploitation is against Human Rights?	Yes	2,24%	5,83%	82,51%	90,58%
11. Do you think that sexual exploitation is a form of human trafficking?	No	0,00%	0,45%	5,38%	5,83%
	Not sure	0,90%	1,35%	12,56%	14,80%
	Yes	1,35%	4,04%	64,57%	69,96%
	Total	4,48%	9,87%	85,65%	100,00%

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Objective 2. Explore the level of familiarity hotel, holiday park and private accommodation staff members have about signs of sexual exploitation in the hospitality industry.

To indicate the level of familiarity from the respondents they've been asked to indicate their own level of familiarity about the signs that might indicate sexual exploitation in their workplace. Figure 3 presents the respondents self-identified level of awareness. The total number of cases (N) was 223. The smallest group of respondents considered themselves 'very familiar', this is 4,93% and the biggest group considered themselves 'a bit familiar', which was 28,25% of the respondents.

Figure 3. Familiarity with the signs of sexual exploitation



When analysing these results, it became of interested to compare this data also with the amount of correct signs that were given when asked to write down as many signs of sexual exploitation in the hospitality industry as known. Table 9 shows in percentage of the total the number of signs the respondents gave correctly, as compared with the Dutch campaigns. 66,82% of the respondents did not give any answer, had answered that they did not know or had 0 answers correct. The maximum number of correct answers given by one respondent was 6, respondents could have given more or less 35 answers, as shown in appendix C. Matrix Signs Sexual Exploitation where all signs are coded.

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Table 9. Number of signs correct

Number of signs correct							
0	1	2	3	4	5	6	Total
66,82%	16,59%	5,38%	3,59%	4,04%	2,24%	1,35%	100,00%

In table 10 an overview is shown wherein per number of signs given correctly in the column; the level of familiarity is compared in the rows. From the respondents that identified themselves as very familiar 4,03% has 0 answers correct, 2,7% had one answer correct, none had 2 or 3 answers correct, 11,11% had 4 answers correct, 20% had 5 answers correct and 66,67% had 6 answers correct. Looking at the data in table 10 it is of importance to take table 9 into account. 66,67% of the respondents that indicated themselves very familiar had the most answers correct, being 6, but the total of respondents that had 6 answers correct was 1,35%.

Table 10. Number of signs correct versus self-identified level of familiarity

		Number of signs correct							
		0	1	2	3	4	5	6	Total
To which extent are you familiar with signs that may indicate sexual exploitation in your workplace?	A bit familiar	24,83%	40,54%	50,00%	12,50%	22,22%	20,00%	33,33%	28,25%
	Fairly familiar	20,81%	21,62%	16,67%	62,50%	55,56%	60,00%	0,00%	24,22%
	Hardly familiar	26,85%	21,62%	25,00%	25,00%	0,00%	0,00%	0,00%	23,77%
	Not familiar	23,49%	13,51%	8,33%	0,00%	11,11%	0,00%	0,00%	18,83%
	Very familiar	4,03%	2,70%	0,00%	0,00%	11,11%	20,00%	66,67%	4,93%
	Total	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

Objective 3. Explore if hotel, holiday park and private accommodation staff members know the signs of sexual exploitation in the hospitality industry.

Of the respondents who passed the question: Please write down as many signs of sexual exploitation in the hospitality industry as you know, the total number of cases (N) was 223. Of the total 18 did not fill in any answer to this question. 52 respondents answered indicating they did not know any sign. All answers that were given by the remaining respondents (N = 153) were split into categories as presented in appendix C and D. The numbers were as following: 53 answers that indicated a sign of a victim, 28 answers indicated a sign of the offender, 34 answers indicated a sign of the visitor(s), 34 answers indicated a sign of acts or behaviour from offender and/or victim and 14 answers

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indicated a sign related to the room/lodging. 244 answers were given that were not supported by the campaigns or literature. Per category an overview will be shown of which signs were (almost) equally named and after that a descriptive sum-up is given of how the respondents described the signs.

Table 11. Signs of the victim

Signs victim	
Tattoos that could be a label	0
Someone else keeps his/her passport	5
Obedying attitude and little eye contact from the victim	16
Make-up and clothes make girl look older	3
Female guest	1
East European appearance and/or identity	9
Female guest between 18 and 30 years old	0
A person asks someone else to book a room, as she says she doesn't speak Dutch or English	13
Woman/girl in sexy clothes will be picked up in the evening and returned in the late night	6
Woman/girl is constantly guarded by a man	0
Men and minor can also be victims too	0

Out of the campaigns it came forward that the victims have an obeying attitude and that they make little eye contact. This was also the most reoccurring sign that what given by the respondents. They described this as: “introvert girl”, “victim is silent”, “looks down”, “avoids eye contact” and several times the word “submissive” was used. It was also described that someone else keeps his/her passport. They referred to it as: “oppressed does not carry her own passport” and “not having passport yourself”. Another sign that came back several times more or less similar to the sign in the campaigns, east European appearance and/or identity/a person asks someone else to book a room, as she says she doesn't speak Dutch or English. This was described by the respondents as: “language difference”, “foreign women”, “often from Eastern Europe” and “often other nationality but not always of course”. The third sign that came back multiple times was: make-up and clothes make girl look older, overlapping a bit with the sign: woman/girl in sexy clothes will be picked up in the evening and returned in the late night. By the respondents this was equally described as: “showing clothes”, “way of dressing” and “clothing style” but referring to the part ‘making a girl looking older’ did not happen by the respondents. The following signs were not mentioned once by the respondents: tattoos

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that could be a label, female guest between 18 and 30 years old and men and minor can also be victims too. The sign, a woman/girl is constantly guarded by a man, was sorted in a different category during the coding process of the respondent's answers.

Table 12. Signs of the offender

Signs offender	
Trafficker shows controlling behaviour towards someone else	20
A man books the room but does not stay in it	2
A person books a room, but doesn't stay in it him or herself	2
Woman/girl is constantly guarded by a man	4

According to the literature four clear signs were made about the offender. The sign: trafficker shows controlling behaviour towards someone else, was something that came back most in the descriptions of the respondents. It was referred to as "man/men" and often the word "dominance" was used, or "the possessive attitude of the offender". One respondent described: "when a (male) guest arranges everything for another (female) guest and he himself is mostly out the door and other (female) guest just stays in the room". This was another sign that is presented in the campaigns, a man/person books a room, but doesn't stay in it him or herself. There was also one respondent who wrote: "Supervision by someone / Pick up and drop off by someone". All signs related to the offender came back one or more times in the answers from the respondents.

Table 13. Signs of the visitors

Signs visitors	
Many male visitors.	21
Visitors are clearly older than the girl/boy	13
Men who avoid being seen	0

The respondents named several signs of the visitors that enter the lodging who are not overnight guests. The campaigns described: many male visitors, men who avoid being seen and visitors are clearly older than the girl/boy, as relating to the victim. Descriptive answers from the respondents were: "people going to the room you've never seen earlier", "extremely frequent and changing visitors", "older people with younger people who don't seem at ease", "walk-in of many (male) guests who stay for a short period", "many transportation to and from accommodation", "people always come to the room where the

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victim is” and “several guests a day”. The visitors were never described as men who avoid being seen.

Table 14. Signs in acts and behaviour

Signs in acts and behaviour	
Wrong credentials in the reservation	2
(Booking) Payment in cash	14
A major demand for towels and clean bed sheets	8
Reports of excessive noise, television and/or radio on throughout the entire day.	2
The booking comes in via a hotel system from one of the East European countries	0
Someone watches the room/bungalow	0
Pay extra attention to bookings from Eastern Europe (customer, mail extension, credit card details)	0
Drink/food orders via room service, the quantity of which is disproportionate to a woman staying there by herself.	0
Wants a room for several days or a week	8
Young lady stays in the room for a few days	

The campaigns provided also signs about acts and behaviour from the victim and offender. Payment in cash was one of them. This one was named most by the respondents. They described this several times literally as “cash payments” or “wanting to pay in cash”. One respondent added to this: “No working credit card/Pay in cash”. Signs related to: wants a room for several days or a week and young lady stays in the room for a few days, were mentioned a couple of times. Respondents described: “reserving rooms for a short time”, “victim might not stay too long at the hotel”, but they also described a shorter booking time: “rent a room during the day” or “day use bookings”. The sign: a major demand for towels and clean bed sheets came back by respondents saying: “guests often ask for clean towels/sheets”, “asks for extra towels/ toilet paper/ other hygiene related things” or “frequent use of laundry (by the man)”. Twice a sign was named indicating: reports of excessive noise, television and/or radio on throughout the entire day. The respondent described it as: “being disruptive” and “indecent behaviour”. One respondent wrote: “submitted names can't be found online”, which could be related too wrong credentials in the reservation. Furthermore, the booking comes in via a hotel system from one of the East European countries, pay extra attention to bookings from Eastern Europe (customer, mail extension, credit card details) and drink/food orders via room service, the

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quantity of which is disproportionate to a woman staying there by herself, were not named or might overlap a bit with signs in another category.

Table 15. Signs of the room

Signs Room	
Messy room or cabin	
Closed curtains	1
Lingerie / sex toys/attributes on display	
'Do not disturb' sign always on the door	2
Tissues with make-up smears	
Cigarette butts and empty drink glasses in the hotel room or terrace/balcony	4
Many and/or dirty bedsheets/towels	
(Large quantities of) condoms and lingerie in the bin	7

The last category of signs provided by the literature were the signs of the room. Not a lot were given, but some show a clear indication that possible sexual exploitation situation could be going on there. The one that was related to most times was: (Large quantities of) condoms and lingerie in the bin. Respondents described this as: “many condoms used in accommodation” and “lots of condoms in the bedroom”. Lingerie was not named by any of the respondents. Some respondents wrote some things related to the sign: cigarette butts and empty drink glasses in the hotel room or terrace/balcony. It was described as: “abuse of alcohol/drugs”, “excessive alcohol use” or “use of drugs”. It does often include drugs as well, even though this was not specifically included in the literature. One respondent wrote: “closed curtains”, exactly as the literature. Two respondents wrote: “do not disturb sign posted throughout the entire stay” and “do not disturb signal all day at the door”, which is quite equal to: ‘Do not disturb’ sign always on the door. The signs: messy room or cabin, lingerie/sex toys/attributes on display, tissues with make-up smears were not described. A bit overlapping with the sign in acts and behaviour, many and/or dirty bedsheets/towels, yet not one respondent referred directly to the bedsheets and towels in the room.

What might even be more interesting are the 244 answers that were given by the respondents, not related to the campaigns. The created matrix is presented in appendix D. Matrix Signs Sexual Exploitation Questionnaire.

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The thing that was mentioned very often about victims were physical signs of abuse. Respondents referred to it as: “scars”, “victim could have bruises”, “physical injuries (scratches, bruises) and “signs of mistreat”. Other tendencies the respondents wrote were: “victim being uncomfortable”, “nervous”, “anxious” and “afraid”. Some respondents also described some visual signs: “the look in the eyes”, “reaction to sudden movements”, “observing the victim's behaviour, if they're jumpy or sensitive to touching from their "partners"” and “wide clothing to mask figure”.

Some respondents wrote about either the offender or the visitors/sex buyers, it could not be defined specific about whom it was written. Most often the words “(unwanted) touching”, “(more than required) closeness” and “(making) sexual comments”, were used. One respondent wrote: “inappropriate glances, inappropriate touch, uncomfortable vibes”, this came back several times in other words via the respondents. Three times “coercion” was called as a sign.

A few respondents also wrote about general behaviours and acts from the victim, offender or them as a ‘couple’. The signs that were given were sometimes a bit vague to detect: “a strange connection between two individuals, of which one does not seem to be comfortable”, “relation of persons who have booked”, “no mutual connection”, “certain intimidation or ambience that hangs around” and “you can also pick up things from how they interact with each other, although this will not always be obvious”. About the booking things were described like: “not wanting to register at the front”, there are always several excuses why they should extend, never true”, “hardly any luggage” and “short check-in time”. Regarding the behaviour respondents wrote: “mood swings”, “abnormal adoration”, “do not deal with each other as lovers”, “facial expressions” and one time the term “distrustful” was used.

Several times unclear signs were written as: “high turnover”, “looks”, “have to do something to move up”, “the company of someone” or “recording images or audio”.

There were various respondents that referred, when asked, not to the signs of sexual exploitation in the hospitality industry, but more to trafficking in human beings and/or sexual exploitation in general. Some respondents only used the word “prostitution”. Or they wrote signs like: “forced sexual behaviour”, “working long hours”, “doing things against one’s will”, “the person in question is forced to perform sexual acts on people, for which a payment is required”, “selling a person for sex” or “usually the person in question receives no payment or only a small part of the amount”.

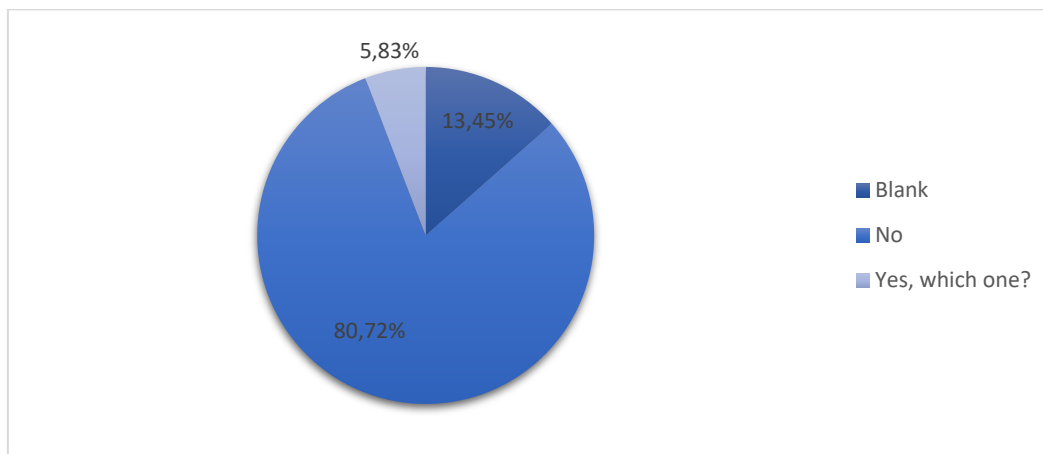
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Overall, more than half of the respondents gave 0 correct answers or left the field empty. From the respondents that did answer, more signs were given that were not supported by the campaigns than that were supported by the campaigns. This does not mean that all these signs are not an actual sign of sexual exploitation in the hospitality industry, but it does show the unknowingness of the supported signs.

Objective 4. Explore if courses and/or trainings among hotel, holiday park and private accommodation staff members happens.

To explore this objective the respondents were asked: did you ever attend a course and/or training focused on recognizing signs of sexual exploitation in the hospitality industry. In figure 4 the answers of the respondents are presented. The total number of cases (N) was 223. 5.83% of the respondents answered that they have attended a course or training focused on recognizing signs of sexual exploitation in the hospitality industry, 80,72% of the respondents answered that they did not attend and 13,45% did not answer this question.

Figure 4. Attended a course or training



The respondents that have attended a course, answered to have attended the following courses:

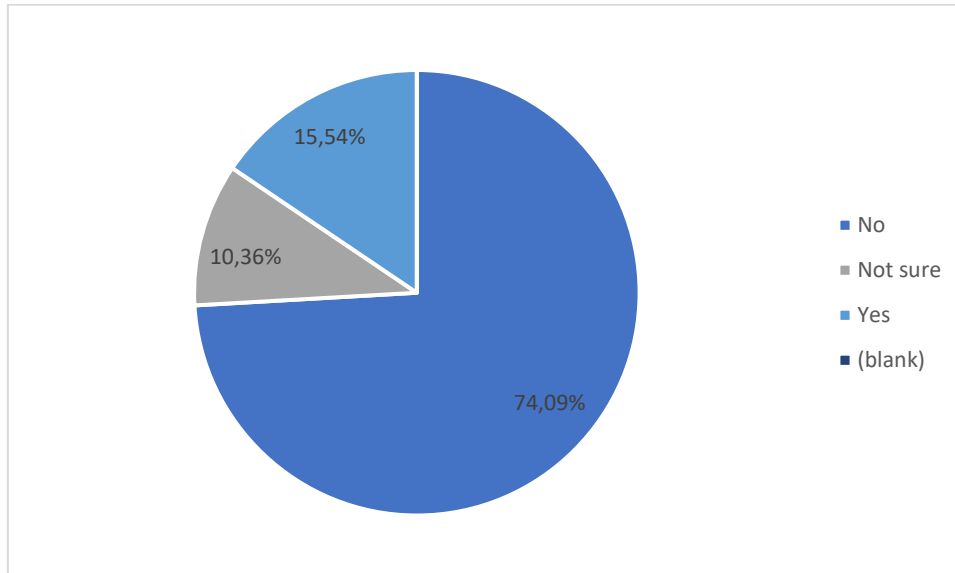
1. -
2. During my studies, a training in human trafficking
3. From Accor itself
4. Internal hotel training about sex trafficking
5. Internal training

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6. No direct course, more a lecture from The Hague Criminal Investigation Department on human trafficking and signals
7. No place for sex trafficking, and online information provided by the KHN
8. No Room for Sex Trafficking
9. No Room For Sextraffic
10. Partially during the Social Hygiene training
11. Recognize lover boys and their victims
12. Training from the hotel
13. Watch EPAC and no reservations

Other awareness or knowledge could have also come from instructions from the lodgings itself. Therefore, the respondents were also asked: Have you been instructed in what to do when a possible sexual exploitation situation during your work in the hotel, holiday park or private accommodation occurs? The total number of cases (N) was 193. Figure 5 shows in percentages the respondents that were instructed or not. 15,54% was instructed by the lodging, 10,36% was not sure if they had received instructions and 74,09% was not instructed.

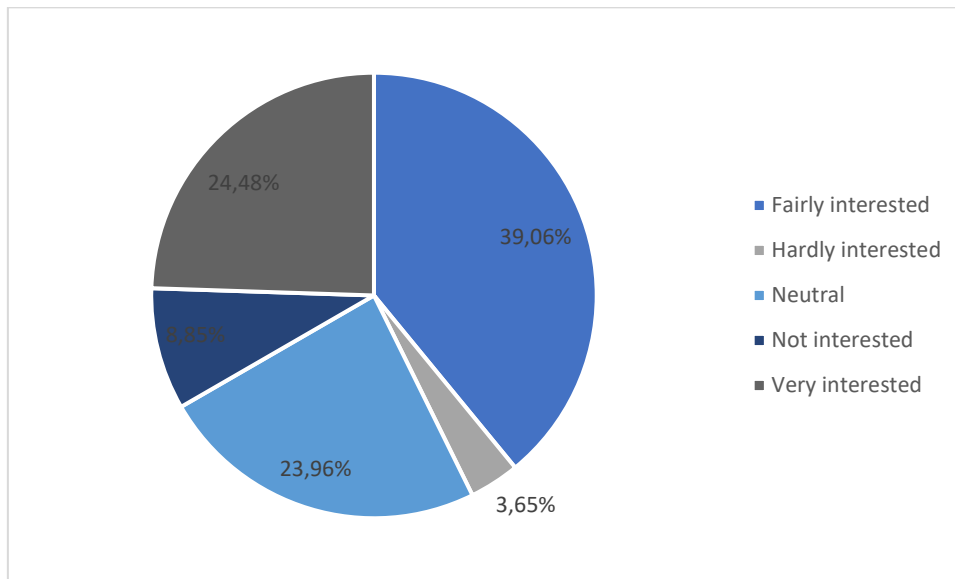
Figure 5. Instructed by lodging facility



In the questionnaire the respondents were also asked: would you be interested in attending a (short) training course focused on recognizing sexual exploitation in the hospitality industry if it were offered to you? The total number of cases (N) was 192. Figure 6 shows that more than 50% of the respondents is very or fairly interested in following a course and/or training. There is slight group, around 12% that has no or hardly any interest.

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Figure 6. The respondent's interest in a training or course



Objective 5. Explore if there is a higher knowledge about sexual exploitation among hotel and holiday park staff members compared to private accommodation staff members.

To test this hypothesis the following steps have been taken. The answers from the respondents to the question: ‘*What is your job situation?*’ have been grouped to:

- (1) Hotel staff member, which includes the following answer options:
 - o Current staff member in a hotel
 - o Current owner of a hotel
 - o Former staff member in a hotel
 - o Former owner of a hotel
- (2) Holiday park staff member, which includes the following answer options:
 - o Current staff member in a holiday park
 - o Current owner of a holiday park
 - o Former staff member in a holiday park
 - o Former owner of a holiday park
- (3) Private accommodation staff member, which includes the following answer options:
 - o Current staff member in a private accommodation
 - o Current owner of a private accommodation
 - o Former staff member in a private accommodation
 - o Former owner of a private accommodation

In total there were 135 hotel staff members that responded to the questionnaire, there were 38 holiday park staff members that responded to the questionnaire and there

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were 49 private accommodation staff members that responded to the questionnaire. One person left this question blank.

Table 16 presents the results on the hotel staff members and their knowledge on sexual exploitation. From the total of hotel staff members that responded to the questionnaire, 85,93% of the respondents answered, 'Yes' to the question: 'do you know what sexual exploitation is?'. 7,41% answered 'Not sure' and 6,67% answered 'No'. From the total of hotel staff members 65,19% of the respondents answered 'Yes' to knowing what sexual exploitation is and answered the two check questions after that correct.

Table 16. Hotel staff member knowledge sexual exploitation

Hotel staff member					
		Do you know what sexual exploitation is?			
		No	Not sure	Yes	Total
	Hotel staff member	6,67%	7,41%	85,93%	100,00%
Do you think sexual exploitation is against Human Rights?	No	1,48%	0,00%	1,48%	2,96%
Do you think that sexual exploitation is a form of human trafficking?	No	0,74%	0,00%	0,00%	0,74%
	Not sure	0,00%	0,00%	0,74%	0,74%
	Yes	0,74%	0,00%	0,74%	1,48%
Do you think sexual exploitation is against Human Rights?	Not sure	1,48%	2,22%	0,74%	4,44%
Do you think that sexual exploitation is a form of human trafficking?	Not sure	1,48%	1,48%	0,74%	3,70%
	Yes	0,00%	0,74%	0,00%	0,74%
Do you think sexual exploitation is against Human Rights?	Yes	3,70%	5,19%	83,70%	92,59%
Do you think that sexual exploitation is a form of human trafficking?	No	0,00%	0,74%	5,93%	6,67%
	Not sure	1,48%	1,48%	12,59%	15,56%
	Yes	2,22%	2,96%	65,19%	70,37%
	Total	6,67%	7,41%	85,93%	100,00%

Table 17 presents the results on the holiday park staff members and their knowledge on sexual exploitation. From the total of holiday park staff members that responded to the questionnaire, 78,95% of the respondents answered, 'Yes' to the question: 'do you know what sexual exploitation is?'. 18,42% answered 'Not sure' and 2,63% answered 'No'. From the total of holiday park staff members 60,53% of the

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respondents answered 'Yes' to knowing what sexual exploitation is and answered the two check questions after that correct.

Table 17. Holiday park staff member knowledge sexual exploitation

Holiday park staff member					
		Do you know what sexual exploitation is?			
		No	Not sure	Yes	Total
	Holiday park staff member	2,63%	18,42%	78,95%	100,00%
Do you think sexual exploitation is against Human Rights?	No	0,00%	2,63%	0,00%	2,63%
Do you think that sexual exploitation is a form of human trafficking?	No	0,00%	2,63%	0,00%	2,63%
Do you think sexual exploitation is against Human Rights?	Not sure	2,63%	5,26%	2,63%	10,53%
Do you think that sexual exploitation is a form of human trafficking?	Not sure	0,00%	5,26%	0,00%	5,26%
	Yes	2,63%	0,00%	2,63%	5,26%
Do you think sexual exploitation is against Human Rights?	Yes	0,00%	10,53%	76,32%	86,84%
Do you think that sexual exploitation is a form of human trafficking?	No	0,00%	0,00%	5,26%	5,26%
	Not sure	0,00%	2,63%	10,53%	13,16%
	Yes	0,00%	7,89%	60,53%	68,42%
	Total	2,63%	18,42%	78,95%	100,00%

Table 18 presents the results on the private accommodation staff members and their knowledge on sexual exploitation. From the total of private accommodation staff members that responded to the questionnaire, 91,84% of the respondents answered, 'Yes' to the question: 'do you know what sexual exploitation is?'. 8,16% answered 'Not sure' and none of the respondents answered 'No'. From the total of private accommodation staff members 67,35% of the respondents answered 'Yes' to knowing what sexual exploitation is and answered the two check questions after that correct.

Table 18. Private accommodation staff member knowledge sexual exploitation

Private accommodation staff members				
		Do you know what sexual exploitation is?		
		Not sure	Yes	Total
	Private accommodation staff member	8,16%	91,84%	100,00%

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Do you think sexual exploitation is against Human Rights?	Not sure	6,12%	6,12%	12,24%
Do you think that sexual exploitation is a form of human trafficking?	No	2,04%	0,00%	2,04%
	Not sure	4,08%	4,08%	8,16%
	Yes	0,00%	2,04%	2,04%
Do you think sexual exploitation is against Human Rights?	Yes	2,04%	85,71%	87,76%
Do you think that sexual exploitation is a form of human trafficking?	No	0,00%	4,08%	4,08%
	Not sure	0,00%	14,29%	14,29%
	Yes	2,04%	67,35%	69,39%
	Total	8,16%	91,84%	100,00%

Reviewing the three groups besides one another:

1. From the total of hotel staff members, 65,19% answered 'Yes' to knowing what sexual exploitation is and answered the two check questions after that correct.
2. From the total of holiday park staff members, 60,53% answered 'Yes' to knowing what sexual exploitation is and answered the two check questions after that correct.
3. From the total of private accommodation staff members, 67,35% answered 'Yes' to knowing what sexual exploitation is and answered the two check questions after that correct.

CHAPTER V. DISCUSSION OF THE RESULTS AND THEIR IMPLICATIONS

After examining the results obtained from the data, it is important to discuss these findings. The goal of this exploratory research is to gain more understanding about the current awareness and knowledge from people working in the hospitality industry (hotels, holiday parks and private accommodations), concerning sexual exploitation as a form of trafficking in human beings. Which led to the research question: are hospitality staff and the accommodation owner(s) aware of the possibility that sexual exploitation, as a form of human trafficking, can happen in their workplace in the Netherlands? The results will be discussed per objective.

To analyse the **first objective**, explore if hotel, holiday park and private accommodation staff know what sexual exploitation is, the respondents had to answer three questions in the questionnaire. To increase the validity respondents were given an introduction about what was researched with the questionnaire, and they were given the option to answer with 'Not sure'. It seems the vast majority of the respondents, 85,65%, think they know what sexual exploitation is, since they answered "Yes" when asked: 'Do you know what sexual exploitation is?'. After that the respondents were given two check questions: 'Do you think that sexual exploitation is against Human Rights?' and 'Do you think that sexual exploitation is a form of human trafficking?'. As presented in chapter I, the answer to both questions was "Yes". Reviewing all answers given by the respondents 64,57% of the total respondents was left, that also knew these details about sexual exploitation. The results then also indicate that 35,43% of the respondents had no knowledge or no complete knowledge of what sexual exploitation is. Suggesting that more than one third of the hospitality staff that responded to the questionnaire do not know completely what sexual exploitation is. Yet, it has to be acknowledged that the respondents were not asked directly to define sexual exploitation and therefore it cannot be known if their definition would be completely correct.

The **second objective** to analyse was: explore the level of familiarity hotel, holiday park and private accommodation staff have about signs of sexual exploitation in the hospitality industry. The hospitality staff was asked directly how familiar they considered themselves. The hospitality staff answered this question very divided, but only

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4,93% of the respondents considered themselves very familiar with the signs of sexual exploitation in the hospitality industry. This indicates that more than 95% of the people working in the hospitality industry does not identify themselves as very familiar with the signs that might indicate sexual exploitation in their workplace. From that 95% almost half indicates that they are not familiar or hardly familiar, demonstrating a significant group that most likely misses signs when sexual exploitation is happening in front of them. It is relevant how people rate themselves in terms of their familiarity with the signs of sexual exploitation in the hospitality industry since it provides highly reliable ability estimations about a person, but to increase the validity the gathered data was compared with qualitative data (Nemoto & Beglar, 2014). The hospitality staff was asked: 'please write down as many signs of sexual exploitation in the hospitality industry as you know'. A shocking result was that more than one third of the respondents did not know or wrote any sign or did not describe any correct sign. The remaining, almost one third, wrote between one and six correct signs, yet looking at the campaigns there were more or less 35 possible signs to name. Based on the gathered results this would suggest that there is very limited knowledge among the hospitality staff about the signs that might indicate sexual exploitation in their workplace, also known as the hospitality industry.

The **third objective** was: explore if hotel, holiday park and private accommodation staff know the signs of sexual exploitation in the hospitality industry. In this objective the qualitative data was analysed from the question: 'Please write down as many signs of sexual exploitation in the hospitality industry as you know'. Important is that of the 223 hospitality staff members that did pass this question, 18 did not fill in any answer and 52 answered indicating that they don't know any sign. Already around 25% of the respondents could not name any sign of sexual exploitation in the hospitality industry. Of the respondents that did answer the question a maximum of 6 correct answers was given. Only 6 correct answers appear very small compared to the more or less 35 possible answers when looking at the signs provided by the campaigns. The hospitality staff described most correct signs about the victim, specifically about the obeying attitude, the little eye contact from the victim and a person asks someone else to book a room, as she says she doesn't speak Dutch or English. A higher level of knowledge is also there about the offender, that the trafficker shows controlling behaviour towards someone else. 20 hospitality staff members indicated this by using the word 'dominance'. Various respondents could also describe the many male visitors and the age difference between

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them. In total 34 signs about the visitors/guests were described. Only six of the ten signs about acts and behaviour were named. Most answered (14 times) was about the cash payments, after that most people knew (both 8 times) about the major demand for towels and clean bed sheets, and the short booking time. The least number of respondents knew about signs related to the room where the victim/offender are staying. Only four of the eight signs were described, of which the most frequent was regarding the (large quantities) of condoms. Signs like: female guest between 18 and 30 years old, tattoos that could be a label, men and minor can also be victims too, pay extra attention to bookings from Eastern Europe, someone watches the room/bungalow, messy room or cabin or lingerie / sex toys/attributes on display, among others, were not named at all. All this gathered data suggests first of all that there is significant number of hospitality staff that does not know the signs of sexual exploitation which could appear in their workplace and second of all that the people who do know (some) signs don't know all. According to Hobbes (2020), signs are never independent, it suggests that knowing a few signs could also lead to tricky situations. Next to that, if so few hospitality staff can actually name some signs of sexual exploitation in the hospitality industry, then it would be impossible for them to reach the third level of Endsley's levels of situation awareness: projection. Indicating that they would not be able to predicate what is going to happen or what is happening based on their observations and comprehensions. This would suggest that if such a large sample of the hospitality staff can't comprehend what they notice or observe, many sexual exploitation situations will stay unnoticed, and the exploitation will continue.

Then, there was another critical finding when analysing these results, that there were 244 answers given by the hospitality staff that were not described in the campaigns. This data could contribute to new insights of the signs of sexual exploitation in the hospitality industry, but more likely it might also suggest that there is wrong perception of what the signs of sexual exploitation are. The most mentioned sign, that is not supported by the campaigns is related to the victim being physically abused. The victim could have bruises or scars. This result could be taken into account and possibly considered a sign, because it is known that pimps use violence to keep the victims under their thumb (Europol, 2016, pp. 6). Other possible signs that were described were "(unwanted) touching", "(more than required) closeness" and "(making) sexual comments", although this relates a lot to sexual harassment as well. Some respondents

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also used terms about the uncomfortable vibe, that there is no connection between the people or that there are mood swings and you could see things on facial expressions. All these possible signs seem a bit vague and based more on the hospitality staff members' feeling than things that can literally be seen.

Another interesting finding was that several respondents wrote only the word prostitution. Prostitution is a legalised job in the Netherlands, sexual exploitation is far from that, but it might be that due to the legal character of prostitution in the Netherlands, people have wrong perception about (the signs of) sexual exploitation.

A limitation from this research is that due to the questionnaire it was not possible to ask more and deeper information from the respondent regarding what they actually meant with some responses. A possible follow up research could use interviews in order to investigate responses further when the respondent gives a short or 'vague' response.

Objective 4 was: explore if courses and/or trainings among hotel, holiday park and private accommodation staff happens. Of the total number of respondents, 5,83% attended a course and/or training and 80,72% did not attend a course and/or training. 13,45% of the respondents did not answer this question. The small percentage that followed a training and/or course goes against the researcher's expectations. The numbers indicate that the vast majority of the people working in hotels, holiday parks and private accommodations did not attend a course and/or training in recognizing the signs of sexual exploitation in the hospitality industry. It is unclear how this is in line with the actual numbers of people in the Netherlands that have attended a course and/or training, because there is no available data, but it does give a possible indication on the rest of the population.

Yet, it could also be that awareness is created from the lodging itself by giving instructions to the staff. 10,36% of the respondents answered that they were not sure if they were instructed, 15,54% answered that they were instructed and the percentage of respondents that were not instructed was 74,09%. The vast majority of the hospitality staff members have not received instructions. This might suggest that among the management of the hospitality industry, this phenomenon is not an issue at all.

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These results show how unknown sexual exploitation is in the hospitality industry and how little knowledge there is about the vulnerability of the hospitality industry where knowledge should be. This demonstrates that perhaps the practitioners and the Dutch government should invest more in these campaigns. Trafficking in human beings can no longer go on unseen, when children are victims, when its causing serious bodily harm and when it endangers the life of people or even leads to death.

The **last objective**, explore if there is a higher knowledge among hotel and holiday park staff members compared to private accommodation staff members, was tested in various ways. First, the hospitality staff and owners were grouped in their workplace: hotels staff members, holiday park staff member and private accommodation staff members. In total there were 135 hotel staff members, 38 holiday park staff members and 49 private accommodation staff members that participated in the questionnaire. To check if they know what sexual exploitation is they were asked, do you know what sexual exploitation is? After that, the respondents were asked if they think sexual exploitation is against Human Rights and if they think sexual exploitation is a form of human trafficking. The answers from the hospitality staff were reviewed per group. The hotel staff members scored 65,19% on answering “Yes” and having the check question correct; the holiday park staff members scored 60,53% on answering “Yes” and having the check questions correct; the private accommodation staff members scored 67,35% on answering “Yes” and having the check questions correct. This indicates there are only slight differences between the different groups on the level of knowledge the hospitality staff members have regarding sexual exploitation. It also suggests that there is around one third of all the hospitality staff members who participated that have no complete idea on what sexual exploitation is.

With the results presented some critical findings and new questions were prevailed. The expectation was that more respondents would have attended a course and/or training about the signs of sexual exploitation in the hospitality industry. With that, the effects of the training could have been measured better. Besides that, the researcher expected that sexual exploitation would have been more known among the hospitality staff. As provided in chapter one sexual exploitation is a form of trafficking in human beings, the most prevalent in the Netherlands even, and is a violation of the Universal Declaration of Human Rights. Yet, according to the gathered data, it seems a bit more

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than one third of the hospitality staff has no knowledge or no complete knowledge of what sexual exploitation is. If this is the case, then it would be almost impossible for them to reach the first level of Endsley's levels of situation awareness, which is observation. If one does not know sexual exploitation is a grave violation of the human rights or a form of trafficking in human beings, then how could a first notice start a conflict warning?

Reviewing the data, it is suggested that, looking at the level of knowledge on sexual exploitation and how that is shown in the hospitality industry, there is room for improvement. By observing the small percentage of people that have followed a training/course, compared with the interest there is in following a training/course it seems as if the available courses are not known and/or attended. This could have several reasons as, lack of time or perhaps people don't know they exist. It might be necessary for the campaigns to change their advertisement strategies to create more awareness and/or research why hospitality staff does not attend these trainings/courses.

Continuation of training people is a necessity, so people will stay aware, since awareness is not a static. Next to that, this research might have revealed some new signs about sexual exploitation in the hospitality industry which when further researched and proven should also be integrated in the training sessions (Sharapov et al., 2019). Sexual exploitation in the Netherlands is shifting fast as discovered by the National Rapporteur, and the people that are already aware should stay aware about the newest shifts in this crime (Nationaal Rapporteur Mensenhandel en Seksueel Geweld tegen Kinderen, 2017). The researcher therefore questions the effects of solely using the Checklist Card Human Trafficking or the Warning Card: Recognize the signs of exploitation on holiday parks, since these are static and sexual exploitation is not. Yet, the researcher does agree with Sharapov, Hoff & Gerasimov that having some degree of awareness, is better than none at all. Finally, it should be noted that there is no specific course or training for the staff and owners of Airbnb's and/or other private lodgings. There will be similarities with training for hotel and holiday staff, but there is a need for specific training given the news cases that appear regularly about sexual exploitation in Airbnb's. It might be up to the Dutch government to act in regard to Airbnb's policies regarding sexual exploitation.

For future research it would be interesting to dive deeper into what awareness is and how this is created and maintained, to improve the existing trainings and with that

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increasing the level of awareness. This research gave a global overview of a dive into Endsley's situation awareness theory, but while researching it seemed that the scope of this phenomenon is too wide to investigate in once. Overall, based on the gathered data it seems that the level of awareness on sexual exploitation and its signs in the hospitality industry among the hospitality staff is low, which would suggest that more training is necessary to increase the level of awareness and the knowledge.

CONCLUSION

This exploratory research aimed to answer the question: are hospitality staff and the accommodation owner(s) aware of the possibility that sexual exploitation, as a form of human trafficking, can happen in their workplace in the Netherlands? Based on the data gathered quantitative and qualitative data, it can be concluded that there is knowledge missing among a big part of the hospitality staff and the accommodation owner(s) about sexual exploitation, and the signs of it, in the hospitality industry:

- More than one third of the hospitality staff does not know exactly what sexual exploitation is;
- Almost half of the hospitality staff identifies themselves as hardly or not familiar with the signs of sexual exploitation in their workplace;
- More than half of the hospitality staff could not name any signs of sexual exploitation in their workplace and the maximum signs given was 6 by one respondent at the time;
- More 'signs' that were not supported by the literature were described by the hospitality staff as signs that were supported by the literature;
- Only 5,8% of the respondents had attended a course and/or training in recognizing the signs of sexual exploitation in the hospitality industry;
- Almost three out of four hospitality staff has not received any instruction from their workplace.
- There are only slight differences between the hotel, holiday park and private accommodation staff members in terms of knowledge about sexual exploitation and its signs.

This research will be useful in providing an insight in what people ought to think are signs of sexual exploitation in the hospitality industry compared to what they are according to the literature. The outcome of the questionnaire showed the limited knowledge there is. The findings can be used to develop or adjust public service campaigns in the Netherlands. Extensive future research on how hospitality staff can identify sexual exploitation situation is needed to help improve public understanding of sexual exploitation as the current knowledge is woefully lacking. Greater public awareness of sexual exploitation and the nature of the perpetrators should help to reduce

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the problem. To better understand the implications of these results, future studies could address the public understanding of sexual exploitation in general. Does the Dutch population understand what sexual exploitation is and what is their perception towards it?

Due to the shift in the hospitality industry to private accommodations, with a huge increase of Airbnb's in the Netherlands, it is of high importance that these staff members and owners get awareness about this problem. It is therefore recommended that the people working in this sector will be included in the current campaigns. The Dutch government might also have influence on Airbnb's policies regarding the combat of sexual exploitation. It should not be legal that it continues like this.

One also has to be conscious about the training or course given regarding this topic, as being aware is not static. Solely handing a checklist card or a warning card does not create awareness. Being aware is not a static concept, neither is sexual exploitation as there are shifts going on in where sexual exploitation takes place and who the victims are. To gain greater understanding of this, future research should address what is necessary to be and stay aware, about sexual exploitation in the hospitality industry.

The findings illustrate that the current campaigns are not being attended, and it also shows that more than 50% of the hospitality staff does have interest in attending a course and/or training. That raises also the question of why the training courses are not attended? Based on these conclusions, practitioners and the Dutch government should consider more or more effective promotion and/or investment in the training courses.

As the literature showed sexual exploitation is the most common form of trafficking in human beings in the Netherlands. The COVID-19 pandemic enhanced the risk of vulnerable populations becoming victims of exploitation and/or trafficking, besides that it also complicates the identification of the victims even more. The hospitality industry has been identified as a specifically vulnerable to trafficking in human beings. Public awareness is essential in the combat to trafficking in human beings, there are campaigns to create it in the hospitality industry, yet hardly ever tested for effectiveness. As Endsley points out there are several levels that play a role in being aware, with as first level observation. Being able to notice something is going on, which can trigger a warning. Yet, one cannot be observing if not knowing what to observe.

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APPENDIXES

1. Appendix A. Questionnaire approval Ethics Commission



Universidade Fernando Pessoa
www.ufp.pt

*Das combeiment à a lousa e
orientador(=).*
23.03.2021

Exmo. Senhor
Prof. Doutor Pedro Reis
Diretor da FCHS

Nº	Data
FCHS/CRL – 142/21-2	22 de Março de 2021

Exmo. Senhor Prof. Doutor,

A Comissão de Ética depois de recepção de informação relativa à autoria do questionário incluído no projeto de Mestrado em Criminologia, de Eline Hendrix, intitulado "Human Trafficking in the hospitality industry: the staff's awareness of sexual exploitation", cujo objetivo geral consiste em explorar os fenómenos sociais acerca da consciência atual da exploração sexual no setor hoteleiro, com foco em hotéis, parques de férias e funcionários de residências privadas, na Holanda, considera nada haver a opor à sua realização, dado que esta questão ficou esclarecida.

Com os melhores cumprimentos.

A Presidente da
Comissão de Ética da UFP

Teresa Toldy
Teresa Toldy



Fundação Ensino e Cultura "Fernando Pessoa"

N.º 302 021 661 - N.º 302 021 661 - N.º 302 021 661 - N.º 302 021 661

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2. Appendix B.1. Questionnaire hospitality staff and owners English

Introduction

Dear madam, sir,

You are invited to participate in an online survey about awareness regarding sexual exploitation in hotels, holiday parks and private accommodations (Airbnb), located in the Netherlands. The methodology will be a combination of a descriptive and exploratory research in which the researcher strives to describe this phenomenon and to explore the current awareness of this phenomena among hospitality staff and the owners. This research project is conducted by Eline Hendrix, Master student Criminology at Universidade Fernando Pessoa, as part of her dissertation. It will take approximately 10 minutes to complete.

There are three qualifications to participate in this study: (1) you are, or have been in the past, a staff member or owner in a hotel, holiday park or private accommodation; (2) the hotel, holiday park or private accommodation is located in the Netherlands; (3) you are eighteen years or older.

PARTICIPATION

Your participation in this survey is voluntary. You may refuse to take part in the research or exit the survey at any time without penalty. You are free to decline to answer any question you do not wish to answer for any reason.

BENEFITS

You will receive no direct benefits from participating in this research study. Your responses may help us to learn more about awareness of staff members and owners in the hospitality industry, regarding sexual exploitation.

RISKS

There is the risk that you may find some of the questions to be sensitive or that some questions may cause emotional discomfort.

CONFIDENTIALITY

Your survey answers will be sent to a link at SurveyMonkey.com where data will be stored in a password protected electronic format. Survey Monkey does not collect identifying information such as your name, email address, or IP address. Therefore, your responses will remain anonymous. No one will be able to identify you or your answers.

CONTACT

If you have questions at any time about the study or the procedures, you may contact 40030@ufp.edu.pt.

Thank you in advance for your cooperation.

Regards,

Eline Hendrix

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ELECTRONIC CONSENT

I have understood the explanation given to me about the participation in the research that is intended to be undertaken, as well as the study in which I will be included. I was given the opportunity to ask the questions I deemed necessary, and all of them were answered satisfactorily. I am aware that the information or explanation given to me concerned the objectives and methods. I was also told that I have the right to refuse my participation in the study at any time, without any personal detriment.

I have also been assured that the digital records will be confidential and used solely and exclusively for the study in question, will be kept in a safe place during the research and will be destroyed upon completion.

* 1.

I therefore consent to participate in the study in question.

Agree

Disagree

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SOCIO-DEMOGRAPHIC DATA

Please be aware, the survey has 20 questions divided over 4 pages.

2. To which gender do you most identify?

- Female
- Male
- Other
- I prefer not to answer

3. In which age range do you fit?

- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 years or older

4. What is the highest degree or level of education you have completed?

- No schooling completed
- High school
- Associate degree
- Bachelor's degree
- Master's degree
- Professional degree
- Doctorate degree

5. What is your job situation?

- Current staff member in a hotel
- Current staff member in a holiday park
- Current staff member in a private accommodation
- Current owner of a hotel
- Current owner of a holiday park
- Current owner of a private accommodation
- Former staff member in a hotel
- Former staff member in a holiday park
- Former staff member in a private accommodation
- Former owner of a hotel
- Former owner of a holiday park
- Former owner of a private accommodation

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6. Could you indicate which job title best fits your position?

- Hospitality staff (receptionist, bellman)
- Culinary staff
- Housekeeping staff
- Security staff
- Management
- Administrative staff
- Technical service staff
- I support in all roles
- Other...

7. In which province is the hotel, holiday park or private accommodation located (select as many as applicable)?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Drenthe | <input type="checkbox"/> North Brabant |
| <input type="checkbox"/> Flevoland | <input type="checkbox"/> North Holland |
| <input type="checkbox"/> Friesland | <input type="checkbox"/> Overijssel |
| <input type="checkbox"/> Gelderland | <input type="checkbox"/> South Holland |
| <input type="checkbox"/> Groningen | <input type="checkbox"/> Utrecht |
| <input type="checkbox"/> Limburg | <input type="checkbox"/> Zeeland |

8. For how long have you been working in the hospitality sector?

- | | |
|--|--|
| <input type="radio"/> Less than 1 year | <input type="radio"/> 11 to 15 years |
| <input type="radio"/> 1 to 5 years | <input type="radio"/> 16 to 20 years |
| <input type="radio"/> 6 to 10 years | <input type="radio"/> More than 20 years |

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SEXUAL EXPLOITATION

In the next questions, we want to explore the awareness and knowledge of staff members and owners in the hospitality industry about sexual exploitation concerning visitors and guests in your (former) workplace.

When the term "workplace" is used, it refers to your (former) work in the hotel, holiday park or private accommodation.

If you don't know what to answer, choose "Not Sure".

9. Do you know what sexual exploitation is?

- Yes
- No
- Not sure

10. Do you think that sexual exploitation is against Human Rights?

- Yes
- No
- Not sure

11. Do you think that sexual exploitation is a form of human trafficking ?

- Yes
- No
- Not sure

12. Do you think sexual exploitation happens (or happened) in your workplace?

- Yes
- No
- Not sure

13. Would you recognize a victim of sexual exploitation in your workplace?

- Yes
- No
- Not sure

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14. Would you recognize an offender of sexual exploitation in your workplace?

- Yes
- No
- Not sure

15. Do you think you have ever witnessed a sexual exploitation situation in your workplace?

- Yes
- No
- Not sure

16. To which extent are you familiar with signs that may indicate sexual exploitation in your workplace?

- Very familiar
- Fairly familiar
- A bit familiar
- Hardly familiar
- Not familiar

* 17. Please write down as many signs of sexual exploitation in the hospitality industry as you know.

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TRAINING

This is the last part of the questionnaire.

* 18. Did you ever attend a course and/or training focused on recognizing signs of sexual exploitation in the hospitality sector?

- No
 Yes, which one?

19. Have you been instructed in what to do when a possible sexual exploitation situation during your work in the hotel, holiday park or private accommodation occurs?

- No
 Not sure
 Yes

What would you do?

20. Would you be interested in attending a (short) training course focused on recognizing sexual exploitation in the hospitality industry if it were offered to you?

- Very interested
 Fairly interested
 Neutral
 Hardly interested
 Not interested

21. Thank you very much for your participation in this survey. Your answers will allow us to get more insight into the awareness and knowledge of the staff and owners in the hospitality industry. If you have any additional comments please write them below.

For SurveyCircle-users (www.surveycircle.com): The Survey Code is: MS6J-8FM1-Y53F-XYAF

3. Appendix B.2. Questionnaire hospitality staff and owners Dutch

Introductie

Geachte mevrouw, meneer,

U wordt uitgenodigd om deel te nemen aan een online onderzoek naar het bewustzijn van hospitality medewerkers over seksuele uitbuiting in hotels, vakantieparken en particuliere accommodaties (Airbnb), gelegen in Nederland. De methodologie van het onderzoek is een combinatie van een beschrijvend en exploratief onderzoek waarin de onderzoeker ernaar streeft om dit fenomeen te beschrijven en het huidige bewustzijn van dit fenomeen onder hospitality medewerkers en de eigenaren te verkennen. Dit onderzoeksproject wordt uitgevoerd door Eline Hendrix, Master student Criminologie aan Universiteit Fernando Pessoa, als onderdeel van haar afstudeerscriptie. Het zal ongeveer 10 minuten duren om in te vullen.

Er zijn drie kwalificaties om deel te nemen aan dit onderzoek: (1) u bent, of was, medewerker of eigenaar in een hotel, vakantiepark of particuliere accommodatie (Airbnb); (2) het hotel, vakantiepark of de particuliere accommodatie bevindt zich in Nederland; (3) u bent achttien jaar of ouder.

DEELNAME

Uw deelname aan dit onderzoek is vrijwillig. U kunt op elk moment zonder boete weigeren deel te nemen aan het onderzoek of het onderzoek verlaten. Het staat u vrij om vragen die u niet wenst te beantwoorden, om welke reden dan ook, niet te beantwoorden.

VOORDELEN

U zult geen directe voordelen ontvangen door deelname aan dit onderzoek. Uw antwoorden kunnen ons helpen om meer te weten te komen over het bewustzijn van personeelsleden en eigenaren in de hospitality, met betrekking tot seksuele uitbuiting.

RISICO'S

Het risico bestaat dat u sommige vragen gevoelig vindt of dat sommige vragen emotioneel ongemak kunnen veroorzaken.

VERTROUWELIJKHEID

Uw antwoorden op de vragen worden verzonden naar een link in SurveyMonkey.com waar de gegevens worden opgeslagen in een, met wachtwoord beveiligd, elektronisch formaat. SurveyMonkey verzamelt geen identificeerbare informatie zoals uw naam, e-mailadres of IP-adres. Daarom blijven uw reacties anoniem. Niemand zal in staat zijn u of uw antwoorden te identificeren.

CONTACT

Als u vragen heeft over het onderzoek of de procedures, kunt u contact opnemen met 40030@ufp.edu.pt.

Alvast hartelijk bedankt voor uw medewerking.

Met vriendelijke groet,

Eline Hendrix

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ELEKTRONISCHE TOESTEMMING

Ik heb de uitleg begrepen die mij is gegeven over de deelname aan het onderzoek, alsmede over het onderzoek waarin ik zal worden opgenomen. Ik heb de gelegenheid gekregen om vragen te stellen, en al deze vragen zijn naar tevredenheid beantwoord. Ik ben mij ervan bewust dat de door mij verstrekte informatie of uitleg betrekking heeft op de doelstellingen en methoden. Mij werd ook verteld dat ik het recht heb om mijn deelname aan het onderzoek op elk moment te weigeren, zonder dat dit enig persoonlijk nadeel oplevert.

Mij is ook verzekerd dat de digitale dossiers vertrouwelijk zullen zijn en uitsluitend en alleen voor het onderzoek in kwestie worden gebruikt, tijdens het onderzoek op een veilige plaats zullen worden bewaard en na afloop zullen worden vernietigd.

* 1. Ik begrijp de bovenstaande tekst en ga akkoord met deelname aan het onderzoek.

- Akkoord
 Niet akkoord

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SOCIAAL-DEMOGRAFISCHE GEGEVENS

De vragenlijst heeft in totaal 20 vragen verdeeld over 4 pagina's. Alvast bedankt voor uw hulp!

2. Met welk geslacht identificeert u zich het meest?

- Vrouw
- Man
- Anders
- Ik beantwoord deze vraag liever niet.

3. In welke leeftijdscategorie past u?

- 18 - 24 jaar oud
- 25 - 34 jaar oud
- 35 - 44 jaar oud
- 45 - 54 jaar oud
- 55 - 64 jaar oud
- 65 jaar en ouder

4. Wat is uw hoogst genoten opleiding

- Geen schoolopleiding voltooid
- Middelbare school
- MBO opleiding
- HBO opleiding
- Universitaire opleiding
- Philosophiæ Doctor (PHD)
- Beroepsdiploma

5. Wat is uw werksituatie?

- Medewerker in een hotel
- Medewerker in een vakantiepark
- Medewerker in een particuliere accommodatie
- Eigenaar van een hotel
- Eigenaar van een vakantiepark
- Eigenaar van een particuliere accommodatie
- Voormalig medewerker in een hotel
- Voormalig medewerker in een vakantiepark
- Voormalig medewerker in een particuliere accommodatie
- Voormalig eigenaar van een hotel
- Voormalig eigenaar van een vakantiepark
- Voormalig eigenaar van een particuliere accommodatie

6. Kunt u aangeven welke functietitel het beste bij uw functie past?

- Hospitality medewerker (receptioniste, portier)
- Culinair medewerker
- Huishoudelijk medewerker
- Beveiligingsmedewerker
- Overige (s.v.p. vermelden)
- Directie
- Administratief medewerker
- Technische dienst
- Ik steun in alle functies

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7. In welke provincie staat het hotel, het vakantiepark of de privéaccommodatie (Selecteer alle provincies die van toepassing zijn)?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Drenthe | <input type="checkbox"/> Noord-Brabant |
| <input type="checkbox"/> Flevoland | <input type="checkbox"/> Noord-Holland |
| <input type="checkbox"/> Friesland | <input type="checkbox"/> Overijssel |
| <input type="checkbox"/> Gelderland | <input type="checkbox"/> Zuid-Holland |
| <input type="checkbox"/> Groningen | <input type="checkbox"/> Utrecht |
| <input type="checkbox"/> Limburg | <input type="checkbox"/> Zeeland |

8. Hoelang werkt u al of hoelang heeft u gewerkt, in de hospitality?

- | | |
|---|--|
| <input type="radio"/> Minder dan één jaar | <input type="radio"/> 11 tot 15 jaar |
| <input type="radio"/> 1 tot 5 jaar | <input type="radio"/> 16 tot 20 jaar |
| <input type="radio"/> 6 tot 10 jaar | <input type="radio"/> Meer dan 20 jaar |

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SEKSUELE UITBUITING

In de volgende vragen willen we nagaan in hoeverre medewerkers en eigenaren in de hospitality zich bewust zijn van, en kennis hebben over seksuele uitbuiting van bezoekers en gasten in uw (voormalige) werkplek.

Wanneer de term "werkplek" wordt gebruikt, wordt hiermee uw (voormalige) werk in het hotel, vakantiepark of de particuliere accommodatie bedoeld.

Als u niet weet wat u moet antwoorden, kies dan "Niet Zeker".

9. Weet je wat seksuele uitbuiting is?

- Ja
- Nee
- Niet zeker

10. Vindt u dat seksuele uitbuiting in strijd is met de mensenrechten?

- Ja
- Nee
- Niet zeker

11. Denkt u dat seksuele uitbuiting een vorm van mensenhandel is?

- Ja
- Nee
- Niet zeker

12. Denkt u dat seksuele uitbuiting op uw werkplek plaatsvindt of heeft plaatsgevonden?

- Ja
- Nee
- Niet zeker

13. Zou u een slachtoffer van seksuele uitbuiting op uw werkplek herkennen?

- Ja
- Nee
- Niet zeker

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14. Zou u een dader van seksuele uitbuiting op uw werkplek herkennen?

- Ja
 Nee
 Niet zeker

15. Denkt u dat u ooit getuige bent geweest van een situatie van seksuele uitbuiting op uw werkplek?

- Ja
 Nee
 Niet zeker

16. In hoeverre bent u bekend met signalen die kunnen wijzen op seksuele uitbuiting op uw werkplek?

- Zeer bekend
 Redelijk bekend
 Een beetje bekend
 Nauwelijks bekend
 Niet bekend

* 17. Schrijf zoveel mogelijk signalen van seksuele uitbuiting in de hospitality industrie op als u weet.

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TRAINING

Dit is het laatste onderdeel van de vragenlijst

18. Heeft u ooit een cursus en/of training gevolgd over het herkennen van signalen van seksuele uitbuiting in de hospitality?

- Nee
 Ja, welke?

* 19. Heeft u instructies gekregen over wat u moet doen wanneer zich tijdens het werk in het hotel, vakantiepark of de particuliere accommodatie een mogelijke situatie van seksuele uitbuiting voordoet?

- Nee
 Niet zeker
 Ja

Wat zou u doen?

20. Zou u geïnteresseerd zijn in het volgen van een (korte) training gericht op het herkennen van seksuele uitbuiting in de hospitality als die u werd aangeboden?

- Zeer geïnteresseerd
 Redelijk geïnteresseerd
 Neutraal
 Nauwelijks geïnteresseerd
 Niet geïnteresseerd

21. Hartelijk dank voor uw deelname aan deze enquête. Uw antwoorden zullen ons helpen meer inzicht te krijgen in het bewustzijn en de kennis van de medewerkers en de eigenaren in de hospitality sector. Als u nog aanvullende opmerkingen heeft, kunt u die hieronder noteren.

SurveySwap.io. --> <https://surveyswap.io/sr/j1WV5pUn1iKKhJ8h>

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4. Appendix C. Matrix Signs Sexual Exploitation

Signs victim	Signs offender	Signs visitors	Signs in acts and behaviour	Signs Room
Tattoos that could be a label	Trafficker shows controlling behaviour towards someone else	Many male visitors.	Wrong credentials in the reservation	Messy room or cabin
Someone else keeps his/her passport	A man books the room but does not stay in it	Visitors are clearly older than the girl/boy	Young lady stays in the room for a few days	Closed curtains
Obedient attitude and little eye contact from the victim	A person books a room, but doesn't stay in it him or herself	Men who avoid being seen	(Booking) Payment in cash	Lingerie / sex toys/attributes on display
Make-up and clothes make girl look older	Woman/girl is constantly guarded by a man		A major demand for towels and clean bed sheets	'Do not disturb' sign always on the door
Female guest			Reports of excessive noise, television and/or radio on throughout the entire day.	Tissues with make-up smears
East European appearance and/or identity			The booking comes in via a hotel system from one of the East European countries	Cigarette butts and empty drink glasses in the hotel room or terrace/balcony
Female guest between 18 and 30 years old			Someone watches the room/bungalow	Many and/or dirty bedsheets/towels
A person asks someone else to book a room, as she says she doesn't speak Dutch or English			Pay extra attention to bookings from Eastern Europe (customer, mail extension, credit card details)	(Large quantities of) condoms and lingerie in the bin
Woman/girl in sexy clothes will be picked up in the evening and returned in the late night			Drink/food orders via room service, the quantity of which is disproportionate to a woman staying there by herself.	
Woman/girl is constantly guarded by a man			Wants a room for several days or a week	
Men and minor can also be victims too				

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5. Appendix D. Matrix Signs Sexual Exploitation Questionnaire

Signs Victim	Signs offender/visitor	Signs in behaviour and act	Physical signs	Not clear situation
Scars, bruises, physical marks	(too much) Touching	Short check-in time	The company of someone	(Recording) sexual photos or audio or pornography
Negative emotions	Selling a person for sex	Strange background story	The look in the eyes	being away from home/work for a long time
Reaction to sudden movements	Making sexual comments	Mood swings/ Discrepancy between attitudes	Guests who look distraught	Stories
Health problems/ look emaciated/thin	Slapping someone's behind	Secretive	Body language	Sex not for money
Unwilling	Catcalling	One of the two will get forced to smile or such	Coldness in the interaction.	Sexual abuse against will
When someone looks intimidated, sad	Certain words or expressions that are sexualized or degrading like sweetie, honey etc.	Being absent longer periods outside of the room (not seen a lot during stay)	A strange connection between two individuals, of which one does not seem to be comfortable	When someone is using their physical strength or offers money or other things (in exchange for sex)
Behaves scared; anxious, uncertain (around offender)	Flirting, whispering, whistling	Hardly any luggage	Relation of persons who have booked.	Forced sexual behaviour, you do something for me I do something for you
Wide clothing to mask figure	inappropriate compliments, glances, touches, vibes	Emotional abuse	No mutual connection	Having dis/advantages due to your gender
Financial dependency	Being too close	Shady appointments /meetings	Not wanting to register at the Front	Suspicious behaviour from clients or staff
Emotional distress	Unwelcome acts of physical aggression	Having money or things they can't or won't explain	Facial expressions	High turnover
Victim stays in room constantly	Pimp	Strange behaviour	Certain intimidation or ambience that hangs around.	Pressure to do certain tasks for specific clients
Unusual behaviour of victim	harassment	Behaviour at reception is not in line with recreationalists		Stalking
Observing the victim's behaviour, if they're jumpy or sensitive to touching from their "partners".	Coercive (tone)	Quietly distant trying to indicate help signals		Prostitution
Fear	Coercion	Booking regularly renewed		Inappropriate sexual behaviour

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victim is quicker angry		Regular visit from 'the boss'		exposing genitals
Abnormal adoration		Strange male/female combination		Lover boys
Walking with difficulty		Often tips a lot		Coercion