



Child Protection in Tourism

At Abang Africa we believe that we would need to work together as an industry to protect the children of our destination against sexual exploitation in tourism. This document serves to inform you on what to do in when you think something suspicious is going on. Read here a very clear and easy to follow protocol to be used if the company / our team comes into contact with either a child sex offender or a potential child victim:

- how to identify a suspicious situation
- how to approach a suspicious situation

HOW TO IDENTIFY A SUSPICIOUS SITUATION

Be on the alert.

Not only if:

- someone asks you for the city's red light district or questions, making you think that sexual relations with children is being sought
- you see (or someone tells you about) a client accompanied by someone you believe is under age - whether at the reception area, in the lift, near the pool, in the restaurant, in the discotheque, in the parking lot

But also when:

- the relationship between the client and the supposed minor seems very unnatural the "couple" is not showing any signs of familiarity or affection
- the young person stays at a distance from the adult, and may even appear scared in his presence
- there is no interaction between them, they don't talk or the adult completely monopolizes conversations
- they do not speak the same language and/or do not have the same accent
- showcase the "Stockholm Syndrome": affection to their hostage-taker
- one or both of them show physical signs of nervousness and/or seem tense or "bizarre":
 - in terms of voice: raised tone or on the contrary monotone, excessive hesitation
 - in terms of the face: flushed, perspiring, furrowing of eyebrows
 - in terms of their hands: abrupt movements, shaking, tapping
 - in terms of the body: rocking type movements, unusual jerkiness
- child victims are often forced to be under the influence of drugs
- one or the other (or both) seems very defensive, even aggressive
- reluctance to answer questions
- do not understand the need to present any ID documents
- look around frequently as if being spied on
- you have the impression that someone at a distance is watching what the "couple" is doing



WHAT TO DO

As soon as you can confirm the situation might be tricky, use these following guidelines to take action:

How to aim to stop a situation

- Ask harmless questions to evaluate the situation:
 - To the adult:
 - *How old is the child?*
 - *How many children do you have?*
 - *Where do you come from?*
 - To the supposed minor:
 - *How are you?*
 - *What is your name?*
 - *So, school is finished and you're on vacation?*
 - *What grade are you in?*
- Ask the supposed minor for his/her identity papers to verify their age
- Notify security personnel/the police if you can confirm that a situation is suspicious
- If the client is indeed accompanied by a person under age who is not a member of his family, refuse the minor access to the hotel, restaurant, pool, etc.
- explain that you can only let him/her in if he/she is accompanied by a parent or legal guardian
- Do not hesitate to explain your company's commitment and the consequences resulting from the sexual exploitation of children

HOW TO DEAL WITH A SITUATION

- Never confront the couple alone. Always have someone nearby who knows what is going on.
- Do not attack or insult the client. Implying a crime can be risky and dangerous!
- If you are unsure on how to approach the couple. Let your supervisor deal with situation.
- Let service "kill" the client. The more attention the suspect receives from various people, the more nervous he/she gets.
- Remember that you are NOT the police! Focus on comforting the child victim, prosecution is the job of the police only.

WHO TO REPORT TO

- It is important to immediately alert:
 - The local police, and/or
 - Child Welfare South Africa, and/or
 - Abang Africa Travel, and/or
 - The embassy of the suspected national, and/or



- In many European countries you can also notify child care in the country of residence of the suspect national.
- Please also inform the Fair Trade Tourism for statistical purposes
 - Contact Fair Trade Tourism
 - Tel: +27 (0)12 342 2945/3642
 - E-mail: info@fairtrade.travel

WHAT TO REPORT

- When reporting, certain details of the suspected offender are important to give to locals or international law enforcement:
 - name, nationality, passport number if you have
- Also make sure that:
 - You speak slowly and preferable in your most comfortable language
 - You particularly point out that a minor is involved
 - You give them as much information on the suspect as you can
 - The other person understands what you are saying
 - You talk to the duty officer if necessary
 - You ask for a name and a reference number

TO SUMMARIZE: 7 GOLDEN RULES

- 1) Assess the situation by asking harmless questions and observing the attitudes of the people
 - 2) Ask for the ID documents of each one explaining that a minor not in the company of its parents or legal guardian is not allowed to enter the hotel
 - 3) Notify security personnel if the situation is suspect
 - 4) Deny access to the minor, unless this person is clearly and officially (papers in order) related to the adult
 - 5) Explain that this rule is part of your company's commitments in the fight against child sex tourism, which is an offense punishable by law
 - 6) Above all, remain vigilant concerning the behavior of the adult until the end of his stay
 - 7) Inform Fair Trade Tourism about the situation (for statistical purposes)
- Due to the secret nature of this issue, there is little statistical information available, and the more information there is, the better