



Child Protection Guidelines

TUI Group

July 2021



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1. Introduction

Every child is entitled to a happy childhood, the basic human right to survive and develop to the fullest with protection from harm, abuse and exploitation, with the ability to participate completely in family and social life. The sad reality is that **there are many children that are denied this.**

Child:

A person who is **under 18 years of age** (as per definition of the United Nations Convention on the Rights of the Child).

These guidelines are developed to support partners in ensuring that the highest standards of professional and personal practices are being applied and that procedures are in place to enable the escalation of any concerns.

Child protection is a sensitive topic and needs to be approached carefully and responsibly within all operations.

What are these guidelines for?

- Understand **what** child abuse is and why it is important to address it
- Understand TUI's **approach** towards the prevention of sexual abuse in tourism
- Understand international **reporting process** and the **procedures** to follow in **case of incidents**



What is the problem?

Context and situation



2. Types of Child Abuse

Child abuse happens all around the world and can take many different forms. There are different types of child abuse which we need to be aware of, and know the signs for each.

We may find ourselves witnessing a form of **abuse towards a child by another child or adult**. This may include seeing suspicious physical marks or concerning behaviour(s), or through being informed of an alleged abuse by the child directly or indirectly.

The four main types of child abuse are:

Physical Abuse

Physical abuse is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts

Neglect

Neglect is the ongoing failure to meet a child's basic needs. Its dangerous and children can suffer serious and long-term harm.

Emotional Abuse

Emotional abuse is any attitude, behavior, or failure to act that interferes with a child's mental health or social development.

Sexual Abuse

Sexual abuse is when a child is forced or persuaded to take part in sexual activities. This does not necessarily have to be physical contact and can also happen online.

These guidelines focus on the processes related to Sexual Abuse with special focus on local children in destination.



3. The link to the Tourism Industry

The commercial sexual exploitation of children involves the buying and selling of children under 18 years of age for sexual purposes. Child sex tourism, child sex trafficking, the prostitution of children and child pornography are all forms of this crime.

Child sex tourism **often takes place in hotels and uses other travel infrastructure**. That's why working with responsible tourism companies, such as TUI, is a powerful way to keep children safe and prevent these crimes.

There is no single profile for an **aggressor** - someone with the intention of committing child abuse - which makes it even harder to spot them. But there are a number of occasions which could even serve as catalysts for them:



Hotels & Accommodation

Potential aggressors could be **travelling with children** or **invite local children** into their hotel **room** or **accommodation** to sexually abuse them.



Excursions

Bringing potential aggressors closer to **areas or institutions where local children are present**, puts the children under additional risk. For example by **visiting schools, orphanages** or **local family homes with children**.



Local Community

Helping potential aggressors **find areas where there are local children present**, facilitates child abuse. For example by **suggesting local schools or orphanages** that they could visit to "volunteer" or provide donations, we are putting vulnerable children at additional risk

Volunteering & visits to orphanages and schools

It has become common for tourists to want to visit schools and orphanages during their travels, with the aim of helping the local community. Often a visit includes a short performance or dance routine by the children, accompanied with a request for a small donation to assist with orphanage running costs. **An entire industry has grown out of this kind of tourist visits**, which is known as **orphanage tourism**.

With an increasing demand of visits to such institutions abroad, there has also been an increase in the opening of illegally run orphanages with the only aim to make a profit. To fill these fake orphanages, children are taken out of their families with a promise for a better future. Out of the estimated **8 million children** living in **institutions** across the world, more than **80%** still have at least **one parent**. Many studies and interviews with rescued children have shown that they are usually worse off than if they had stayed with their families, and in a majority of cases this can be prevented.

Caution is required when addressing this sensitive topic as the **welfare of the local children always needs to be the first priority**. Even though travellers might have the best intentions when wanting to help local children, **direct interaction is not in the children's best interest**.

Please see **appendix 1** for **additional information** and **resources** on the topic.

CHILDREN ARE NOT TOURIST ATTRACTIONS



Visit www.thinkchildsafe.org

Doing more harm than good

Why should travellers not be allowed to visit orphanages?



Children living in these institutions are very vulnerable and often have **attachment issues**. By allowing them to meet new people and get attached to them, it makes them **re-live loss every time the volunteer leaves them again**



Children in orphanages open to tourists are often **being abused and mutilated** so that tourist have **more pity** on them and donate more money



In many countries, **human traffickers take children away from poor families**, promising to give them an education and better chances for the future, only to take them to orphanages open to tourists and make money from them



Children are **forced to perform** and dance to please the tourist and do **not receive formal / structured education**



The majority of orphanages in developing countries are **not registered** and therefore not subject to any **regulatory checks**. In many cases they are run by private individuals



Unsupervised public access to institutions puts children at **risk of abuse by external parties**



In many countries the orphanages are **run like businesses**, where only the owners profit and the children don't benefit at all

The Industry Solution

What can be done to help?



What can be done to help?

It is **always best for a child** to grow up in a safe family and/or community where it is **protected**.

To allow this, it is crucial that **local communities are supported directly**, enabling locals to find jobs, maintain a fair living standard and be able to **take care of the children** in their midst.

By giving money or gifts directly to children you encourage them to stay on the streets instead of attending school.



“ For example, do your clients know that giving money to (or buying gifts from) a begging child is harmful? ”



Stay informed and **raise awareness** of the topic to the people around you! The resources on page 19 will support you on this



It is crucial that the **industry as a whole addresses** this issue, which is why **The Code** was created for companies and organisations to unite forces



The **ChildSafe Movement** has developed a number of hints and tips on how you can travel and keep children safe at the same time

Protecting Children from Sexual Exploitation in Travel and Tourism



ECPAT

ECPAT International is a **global network of civil society organisations** working together in solidarity to **end all forms of the sexual exploitation of children.**

ECPAT works to **encourage the world community** to ensure that **children everywhere enjoy their fundamental rights**, free and secure from sexual exploitation.

“Don’t Look Away” project from ECPAT:

“Don’t Look Away!” is a project involving members of the ECPAT network from 16 European countries. This project, which aims to promote new ways to combat the sexual exploitation of children in the context of travel and tourism, is co-funded by the European Union.

Have YOU witnessed a case of sexual exploitation of children while travelling?

Click on the link below, find your country's flag to see if your country has an online reporting mechanism and help protect a child by reporting what you saw or heard!

<https://dontlookaway.report/>

Protecting Children from Sexual Exploitation in Travel and Tourism



THE CODE

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

The Code is an industry-driven responsible tourism initiative with a mission to **provide awareness, tools and support to the tourism industry** in order to **prevent the sexual exploitation of children**.

The Code is a project run by ECPAT International

By signing The Code, companies commit to take 6 essential steps to help protect children, which are called "**the 6 criteria of The Code**" and are the following:

- 1 TO ESTABLISH A POLICY AND PROCEDURES**
against sexual exploitation of children
- 2 TRAIN EMPLOYEES**
in children's rights, the prevention of sexual exploitation and how to report suspected cases
- 3 INCLUDE A CLAUSE IN CONTRACTS**
throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children
- 4 PROVIDE INFORMATION TO TRAVELERS**
on children's rights, the prevention of sexual exploitation of children and how to report suspected cases
- 5 SUPPORT, COLLABORATE & ENGAGE STAKEHOLDERS**
in the prevention of sexual exploitation of children by including relevant **minimum requirements** into our product specifications
- 6 REPORT ANNUALLY**
on your implementation of The Code

YOUR BUSINESS DESERVES
ANOTHER STAR



HELP PREVENT
CHILD SEXUAL EXPLOITATION
IN TRAVEL AND TOURISM
JOIN THE CODE

Protecting Children from Sexual Exploitation in Travel and Tourism

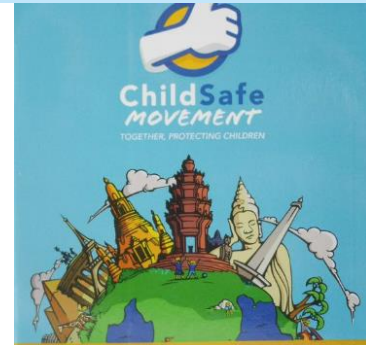


Child Safe Tourism

Many people feel **unsure how to react to certain situations involving children**, especially while abroad, which can make them feel disempowered, or even worse, they adopt behaviors that are harmful to children without even knowing it. The **ChildSafe Movement**, backed by **Friends International**, addresses this by **providing the tools to protect children** in their daily environment and while on holiday.

Child Safe have developed **7 travel hints and tips** which can be applied both by our colleagues in destination as well as by our guests.

Please see **appendix 1** for the full list of tips. You can also visit their [website](#) for more information.



How does this apply to TUI?

How are we helping?



How does this apply to TUI?

TUI is committed to child protection – **both those we take on holiday and those in destinations.**

We condemn the exploitation of children, a fundamental abuse of a child's human rights and dignity, and **we reserve the right to terminate business with any person or company that is engaged or associated with any form of exploitation.**

It is the **responsibility of everyone** within TUI to address **TUI's commitment** to the prevention of sexual abuse in tourism, with special emphasis on local children in the destinations where we operate. Therefore the following measures have been put into place, as also described in more detail on the following pages.

1. TUI Group is an active **member of The Code**
2. We **train** our colleagues and empower them to raise awareness and act responsibly
3. **Prohibit any activity or excursion which includes direct interaction with local children** (i.e. through visits to schools and orphanages)



Protocol for Products and Excursions at TUI

We do **not** permit **any intended interaction between guests and local children**. This applies both for the products and excursions that we sell, as well as for any recommendations we give to guests to explore the local destination.



Products & excursions



Schools: Visits to schools should only be from the outside or outside of lesson hours. There should be no interruption of lessons nor interaction with children during their break.



Orphanages: There should be no visits to orphanages. Any interaction between children and guests needs to be avoided.



Family homes: When visiting a local family as part of a “local experience” of an excursion, unintended interaction with local children may occur. This should be kept to a minimum and only in the presence of their care takers

These requirements apply to **ALL** products in our portfolio. If you have doubts on how to implement this, please contact us at sustainabilitymm@tui.com



Images & Videos: In our marketing materials, we should reduce the use of images of children to the minimum necessary. This includes photographs and video footage. Any images and videos used showing children need to follow an approval protocol.

What to do if you suspect local children being involved in sexual abuse situations?

Anyone could find themselves **witnessing a suspicious situation** where local children could be at risk of sexual abuse, such as: child prostitution near the touristic areas, bars that are known to facilitate child prostitution/ abuse, taxi drivers mentioning/ offering services to customers etc...

1



Open your eyes: In case you witness a suspicious situation, observe carefully and try to remember as many details as possible. Keep in mind the key words "WHO", "WHEN" and "WHERE". *If you feel like the situation is an emergency, always call the police immediately.*

2



Tell your manager: Inform your manager about what you have seen, providing all the details you can remember. It is always better to write the information down

3



Report: you can also always use the **Don't Look Away** reporting website to report suspicious situations: <http://www.reportchildsextourism.eu/>

In case of an **emergency**, please contact the **local police immediately.**

Appendix



Appendix 1: Resources and Information

If you wish to read up on this topic in more detail, here are a number of useful links to get you started. Please don't hesitate to get in touch with us if you have any queries or would like to raise any concerns or issues you may have.

Organisations in the field of Child Protection:

- Child Safe Tourism: <http://chilsafetourism.org/>
- ChildSafe Movement: <https://thinkchildsafe.org/>
- Friends International: <https://friends-international.org/about-us/>
- The Code: <http://www.thecode.org/>
- UNICEF research: <http://childrenandbusiness.org/resources/childrens-principle-reources/implementation/>

Articles explaining the issues surrounding direct interaction with travellers:

- Voluntourism Harms: https://www.huffpost.com/entry/-voluntourism-harms-not-h_b_11653292
- Voluntourism: the good and the bad: <https://www.worldvision.ca/stories/voluntourism-the-good-and-the-bad>

Videos related to the subject area:

- ChildSafe Movement, The orphanage industry: <https://youtu.be/IQU-6lZ4U8l>
- Orphanage recruited kids to get donations: <https://edition.cnn.com/videos/world/2017/03/08/cfp-kenya-nairobi-orphanage-sevenzo-pkg.cnn/video/playlists/cnn-freedom-project-human-trafficking/>
- TED Talk, Why we need to end the era of orphanages: https://www.ted.com/talks/tara_winkler_why_we_need_to_end_the_era_of_orphanages
- Broken Dreams: Why volunteering in an orphanage is part of the problem <https://youtu.be/hGVW4hJbIU8>

Appendix 2: Be a ChildSafe Traveller

7 tips for travellers to protect children while travelling:



Tip 1

Children are not tourist attractions – let’s not treat them like they are.

Children living or studying in schools, orphanages or slums shouldn’t be exposed to tourist visits. These places are not zoos. Imagine a bus full of foreigners visiting schools in your home country. Would you find this acceptable?

Travel ChildSafe – Put child protection first and do not visit these places. [Learn more.](#)

Tip 2

Volunteering with children feels good but could be harmful – look for better ways to help them.

Working with children in institutions such as orphanages is a job for local experts, not for travelers who are just passing through. Children deserve more than good intentions: they deserve experienced and skilled caretakers and teachers who know the local culture and language.

Travel ChildSafe – Make sure your volunteering is a great experience and has the best impact possible. Do not work directly with children; instead, share your professional skills with local staff. You can also explore other ways to put your talents to use.

Be a ChildSafe Traveller

7 tips for travellers to protect children while travelling:



Tip 3

Children pay a price for your generosity – don't give to begging children.

When you give money, food or gifts to begging children, you encourage them to continue begging, which prevents them from going to school and locks them into a cycle of poverty.

Travel ChildSafe – There are better ways to support children and youth: use businesses with a social impact, such as training restaurants and shops, or donate to organizations supporting children and their families. Find such organizations and businesses [here](#).

Tip 4

Professionals know best – call them if a child needs help.

Helping children directly can cause problems because you don't know the local culture and laws. For instance, never take a child back to your hotel room – it's dangerous for both you and the child.

Travel ChildSafe – When you see a child in need, the best thing to do is to contact local professionals. Call a child protection hotline, contact a local organization or call the police. You won't bother anyone – it is their job to check and help. Just call. You could save their life and give them a first chance to build their future. Find a list of hotlines [here](#).

Be a ChildSafe Traveller

7 tips for travellers to protect children while travelling:



Tip 5

Sex with children is a crime – report child sex tourism.

Sex tourism involving children is a devastating reality. It happens in hotels, in bars, etc. You may also be offered to have sex with children.

Travel ChildSafe – When you see such a situation, don't put yourself at risk. Call a child protection hotline, contact a local organization or call the police so immediate action can be taken to protect the child and investigate the situation. Find a list of hotlines [here](#).

Tip 6

Children should not be at work instead of school – report child labor.

Some children sell goods at tourist sites or offer their services as guides. Others are hired in tourism businesses like hotels or restaurants, and this is a problem when it hurts their education and development.

Travel ChildSafe – Do not buy goods or use services offered by children. If you think that a business employs underage children and prevents them from going to school, call a child protection hotline, contact a local organization or call the police. They will check the child's situation – many children are just helping out their parents after school, but some may be exploited. Find a list of hotlines [here](#).

Be a ChildSafe Traveller

7 tips for travellers to protect children while travelling:



Tip 7

Protect children – be a ChildSafe traveler.

ChildSafe raises awareness about how you can help children during your trip. It also trains and certifies many businesses in the tourism industry (such as hotels, travel agencies, restaurants, and taxi services) to actively protect children.

Travel ChildSafe – Use ChildSafe-certified businesses when planning and throughout your trip to avoid being involved in harmful situations for children. Every action described in these tips can make a big difference. Join the movement and together, let's protect children!