



# Bulletin



Distribute to: **All Flight Attendants**

**Bulletin: 91**

**Date: 18AUG10**

## FILING INSTRUCTIONS

Please file Bulletin 91 in front of the Title Page of your Inflight Manual and record on the Bulletin Record. All Flight Attendants must file this Bulletin. Expired Bulletins MUST be removed from manual, reference HIDIR from your personal mode in DECS (HIDIR/SVC/FMAN) to verify effective Bulletins.

## SUBJECT

### Human Trafficking

As a responsible global citizen, American Airlines has an obligation to raise awareness about the increasing prevalence of human trafficking. According to the U.S. Department of State, human trafficking is the fastest growing criminal industry in the world, second only to drug trafficking. This illegal activity has been documented in over 130 countries, including the United States, and preys on the poor and vulnerable in society. This despicable crime includes forced labor, bonded labor, and forced prostitution.

#### Background

- Human trafficking generates over \$32 billion annually for organized crime.
- Each year over 2 million women and children are sold as commodities.
- One victim is trafficked across international borders every minute.
- Boys and girls are recruited, coerced, or taken from airports, train stations, malls, schools, parks, and theme parks.
- Victims of trafficking for the sex trade can be girls or boys, women or men.
- Trafficked persons are often transported from one place to another using public transportation, including commercial airlines.

#### What to look for: A trafficked person may...

- May be accompanied by someone who controls their every movement (e.g., may be restricted from lavatory use or moving about the cabin independently).
- Have injuries or signs of physical abuse.
- Appear malnourished.
- Seem disoriented and not know where she or he is.
- Have few personal possessions, or wear inappropriate clothing.
- Avoid eye contact, and appear hesitant to talk to strangers.
- Be fearful of authority figures, especially law enforcement.

#### How Flight Attendants can make a difference

- Be observant of passengers on board your flights.
- Trust your instincts; if something doesn't feel right, take the time to investigate.
- Be alert for children who appear uncomfortable with their traveling companion. The following indicators may signal that a situation is abnormal:
  - The adult they are traveling with appears to be shielding them.
  - The child is not free to talk.
  - The child may not appear and/or sound alert.
  - The child may appear to be drugged.
  - The child is dressed in shabby clothes, but traveling with well dressed adults.

#### Flight Attendant Procedures:

- If you suspect that a passenger may be a victim of trafficking, initiate pleasant, non-threatening conversation, and ask targeted questions:
  - Ask why they are traveling; are they going on vacation or visiting relatives?
  - Ask where they will be staying, who will be meeting them, what will they be doing, etc.
- Assess their body language and overall demeanor.
- Take note if the traveling companion appears nervous, prevents the child from answering your questions, or if the answers seem evasive.
- Inform other flight attendants, and solicit their interaction with the suspect passengers.
- Contact the Captain and inform him/her of your suspicions.
- Provide the Captain with specific details of the situation and explain why you believe the behavior exhibits the signs of human trafficking.
- Clearly communicate to the Captain that you think law enforcement assessment may be warranted.
- The Captain will evaluate the information and if appropriate, involve SOC and/or law enforcement to resolve the concerns.
- Keep in mind, authorities may not always respond and a CSM may meet the flight.
- If you are at the airport, and observe a suspicious situation, call the Human Trafficking Hotline.
- Submit an AMR Event Report within 24 hours.

### Human Trafficking Hotline 1-888-373-7888

Airline crewmembers can support international security efforts, and provide valuable information to authorities to help in the global fight against human trafficking. More information about human trafficking is available on the Crew Security website and the following public websites:

- <http://www.innocentsatrisk.org>
- <http://www.state.gov/documents/organization/142979.pdf>

Thank you for your support.