



International Classification Standard for Administrative data on Trafficking in Persons



ICS-TIP

Working version

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Acronyms

ICCS	UNODC International Classification of Crime for Statistical Purposes
ICS-TIP	International Classification Standard for Administrative Data on Trafficking in Persons
ILO	International Labour Organization
IOM	International Organization for Migration
ISIC	UN DESA International Standard Industrial Classification of All Economic Activities
NGO	Non-governmental organization
United Nations Trafficking in Persons Protocol	Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime, 2000
Supplementary Convention on the Abolition of Slavery	Supplementary Convention on the Abolition of Slavery, the Slave Trade, and Institutions and Practices Similar to Slavery, 1956
TIP	Trafficking in persons
UN DESA	United Nations Department of Economic and Social Affairs
UNODC	United Nations Office on Drugs and Crime
WHO	World Health Organization

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Rationale for developing a classification standard specific to administrative data on trafficking in persons

As more governments answer the call to take action against trafficking in persons, there has been a groundswell of momentum to improve data collection and analysis to help learn more about human trafficking. In turn, as more governments report on or seek to report on trafficking in persons, it is natural to standardize data collection efforts. International standards and guidelines that specify best practices are essential to produce the highest quality information and ensure that people are properly safeguarded from harm. In the absence of a common set of indicators with standardized definitions, it is difficult for any government to take stock of either the local or global reach of the problem. Without a robust evidence base, it is also unclear how policymakers can shape policy and targeted interventions to combat trafficking.

To this end, IOM, in partnership with UNODC, has developed a common international classification standard, the ICS-TIP, that aims to facilitate the production and dissemination of high-quality administrative data relating to various aspects of the crime of trafficking in persons. The ICS-TIP conceptualizes the characteristics of the individuals, events and organizations involved in a trafficking in persons case, with a view to producing easily aggregated raw data for a range of government uses and for sharing and reporting at the national, regional and international levels.

At the national level, many countries struggle to harmonize disparate data collected from different stakeholders/organizations involved in the counter-trafficking response. Law enforcement agencies, practitioners and front-line workers do not always share a clear understanding of what kind of data to collect on trafficking in persons and how; this is also often true of government departments and administrative units (states, regions, municipalities). Thorough, standardized data collection appears to face particular challenges in countries with more decentralized government structures. It is essential that the various players involved in any particular jurisdiction, state or municipality collect closely matched data in terms of content and format.

Data harmonization can also serve as a powerful tool for combatting trafficking in persons at the international level. Trafficking in persons is a domestic and cross-border crime. Trafficking flows and the criminal networks behind them extend beyond borders and can span continents. Governments can cooperate and share insights to generate a fuller understanding of the flows and routes involved, and thereby create and implement effective regional and international policy.

When administrative data can be harnessed in an effective, standardized way from a variety of sources, particularly those with more access to the communities affected and more experience and knowledge about the nature of the crime, there is great potential to expand the evidence base.

In sum, what is needed is more and better data. The way to get them is through a systematized and standardized approach that results in the collection and sourcing of a common set of reliable, accurate

indicators. The adoption of a common international classification standard to establish such a system and set of indicators is a first step towards solving problems of data comparability and will produce more reliable, robust global TIP statistics.

Guidelines for the practical use of the ICS-TIP, including recommendations on the collection, governance, sharing and reporting of administrative data on trafficking in persons, are included in the companion manual.

The definition of trafficking in persons

For the purpose of the ICS-TIP, the definition of trafficking in persons is the one set forth in Article 3 of the United Nations Trafficking in Persons Protocol¹ (see Box 1). The ICCS follows this same definition.

Box 1. Article 3 of the United Nations Trafficking in Persons Protocol

For the purposes of this Protocol:

- (a) "Trafficking in persons" shall mean 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 or 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;
- (b) The consent of a victim of trafficking in persons to the intended exploitation set forth in subparagraph (a) of this article shall be irrelevant where any of the means set forth in subparagraph (a) have been used;
- (c) The recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation shall be considered "trafficking in persons" even if this does not involve any of the means set forth in subparagraph (a) of this article;
- (d) "Child" shall mean any person under eighteen years of age.

In line with the definition of trafficking in persons codified in the United Nations Trafficking in Persons Protocol, the concepts of forced labour, slavery and slave-like practices and forced marriage are defined in the classification as purposes of trafficking in persons. References are made to the international

¹ The United Nations Trafficking in Persons Protocol was adopted by the United Nations in November 2000 as part of the United Nations Convention against Transnational Organized Crime. It is the first legally binding instrument with an internationally recognized definition of human trafficking. This definition provides a vital tool for the identification of victims, whether men, women or children, and for the detection of all forms of exploitation that constitute human trafficking. Countries that ratify the Protocol must criminalize human trafficking and develop anti-trafficking laws in line with its legal provisions. For more information, see <https://www.unodc.org/unodc/en/human-trafficking/protocol.html>.

instruments defining each of these concepts, respectively Article 2 of the ILO Forced Labour Convention, 1930 (No. 29) and the Supplementary Convention on the Abolition of Slavery (for slavery and slave-like practices and forced marriage).² In contrast, the concept of modern slavery, which is an umbrella term meant to cover various exploitative and abusive practices (including trafficking in persons), has no basis in law and therefore is not used in the ICS-TIP.

The purpose of the ICS-TIP

The ICS-TIP is intended to enhance the quality of data collection and reporting by improving data harmonization and comparability based on standardized definitions. When defining trafficking in persons events, governments rarely stray from the international definition set out in the United Nations Trafficking in Persons Protocol and therefore largely identify and record events that can be understood as compatible when reporting statistics at the international level.

Defining the trafficking in persons event for legal or administrative purposes is not the same as creating a highly technical operationalized definition to be used for advanced statistical purposes – and is not the aim of the ICS-TIP. Standardization will allow for consistent reporting across jurisdictions, regions and countries, using standard definitions and categories that are open enough to fit within reasonable national standards across the board. The goal of the ICS-TIP is to standardize administrative data collection so that governments can collect the same highly relevant indicators in the same way.

Importantly, the ICS-TIP is also *not* intended to be used to identify victims or to determine which individuals should be counted as victims within national administrative recording systems. This is a different process that goes beyond (and comes before) administrative data collection. Guidance and recommendations have been developed for that purpose and extensive literature on the process is available elsewhere.³

Relationship to other international classification standards

² For forced marriage, see also UN General Assembly, Resolution 2200A (XXI), [International Covenant on Civil and Political Rights](#), 1966, Article 8; UN General Assembly, resolution 71/480, [Child, Early and Forced Marriage](#), A/RES/71/480 (2016); UN General Assembly, Resolution 1763 A (XVII), [Convention on Consent to Marriage, Minimum Age for Marriage and Registration of Marriages Resolution](#), 1962; and UN General Assembly resolution 34/180, [Convention on the Elimination of All Forms of Discrimination against Women](#), 1979.

³ See IOM, [The IOM Handbook on Direct Assistance for Victims of Trafficking](#) (Geneva, 2015); [IOM Guidance on Referral Mechanisms](#) (Geneva, 2019); [IOM Handbook on Protection and Assistance to Migrants Vulnerable to Violence, Exploitation and Abuse](#) (Geneva, 2019); UNODC, [Toolkit to Combat Trafficking in Persons - Global Programme against Trafficking in Human Beings](#) (United Nations, New York, 2008) (see in particular chapter 6 and tool 6.4); and UNODC, [Human trafficking indicators](#). Various sets of indicators of trafficking have also been produced by other organizations, as follows: ILO, [Operational indicators of trafficking in human beings](#) (revised September 2009); Cathy Zimmerman and Charlotte Watts, [WHO ethical and safety recommendations for interviewing trafficked women](#) (WHO, Geneva, 2003).

The ICS-TIP principles are closely aligned with the international standards for several related types of administrative data, including labour and crime statistics. There is a clear advantage to doing this whenever possible. First, these well-established standards have already been rigorously assessed by international communities of experts and in some cases have been updated and reissued multiple times, in order to maximize their robustness and relevance. Additionally, the international data classification standards for labour and crime statistics are already widely used by governments, promoting the uptake of the ICS-TIP. Furthermore, the adoption of expertly crafted data classifications from various fields not only leads to the highest quality of data collection and management, it will also facilitate seamless harmonization of many types of administrative data.

Linking data standards across subject areas/disciplines is common practice among international classification families. The UNODC international classification system, the ICCS, for example, adopts coding that links criminal offences causing harm or death to the WHO International Classification of Diseases coding for health management and statistical reporting of violent deaths resulting from the use of force by a human. The UN DESA ISIC likewise designs its classifications of economic productivity for optimal linkage to various economic classification standards, such as the Central Product Classification, which classifies economic production of products, and the ILO International Standard Classification of Occupations.⁴

The ICS-TIP is informed by and reproduces parallel classifications related to crime and economic data from the following international standards:

- UNODC ICCS, version 1.0⁵
- UN DESA ISIC, Rev. 4⁶

These classifications, in the fields of economics and criminology, while not originally designed to measure or report on trafficking in persons, are useful for aligning various aspects of a TIP event, and the individuals and entities involved.

The ICS-TIP builds on the ICCS, specifically mapping to level 0204 (Trafficking in persons), but also expands on it by providing additional elements and further guidance for member states on how to collect and register data on trafficking in persons.

⁴ In addition, as is noted in UN DESA, *International Standard Industrial Classification of All Economic Activities – Revision 4*, Statistical papers, Series M No. 4/Rev.4 (United Nations, New York, 2008), the ISIC statistical classifications of economic activity are “used by many international organizations when publishing and analysing statistical data by economic activity. Those organizations include the United Nations and its specialized agencies, the International Labour Organization (ILO), the Food and Agriculture Organization of the United Nations (FAO), the United Nations Educational, Scientific and Cultural Organization (UNESCO), the United Nations Industrial Development Organization (UNIDO), the International Monetary Fund (IMF), the World Bank and other international bodies” (p. 6).

⁵ Available at www.unodc.org/unodc/en/data-and-analysis/statistics/iccs.html.

⁶ UN DESA (see footnote 4).

In addition, as trafficking in persons is connected to economic industry (or productive activity) through trafficking for forced labour, the ISIC categories of production can be adapted to categorize the industries in which victims have been exploited for productive labour. Clearly, however, trafficking in persons does not exclusively occur in the formal sector of the economy nor are victims always trafficked into legal areas of production. Classifications of illicit and non-productive activities (such as transporting drugs or begging) therefore have to be adopted as well and adapted to dovetail as neatly as possible with classifications for “regular” branches of economic activity. The same approach has been taken for categories of sexual exploitation. Where ISIC classifications could be used to categorize the industry or subcategory of good or service produced by this form of exploitation, such as the production of pornography or remote video services, the relevant ISIC categories are listed.

Classification units

The central unit of classification used in the ICS-TIP is the TIP event. Similar to the ICCS, which relies on the criminal offence as the central unit, trafficking in persons is centred on the TIP event, act or process, as defined in the United Nations Trafficking in Persons Protocol.

Nonetheless, additional attributes of the criminal event, though not determinant of the nature of the crime, are very important in providing key analytical insights for informed policymaking. These may be attributes that further describe the event itself (such as the time and location) or they may be attributes that describe:

- The victim
- The perpetrator
- The reporting entity⁷

These attributes are treated as disaggregating variables, in line with the ICCS, and are further described in the section below. The three categories of victim, perpetrator and reporting entity are referred to as units of description. Figure 1 synthesizes the relationships between central unit of classification (event), units of description (victim, perpetrator, reporting entity) and disaggregating variables.

Units of description and disaggregating variables

While the unit of classification (the TIP event) is the central unit, the nature of administrative data on trafficking in persons means that information on the victims, perpetrators and reporting entities involved should also be collected. Data on the trafficking event itself and the individuals impacted by the crime may come from different sources. Indeed, in some circumstances, the only administrative data recorded may be

⁷ The term “reporting entities” refers to organizations that assist victims, collect data and are otherwise involved in the TIP event.

on the perpetrator or victim and the only available information may be that which further describes the victims or the perpetrators, rather than the trafficking event itself. Such circumstances usually arise because of the mandate, operational role or focus of the entity that produces or reports the administrative records.⁸

Therefore, trafficking in persons dictates that disaggregating variables on victims, perpetrators and reporting entities can be as important as the trafficking event data (see Figure 1).

⁸ For more information, please see Chapter III of the accompanying guidance manual.

Figure 1. The framework of the ICS-TIP



Note:

The framework provides the unique identifiers needed to connect details of a case, but also to break them down for operational purposes. Orange designates the primary unit of classification – the event. Dark blue is used for the units of description. Dotted lines connect the reporting entity to the other three units, showing that they can disaggregate data by event (central unit of classification) and/or victim and perpetrator (units of description). Disaggregating variables, in yellow, can provide further details and attributes on each of the units.

Data on the event are useful to understand key elements such as the situational context, the location of the crime and other crucial elements, such as the means and purpose of the trafficking. Data are needed on TIP victims to establish the profiles at risk of trafficking and to inform survivors about essential services. Data on perpetrators (particularly whether a perpetrator has been convicted) are an important indication of law enforcement action. Furthermore, individual data, including on the demographic characteristics of victims and perpetrators, can provide information that helps a country prevent the crime altogether.

Data on reporting entities are another important added feature of the ICS-TIP. It is important to track information on the entities that assist victims, collect data and are otherwise involved in the TIP event. Such data can be used for statistical reporting on service provision (such as victim rescue), survivor assistance and potential revictimization. They are also important for sourcing data by a centralizing data-holding agency. They can be highly useful in the data-management and quality-control processes, especially when sourced from (multiple) national civil society organizations.

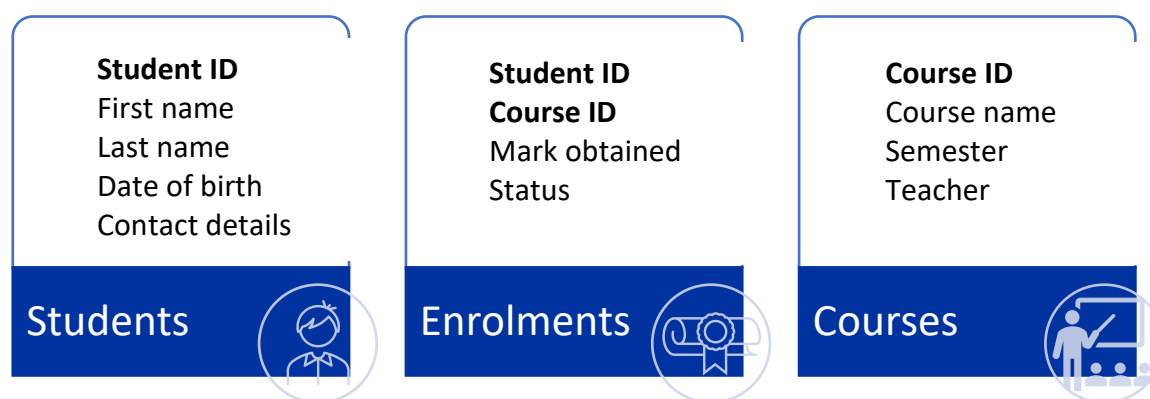
Building relational data models

The other practical reason for having sets of disaggregating variables on events, victims, perpetrators and reporting entities is that trafficking in persons can occur over extended periods and involve multiple individuals (victims and perpetrators) and various governmental and non-governmental services (reporting entities). In other words, the many-to-one and one-to-many relationships between the trafficking event itself (the primary unity of classification), the perpetrators, the victims and the reporting entities can take different forms. A relational data model can help take this into account (see Box 2 for more details).

Box 2. The relational data model

Figure 2 provides an example of a relational data model. The different entities (students, enrolments and courses) are all related but have their own unique attributes. These attributes are connected through the primary “event” of the enrolment. IDs connect the students with courses, but sensitive information (e.g. student personal information) can be stored within each entity.

Figure 2. Example of a relational data model



To link

When organized within a relational data model, data at different units of analysis that may be stored in different places can be easily harmonized. The ability to link data across individuals and organizations has many benefits, including to manage many-to-one and one-to-many relationships and to ease data-management processes and potentially coordination.

To de-link

This system of organizing data can be just as beneficial when the goal is to separate, or de-link, certain data. Organizing data in separate tables can also support data classification for risk and security management, enhancing protection of data assets and data subjects while enabling less sensitive types of data to be shared for research and policymaking purposes. Data on victims that can be used for research and enhanced policy measures, similar to the way census data are used to determine where to focus resources, are more safely stored and shared separately from aspects relating to the crime and certainly separate from information on perpetrators.^a

^a Detailed recommendations on data privacy measures for storage and sharing are provided in the companion guidance manual.

Classifying disaggregating variables for the trafficking event itself (the primary unity of classification), perpetrators, victims, and reporting entities in a relational data model can therefore provide a more complete picture of the event, one in which many individuals may have been exploited, many perpetrators may have played a role and many reporting entities may have taken part in enforcement, assistance or data collection.⁹

The ICS-TIP is designed to be versatile enough to be adapted for administrative data produced by different types of reporting entities that have different processes and purposes and that may be working on the issue from different vantage points. As mentioned above, the data model that will be most useful and intuitive for a given organization producing administrative data in a national context will depend upon that organization's mandate, operational role or focus.

Practical aspects of adapting the relational data model to a two-dimensional array of data

Some government information systems are designed to allow for the storage of this kind of data in a relational database, although many do not have such systems. Relational data may be stored in the same way as non-relational data, without any sophisticated technical requirements. The example in

⁹ From an information management perspective, there are many further benefits to managing data through a relational database.

Table 1 shows how disaggregating variables for different levels of the ICS-TIP data model can fit together in a simple spreadsheet (a two-dimensional array of data).

Table 1. A two-dimensional array of data arranged at victim level, based on the relational data model

Individual	Event	Reporting entity
Victim 1	Event 1	Reporting entity 1
Victim 2	Event 1	Reporting entity 2
Victim 3	Event 1	Reporting entity 2
Victim 4	Event 2	Reporting entity 3
Victim 5	Event 2	Reporting entity 1
Victim 6	Event 3	Reporting entity 1

Different reporting entities producing administrative data have their own data organization systems and different operational needs. Data input design, based on the relational model, can be adjusted to fit the operational context and needs. For example, Table 2 shows a two-dimensional array of data on TIP cases arranged by victims, so that each victim is a new row and effectively a new record. This way of organizing data may be most natural for organizations providing and coordinating protection services for victims, for example. The model in Table 2, however, presents a two-dimensional array of data arranged by event, where each event may have multiple victims (or perpetrators) associated with it. This way of organizing data may be most natural for organizations tracking prosecution and court data, for example.

Table 2. A two-dimensional array of data arranged at event level, based on the relational data model

Event (ID)	Victim A	Victim B	Perpetrator A	Perpetrator B	Reporting entity
Event 1	Victim 1	Victim 2			Reporting entity 1
Event 2	Victim 3		Perpetrator 1	Perpetrator 1	Reporting entity 2
Event 3	Victim 4				Reporting entity 2
Event 4	Victim 5	Victim 6	Perpetrator 2		Reporting entity 3
Event 5	Victim 7		Perpetrator 3		Reporting entity 3
Event 6	Victim 8	Victim 2			Reporting entity 1

In the final example (

Table 3), the data are shown with actual ICS-TIP disaggregating variables listed as column headings and some fields populated with fictional data examples. In the first row, there are two different types of exploitation and one victim. In the second row, there are two victims and one type of exploitation.

Table 3. Model for storing relational data using ICS-TIP indicators

	Type 1	Type 2	Sta	Sxv 1	Sxv 2
Event (ID)	<i>Type of exploitation</i>	<i>Type of exploitation</i>	<i>Status</i>	<i>Sex</i>	<i>Sex</i>
Event 1	1	3	1	1	4
Event 2	2	N/A	2	2	2

Organization of content

Many data classification models are designed and organized around thematic content, or “meta-categories”, as described in the ICCS. In the ICCS, crime classifications are organized around overarching criteria that form a hierarchical structure. Levels of categories are determined based on various aspect of the crime (policy area of the act, target, seriousness and means). The underlying principles of the ISIC, on the other hand, form categories of classification by narrowing broader categories of productive activity in industry (e.g. manufacturing, mining) at the highest (section) level down to more specific details of the activity.

The ICS-TIP differs in that the main levels of classification are designed on the basis of systematic criteria centred on how governments collect high-quality data and report on the phenomenon. Data on trafficking in persons are notoriously difficult to collect, as the crime and the individuals involved (victims or perpetrators) are often hidden. In order to encourage and facilitate the production and provision of this type of data, the ICS-TIP offers three progressive steps of complexity, from the most minimal standards for collecting and reporting data on the basics to the most advanced level of data collection and reporting, which produces a more granular, detailed illustration of the trafficking in persons problem nationally.

Steps

The list of disaggregating variables is arranged in three steps from most needed to more aspirational, the latter being potentially better suited for specific organizations or for exploring specific samples rather than for systematic implementation. The steps were established from a set of criteria resulting from government expert consultations. The criteria, set out below, lay the foundation for the conceptual framework used to construct the three-step approach recommended for data collection. An overview of the first two steps is provided in the next section. Annex A provides a complete description of the data to be collected for all three steps, including definitions.

1. Feasibility

In the broadest sense, the minimum standard set for data collection must be at least feasible, regardless of capacities. This criterion is mainly used to determine which set of disaggregating variables to require at the minimum level (Step 1), at which all governments can collect, maintain and report data.

2. Capacity

Tied closely to, but going beyond, feasibility, capacity can be built over time with greater intergovernmental coordination and technical guidance (recommendations are provided in the companion guidance manual). Gathering the data requires resources and coordination between government ministries dealing with the issue from multiple angles and NGO service/rescue providers in the field.

3. Need

Government consultations often revealed that, when good-quality data were available, certain disaggregating variables were “must-have” while others were considered “nice-to-have”. The step system is designed to prioritize the TIP disaggregating variables that are needed most in Step 1. The need to identify and understand issues of trafficking in persons at the national level, in order to formulate responses for specific groups of individuals (whether for assistance or law enforcement), is also of the highest priority.

4. Utility

Data on trafficking in persons and aggregated statistics can serve multiple purposes for different groups. High-quality data are essential for national action and policy, regional coordination, international reporting and research – although different usages require varying levels of complexity/granularity. National reporting for international statistics requires the lowest level of granularity, at least to meet current international reporting standards. Statistics to inform national action, such as assistance to victims and law enforcement, on the other hand, require more detailed information on various aspects of the trafficking in persons event and the traits of victims and perpetrators. Regional pacts concluded to disrupt criminal networks operating across national borders can also use more complex data pertaining to trafficking flows and recruitment patterns. Finally, research to produce the evidence needed for evidence-based policy may benefit from more detailed datasets than those currently provided, at least through open access, by most governments.

Step 1 – the core disaggregating variables

Step 1 core disaggregating variables are must-have disaggregating variables. They are considered standard for collecting the basic evidence needed to enhance understanding of the national situation for the purposes of policymaking and service provision.

Countries that have been active in combatting trafficking in persons through data collection and research may have surpassed this step. However, the quality of the primary indicator data is still, in most cases, uncertain. A core standard must be set that is achievable by all governments.

Previous recommendations on data collection lay out a more comprehensive set of minimum indicators.¹⁰ The recommendations presented here revise these minimum standards based on the practical realities faced by governments (and front-line agencies) with varying levels of capacity to collect, store and report administrative data. Instead, the standard proposed in this document prioritizes (in the first stage) a minimum, refined set of high-quality, comparable disaggregating variables on the event itself, but also on the victim, perpetrator and the reporting entity.

Step 2 – the enhanced disaggregating variables

Step 2 disaggregating variables provide an additional layer of information needed to enhance the national response to trafficking in persons within and across national borders. Step 1 disaggregating variables provide basic counts of victims and perpetrators, with a view to understanding trends and profiles in respect of the broader TIP problem. Step 2 disaggregating variables are designed to paint a more complex picture that can further inform the anti-trafficking response. While Step 1 classifies the core data for building a national picture, Step 2 adds the layers of information needed to identify patterns and risks, which are essential for developing a more refined national response.

The disaggregating variables collected on the trafficking event in Step 2 must cover the entirety of the standard act-means-purpose model, identifying aspects of the TIP event that determine how the individual was detained or recruited: the relationship to the perpetrator (act), the methods used to control or coerce the individual (means), and more details on the type of exploitation that the individual was trafficked for (purpose). It is also suggested that additional information be obtained on the trafficking event as part of this step, in order to add a geographic depiction of how the process works. Disaggregating variables such as the location (country) in which the perpetrator met the victim and where the exploitation took place can inform a response that takes into account each segment of what is often a transnational crime. Added levels of granularity from Step 1 are indicated – these fields can be used to build on some of the information collected as part of Step 1. For instance, Step 1 recommends that information be collected on the type of exploitation; as an added level of granularity, Step 2 suggests **sector** of forced labour or sexual exploitation.

Step 2 also includes additional demographic disaggregating variables on victims. Information on marital status, number of children and education can inform front-line assistance activities and identify groups that may be more vulnerable to exploitative recruitment. The additional disaggregating variables on perpetrators suggested in this step, such as their role in the trafficking process and relationship to the victim, can inform law enforcement.

Step 3 – the optional disaggregating variables

¹⁰ For instance, IOM, *Guidelines for the Collection of Data on Trafficking in Human Beings, Including Comparable Indicators* (IOM/Federal Ministry of the Interior of Austria, Vienna, 2009).

While Step 2 is comprehensive in terms of the act-means-purpose framework, it is still possible, when resources and capacity allow, to collect more information. The optional Step 3 targets information that extends beyond these two sets of information on the primary event. In this step, optional disaggregating variables are added on individual experiences that occur before and after the trafficking event (e.g. before victimization and after service delivery).

Units

Units of classification and units of description are defined earlier in the text.¹¹ In each step, and under each of the units of classification and description, the ICS-TIP has different disaggregating variables (for a number of reasons, as discussed under “Steps” above).

Disaggregating variables/Sub-variables

The remaining levels of classification are the disaggregating variables and sub-variables. Each of these is accompanied by a description of its statistical classification. Variables defined by other classification standards, such as the ICCS or ISIC, are accompanied by an attribution.

In some cases, there are many levels of sub-variables. While aggregate categories such as “Agriculture, forestry and fishing” (in Step 2), for example, can provide sufficient information for ISIC statistical reporting, governments and the international community may well be interested in knowing whether forced labour occurs in fishing or agriculture and in which specific sub-sectors. In Step 3 (Annex A), sub-variables are provided to classify industries and help identify within which productive sector forced labour occurs. The ISIC provides many more layers of detailed sub-variable classification, but this is much more than most governments will be able to report on trafficking in persons and also more than would prove helpful in this classification standard.

Naming conventions

The event classification is numerical: each subcategory of trafficking (such as trafficking for sexual exploitation or forced labour) is assigned a number. On the other hand, each of the disaggregating variables is assigned a unique, three-letter code, and each sub-variable is assigned either a number (resulting in an abc.00 format), another classification (such as the ISO 3166-1 alpha-3, three-letter country code) or a simple format (for instance, numeric).

The data classification system is designed to manage event and individual case data, whether collected from government agencies or NGOs. Aggregate variables are not suggested, but the model enhances the ability to aggregate data collected for local and national statistical reporting purposes.

¹¹ In short, while the central unit of classification is the event, additional units of description are victims and perpetrators, just like in the ICCS, as well as reporting entities.

The classification

This section provides an overview of step 1 and 2. Definitions for all disaggregated variables and concepts listed in steps 1 and 2 are available in Annex A. Step 3 is available in Annex A.

Step 1 – The unit of classification and the core disaggregating variables

Unit of classification – The TIP event

Trafficking in persons
(ICCS 0204)

- 1: TIP for sexual exploitation¹²
(ICCS 02041)
- 2: TIP for forced labour
(ICCS 02042)
 - 2.1: Forced/bonded labour (including servitude and indentured servitude)¹³
 - 2.2: Slavery or similar practices¹⁴
- 3: TIP for organ removal¹⁵
(ICCS 02043)
- 4: TIP for other forms of exploitation
(ICCS 02044)
 - 4.1: TIP for forced marriage
 - 4.2: Forced military service (by non-State actors)
 - 4.3: Surrogacy
 - 4.4: Illegal adoption
 - 4.5: Other exploitation¹⁶
- 5: TIP for unknown purposes¹⁷

Table 4 below lay out the Step 1 disaggregating variables for the units of classification and description.

¹² An individual may experience various types of exploitation in one trafficking event. In that case, several types of exploitation could be selected. For example, in the case of forced marriage, it is common for women to endure sexual or domestic exploitation, or forced labour. Categories 1, 2 and 4.1 below could all be selected.

¹³ Trafficking for forced begging and for illicit activities should be recorded under this category, while the corresponding subcategories can be found in Step 2 (**FIs.22** and **FIs.23**).

¹⁴ In line with the ICCS, the ICS-TIP classifies trafficking in persons for slavery or similar practices under trafficking in persons for forced labour.

¹⁵ As explained in the UNODC Assessment Toolkit, “organ trafficking” and “trafficking in persons for organ removal” are two different concepts, even though they are used interchangeably. In the latter case, the object of the crime is the person; in the former, it is the organ. The Palermo Protocol encompasses “trafficking in persons for organ removal”, not “organ trafficking” (see UNODC, *Trafficking in Persons for the Purpose of Organ Removal, Assessment Toolkit* (United Nations, Vienna, 2015)).

¹⁶ It is recommended that this category include a space for free text, to check if any new category of exploitation should be included as an additional subcategory to 4.

¹⁷ This category refers to cases in which the exploitative purpose is clear but the type of exploitation is not known. It can be used in suspected cases of trafficking or for vulnerable groups.

Table 4. Step 1: the core disaggregating variables

Event		Victim		Perpetrator		Reporting entity ^b	
Status	<i>sta</i>	Sex ^a	<i>sxv</i>	Sex ^a	<i>sxp</i>	Reporting entity that registered the event	<i>rer</i>
Geographical location where event was recorded	<i>geo</i>	Age of victim	<i>agv</i>	Age of victim	<i>agp</i>	Type of reporting entity that made the decisions	<i>ret</i>
Date and time the event was recorded	<i>dat</i>	Age status of victim	<i>stv</i>	Age status of victim	<i>stp</i>	Status of decision-making entity	<i>dem</i>
Country of exploitation	<i>coe</i>	Citizenship	<i>civ</i>	Citizenship	<i>cip</i>		
No (consummated or known) exploitation	<i>exp</i>						

^a This is the answer to the question “What is the sex marker on your official document?” It may or may not coincide with gender identity. For more details on sex and gender, see Annex A.

^b As a reminder, these are organizations that assist victims, collect data and are otherwise involved in the TIP event.

Step 2 – The enhanced disaggregating variables

Tables A5 to 7 of the Annex lay out the Step 2 enhanced disaggregating variables for the units of classification and description.

Table 5. Step 2 – The enhanced disaggregating variables

Event		Victim		Perpetrator		Reporting entity
Means of control	<i>moc</i>	Last country of residence	<i>lcv</i>	Role in process	<i>rpp</i>	
Criminal case status	<i>ccs</i>	Marital status	<i>msv</i>	Relationship to victim	<i>rvp</i>	
Criminal code article	<i>cca</i>	Number of children	<i>ncv</i>			
Cybercrime-related	<i>cyb</i>	Language (primary)	<i>lpv</i>			
Sector of sexual exploitation	<i>ssc</i>	Language (secondary)	<i>lsv</i>			
<i>(added level of granularity^a from 1 TIP for sexual exploitation)</i>						
Sector of trafficking for forced labour	<i>fls</i>	Level of education	<i>lev</i>			
Date event began	<i>dab</i>	Relationship to trafficker	<i>rtv</i>			
Date event ended	<i>dae</i>					

^a These are fields that can be used to build on some of information collected as part of Step 1.

ANNEX A – Detailed description of the three steps

Step 1 – The unit of classification and the core disaggregating variables

Unit of classification – The TIP event

Trafficking in persons
(ICCS 0204)

An individual involved in the event has experienced the “recruitment, transportation, transfer, harbouring or receipt of persons, by means¹⁸ 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 or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at 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.”

An individual may experience various types of exploitation in one trafficking event. In that case, several types of exploitation could be selected. For example, in the case of forced marriage, it is common for women to endure sexual or domestic exploitation, or forced labour. Categories 1.1, 1.2 and 1.4.1 below could all be selected.

1: TIP for sexual exploitation
(ICCS 02041)

There is no legally binding definition of sexual exploitation. The United Nations Glossary on Sexual Exploitation and Abuse defines it as “[a]ny actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.”¹⁹

The ICCS does not define trafficking for sexual exploitation; it does, however, define sexual exploitation as “[a]cts of abuse of a position of vulnerability, power or trust, or use of force or threat of force, for profiting financially, physically, socially or politically from

¹⁸ The requirement of trafficking by means of threat or other coercion is needed to determine the trafficking status of adults (individuals over the age of 18). Children are considered victims of trafficking if and when act and purpose are established.

¹⁹ United Nations, *Glossary on Sexual Exploitation and Abuse*, second edition (July 2017), p. 6.

the prostitution or sexual acts of a person” (with prostitution being, at a minimum, the exchange of money or other forms of remuneration for sexual activities).

2: TIP for forced labour (ICCS 02042)

Article 2 of the ILO Forced Labour Convention, 1930 (No. 29) defines forced or compulsory labour for the purposes of the Convention as “all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily”.

The statistical definition in the ICCS is closely aligned: "Unlawful work or service which is exacted from any person under the menace of any penalty and for which the person has not offered themselves voluntarily."

2.1: Forced/bonded labour (including servitude and indentured servitude)

According to the ICLS Guidelines concerning the measurement of forced labour²⁰:

For statistical purposes, a person is classified as being in forced labour if engaged during a specified reference period in any work that is both under the threat of menace of a penalty and involuntary. Both conditions must exist for this to be statistically regarded as forced labour.

(a) The reference period may be short such as last week, last month or last season, or long such as the past year, the past two years, the past five years or lifetime. A short reference period may be appropriate where the concern is the measurement of forced labour among a particular category of workers. A long reference period may be appropriate where the concern is the measurement of forced labour among a general population group

(b) Work is defined in line with the international standards concerning statistics of work, employment and labour underutilization adopted by the 19th International Conference of

²⁰ ILO, 20th International Conference of Labour Statisticians, [Guidelines concerning the measurement of forced labour](#) (ICLS/20/2018/Guidelines), para. 5.

Labour Statisticians, 2013. It comprises any activity performed by persons of any sex and age to produce goods or to provide services for use by others or for own use. In certain circumstances, the scope of work for the measurement of forced labour may be broadened to include activities such as illicit activities or child begging for third parties that go beyond the scope of production of goods and services covered by the general production boundary of the System of National Accounts (SNA).

(c) Threat and menace of any penalty are the means of coercion used to impose work on a worker against a person's will. Workers can be actually subjected to coercion, or verbally threatened by these elements of coercion, or be witness to coercion imposed on other co-workers in relation to involuntary work. Elements of coercion may include, inter alia, threats or violence against workers or workers' families and relatives, or close associates; restrictions on workers' movement; debt bondage or manipulation of debt; withholding of wages or other promised benefits; withholding of valuable documents (such as identity documents or residence permits); and abuse of workers' vulnerability through the denial of rights or privileges, threats of dismissal or deportation.

(d) Involuntary work refers to any work taking place without the free and informed consent of the worker. Circumstances that may give rise to involuntary work, when undertaken under deception or uninformed, include, inter alia, unfree recruitment at birth or through transaction such as slavery or bonded labour; situations in which the worker must perform a job of different nature from that specified during recruitment without a person's consent; abusive requirements for overtime or on-call work that were not previously agreed with the employer; work in hazardous conditions to which the worker has not consented, with or without compensation or protective equipment; work with very low or no wages; in degrading living conditions imposed by the employer, recruiter, or other third-party; work for other employers than agreed; work for longer period of time than agreed; work with no or limited freedom to terminate work contract.

(e) The measurement of forced labour of persons should not be limited to the context of an employer-employee relationship but also

to other types of work relationships. It should thus cover all categories of workers including employers, independent workers without employees, dependent contractors, employees, family helpers, unpaid trainee workers, organization-based volunteers and other unpaid workers, as defined in the Resolution concerning statistics on work relationships adopted by the 20th International Conference of Labour Statisticians, 2018.

There is no international definition of servitude. A UNODC issue paper²¹ provides more details on the competing views of what may qualify as servitude. Most appear to agree that “[s]ervitude should be understood as human exploitation falling short of slavery”²². The same issue paper indicates that “[t]he UNODC Model Law provides an alternative [definition], based on an interpretation of the prohibition of servitude set out in the Universal Declaration of Human Rights and the [International Covenant on Civil and Political Rights]”, specifically that servitude “shall mean the labour conditions and/or the obligation to work or to render services from which the person in question cannot escape and which he or she cannot change”.

Trafficking for forced begging and for illicit activities should be recorded under this category, while the corresponding subcategories can be found in Step 2 (**Fls.22** and **Fls.23**).

2.2: Slavery or similar practices

The Supplementary Convention on the Abolition of Slavery defines “slavery” as “the status or condition of a person over whom any or all of the powers attaching to the right of ownership are exercised”.

The Convention identifies the following practices as being “similar to slavery”²³:

- serfdom (“the condition or status of a tenant who is by law, custom or agreement bound to live and labour on land belonging to another person and to render some determinate service to such other person, whether for reward or not, and is not free to change his status”);

²¹ UNODC, *The Concept of “Exploitation” in the Trafficking in Persons Protocol*, Issue Paper (United Nations, Vienna, 2015).

²² Jean Allain, On the Curious Disappearance of Human Servitude from General International Law, *Journal of the History of International Law*, 11:304 (2009), cited in UNODC (see footnote 15).

²³ UNODC, *The International Legal Definition of Trafficking in Persons: Consolidation of research findings and reflection on issues raised*, Issue Paper (United Nations, Vienna, 2018).

- sale of children for exploitation (“any institution or practice whereby a child or young person under the age of 18 years, is delivered by either or both of his natural parents or by his guardian to another person, whether for reward or not, with a view to the exploitation of the child or young person or of his labour”).

The ICCS defines slavery as the “[u]nlawful capture, acquisition or disposal of a person with intent to reduce the person to a status or condition over which any or all of the powers attaching to the right of ownership are exercised; all acts involved in the acquisition of a slave with a view to selling or exchanging the person; all acts of disposal by sale or exchange of a slave acquired with a view to being sold or exchanged, and every act of trade or transport in slaves” (ICCS 02031). Slavery and trafficking in persons are distinct but overlapping concepts. The ICCS definition listed previously refers to the definition of slavery, as distinct from TIP for slavery or similar practices.

In line with the ICCS, the ICS-TIP classifies trafficking in persons for slavery or similar practices under trafficking in persons for forced labour.

3: TIP for organ removal²⁴ (ICCS 02043)

An organ is a differentiated and vital part of the human body, formed by different tissues that maintain its structure, vascularization and capacity to develop physiological functions with an important level of autonomy.²⁵

“Commonly transplanted organs are kidney, liver, heart, lung and pancreas.”²⁶ While not explicitly cited in the United Nations Trafficking in Persons Protocol, other types of exploitation fitting in this category and that individuals may be trafficked for include the forcible removal of blood, plasma, cells, tissue and/or body parts.

4: TIP for other forms of exploitation (ICCS 02044)

²⁴ As explained in the UNODC Assessment Toolkit, “organ trafficking” and “trafficking in persons for organ removal” are two different concepts, even though they are used interchangeably. In the latter case, the object of the crime is the person; in the former, it is the organ. The Palermo Protocol encompasses “trafficking in persons for organ removal”, not “organ trafficking” (see UNODC, *Trafficking in Persons for the Purpose of Organ Removal, Assessment Toolkit* (United Nations, Vienna, 2015)).

²⁵ WHO, *Global Glossary of Terms and Definitions on Donations and Transplantation* (Geneva, 2009), cited in the ICCS.

²⁶ United Nations, Conference of the Parties to the Convention against Transnational Organized Crime, Working Group on Trafficking in Persons, *Trafficking in persons for the purpose of removal of organs*, background paper prepared by the Secretariat (CTOC/COP/WG.4/2011/2 of 29 July 2011).

This category covers trafficking in persons for all other purposes except an unknown purpose, which is listed hereunder as a separate category because of its importance.

The United Nations Trafficking in Persons Protocol leaves open the types of exploitation to be considered as purposes of trafficking, indicating that exploitation includes “**at a minimum**” (emphasis added) the types of exploitation cited.

Surveys of national definitions of trafficking and their application by criminal justice systems have found that most of the States surveyed consider additional types of exploitation to be those covered by the Protocol. They may do so explicitly, in legislation, or implicitly, by interpreting some kinds of exploitation as extending to other practices. This is notably the case of illegal adoption and commercial surrogacy.²⁷ These types of exploitation are included here as residual categories.

4.1: TIP for forced marriage

The ICCS defines forced marriage as “[m]arriage without valid consent or with consent as a result of intimidation, force, fraud, coercion, threat, deception, use of drugs or alcohol, abuse of power or of a position of vulnerability”. It classifies TIP for forced marriage as TIP for other purposes.

Nevertheless, the foundational international legal framework is laid down by the Supplementary Convention on the Abolition of Slavery, which contains a number of definitions. Servile forms of marriage are defined as “any institution or practice whereby (i) A woman, without the right to refuse, is promised or given in marriage on payment of a consideration in money or in kind to her parents, guardian, family or any other person or group; or (ii) The husband of a woman, his family, or his clan, has the right to transfer her to another person for value received or otherwise; or (iii) A woman on the death or her husband is liable to be inherited by another person”. Trafficking for forced marriage only qualifies as trafficking in persons if all constituent elements of the crime are present: act, means and exploitative purpose (except for children, for whom there is no need for means).²⁸

4.2: Forced military service (by non-State actors)

²⁷ See UNODC, *The International Legal Definition of Trafficking in Persons: Consolidation of research findings and reflection on issues raised*, Issue Paper (United Nations, Vienna, 2018).

²⁸ See UNODC, *Interlinkages between Trafficking in Persons and Marriage*, Issue Paper, (United Nations, Vienna, 2020) for more details and guidance.

4.3: Surrogacy

4.4: Illegal adoption

4.5: Other exploitation

It is recommended that this category include a space for free text, to check if any new category of exploitation should be included as an additional subcategory to 4.

5: TIP for unknown purposes

This category refers to cases in which the exploitative purpose is clear but the type of exploitation is not known. It can be used in suspected cases of trafficking or for vulnerable groups.

Tables A1 to A4 below lay out the Step 1 disaggregating variables for the units of classification and description.

Table A1. Step 1 – Event core disaggregating variables

<i>Sta</i> Status	<i>Geo</i> Geographical location where event was recorded	<i>Dat</i> Date and time the event was recorded	<i>Coe</i> Country of exploitation	<i>Exp</i> No (consummated or known) exploitation
01: Confirmed (as decided/recorded by the organization collecting data: See Ret in Table 4 below) 02: Suspected (being processed/under investigation/pending decision) 03: Not pending 04: Unknown		Date format: dd/mm/yyyy Time format: 24:00	Format: ISO 3166-1 alpha-3 (three-letter country codes)	01: No consummated exploitation ^a 02: Consummated exploitation

^a A type of exploitation can still be indicated (1 to 6), if known.

Table A2. Step 1 – Victim core disaggregating variables

<i>Sxv</i> Sex ^a	<i>Agv</i> Age of victim	<i>Stv</i> Age status victim	<i>Civ</i> Citizenship(s)
01: Female 02: Male 03: Other (O, T, X) ^b 04: Not specified/disclosed	01. 0-14 02. 15-24 03. 25-44 04. 45-64 05. 65+ 06. Not known	01: Minor (17 years old and under) 02: Adult (18 years old and above) 03: Not known	(at birth/country of origin) Format: ISO 3166-1 alpha-3, including a free-form text entry for stateless

^a This is the answer to the question “What is the sex marker on your official document?” It may or may not coincide with gender identity.

^b O, T and X represent sex designations on passports and other identity documents (including birth certificates) in various countries.

Table A3. Step 1 – Perpetrator core disaggregating variables

<i>Sxp</i> Sex^a	<i>Agp</i> Age of perpetrator	<i>Stp</i> Age status perpetrator	<i>Cip</i> Citizenship(s)
01: Female 02: Male 03: Other (O, T, X) ^b 04: Not specified/disclosed	01: 0-14 02: 15-24 03: 25-44 04: 45-64 05: 65+ 06: Not known	01: Minor (17 years old and under) 02: Adult (18 years old and above) 03: Not known	(at birth/country of origin) Format: ISO 3166-1 alpha-3, including free-form text entry for stateless

^a This is the answer to the question “What is the sex marker on your official document?” It may or may not coincide with gender identity.

^b O, T and X represent sex designations on passports and other identity documents (including birth certificates) in various countries.

Table A4. Step 1 – Reporting entity core disaggregating variables

<i>Rer^a</i> Reporting entity that registered the event	<i>Ret</i> Type of reporting entity that made the decisions	<i>Dem</i> Status of decision-making entity
01: Non-government entity (NGO) 02. Shelter 03. Police 04. Prosecution/court 05. Governmental organization/department (not police) 06. Other	01: Non-government entity (NGO) 02. Shelter 03. Police 04. Prosecution/court 05. Governmental organization/department (not police) 06. Other	01: Legally mandated to formally recognize or identify 02: Other

^a As a reminder, these are organizations that assist victims, collect data and are otherwise involved in the TIP event.

Step 2 – The enhanced disaggregating variables

Tables A5 to A7 below lay out the Step 2 enhanced disaggregating variables for the units of classification and description.

Table A5. Step 2 – Event enhanced disaggregating variables

<i>Moc</i>	<i>Ccs</i>	<i>Cca</i>	<i>Cyb</i>	<i>Ssc</i>	<i>Fls</i>	<i>Dab</i>	<i>Dae</i>
Means of control	Criminal Case status	Criminal code article	Cybercrime-related	Sector of sexual exploitation <i>(added level of granularity^a from 1 TIP for sexual exploitation)</i>	Sector of trafficking for forced labour <i>(added level of granularity^a from 2 TIP for forced labour)</i>	Date event began	Date event ended
01: Threats ^b 02: Deception ^c 03: Violence ^d 04: Abuse of power or of a position of vulnerability ^e 05: Restricts movement ^f 06: Other	01: No criminal case 02: Open 03: Conviction 04: No guilty verdict 05: Acquittal	Free text	01: Cybercrime-related 02: Non-cybercrime-related 03: Not applicable 04: Not known	01: Prostitution of others 02: Pornography ^g 03: Remote interactive services ^h 04: Personal sexual services	01. Agriculture, forestry and fishing (ISIC A) ⁱ 02. Mining and quarrying (ISIC B) ^j 03: Manufacturing (ISIC C) ^k 04: Electricity; gas, steam and air conditioning (ISIC D) 05: Water supply; sewerage, waste management and remediation activities (ISIC E) 06: Construction (ISIC F) ^l 07: Wholesale and retail trade; repair (ISIC G) ^m 08: Transportation and storage (ISIC H) ⁿ 09: Accommodation and food service (ISIC I) ^o 10: Information and communication (ISIC J) ^p 11: Financial and insurance activities (ISIC K) 12: Real estate activities (ISIC L) 13: Professional, scientific and technical activities (ISIC M) 14: Administrative and support service	Date format: mm/yy yy	Date format: mm/yy yy

					activities (ISIC N) 15: Public administration and defence; compulsory social security (ISIC O) 16: Education (ISIC P) 17: Human health and social work activities (ISIC Q) 18: Arts, entertainment and recreation (ISIC R) ^q 19. Other service activities (ISIC S) ^r 20. Activities of households as employers (domestic work), undifferentiated goods and services producing activities of households for own use (ISIC T) ^s 21. Activities of extraterritorial organizations and bodies (ISIC U) 22. Non-productive sector (outside the boundary of the System of National Accounts), includes forced begging 23. Illicit activities (outside the boundary of the System of National Accounts), includes non-productive illegal activities such as forced stealing, drug selling ^t		
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^a These are fields that can be used to build on some of information collected as part of Step 1.

^b See ICCS definition 02012 Threat.

^c See ICCS definition 0709 Other acts involving fraud, deception or corruption.

^d See ICCS definition 02011 Assault, intentional or reckless application of physical force.

^e This can include taking advantage of someone's economic, emotional and immigration status or making someone else dependent, but encompasses many other types of abuse.

^f See ICCS definition 0202 Acts against liberty, taking away or limiting the movement or liberty of a person.

^g Also maps onto the ISIC classification "Motion picture, video and television programme production activities", which includes the production of theatrical and non-theatrical motion pictures, whether on film, videotape, DVD or other media, including digital distribution, for direct projection in theatres or for broadcasting on television; supporting activities such as film editing, cutting, dubbing, etc.; distribution of motion pictures or other film productions (video tapes, DVDs, etc.) to other industries; and their projection. Buying and selling of motion pictures or any other film production distribution rights is also included.

^h Also maps onto the ISIC classification "Creative arts and entertainment", which includes the operation of facilities and provision of services to meet the cultural and entertainment interests of customers. This includes the production and promotion of, and participation in, live performances, events or exhibits intended for public viewing; the provision of artistic, creative or technical skills for the production of artistic products; and live performances. It also includes the production of live theatrical presentations, concerts and opera or dance productions and other stage productions.

ⁱ Includes the exploitation of vegetal and animal natural resources, comprising the activities of growing crops, raising and breeding animals, harvesting timber and other plants, animals or animal products from a farm or their natural habitats.

^j Includes the extraction of minerals occurring naturally as solids (coal and ores), liquids (petroleum) or gases (natural gas). Extraction can be achieved by different methods, such as underground or surface mining, well operation or seabed mining.

^k Includes the physical or chemical transformation of materials, substances or components into new products, although this cannot be used as the single universal criterion for defining manufacturing. The materials, substances or components transformed are raw materials that are products of agriculture, forestry, fishing, mining, quarrying or other manufacturing activities. Substantial alteration, renovation or reconstruction of goods is generally considered to be manufacturing. Units engaged in manufacturing are often described as plants, factories or mills and characteristically use power-driven machines and materials-handling equipment. However, units that transform materials or substances into new products by hand or in the worker's home and those engaged in selling products made on the same premises from which they are sold to the general public, such as bakeries and custom tailors, are also included in this section. Manufacturing units may process materials or may contract with other units to process their materials for them. Both types of units are included in manufacturing.

^l Includes general construction and specialized construction activities for buildings and civil engineering works (new work, repairs, additions and alterations, the erection of prefabricated buildings or structures on the site and constructions of a temporary nature). General construction is the construction of entire dwellings, office buildings, stores and other public and utility buildings, farm buildings, etc., or of civil engineering works such as motorways, streets, bridges, tunnels, railways, airfields, harbours and other water projects, irrigation systems, sewerage systems, industrial facilities, pipelines and electric lines, and sports facilities. Construction can be carried out on the builder's own account or on a fee or contract basis. Portions of the work and sometimes even the entire practical job can be subcontracted out. A unit that carries the overall responsibility for a construction project is classified here, as is the repair of buildings and engineering works.

^m Includes wholesale and retail sale (i.e. sale without transformation) of any type of goods and the rendering of services incidental to the sale of these goods. Wholesaling and retailing are the final steps in the distribution of goods. Goods bought and sold are also referred to as merchandise. Also included in this section are the repair of motor vehicles and motorcycles. Sale without transformation is considered to include the usual operations (or manipulations) associated with trade (e.g. sorting, grading and assembling of goods), mixing (blending) of goods (e.g. sand), bottling (with or without preceding bottle cleaning), packing, breaking bulk and repacking for distribution in smaller lots, storage (whether or not frozen or chilled), cleaning and drying of agricultural products, cutting out of wood fibre boards or metal sheets as secondary activities.

ⁿ Includes the provision of passenger or freight transport, whether scheduled or not, by rail, pipeline, road, water or air, and associated activities such as terminal and parking facilities, cargo handling and storage. This section also includes the renting of transport equipment with a driver or operator, and postal and courier activities.

^o Includes the provision of short-stay accommodation for visitors and other travelers and of complete meals and beverages fit for immediate consumption. The amount and type of supplementary services provided within this section can vary widely. This section excludes the provision of long-term accommodation as primary residences, which is classified in Real estate activities. Also excluded is the preparation of food or beverages that are either not fit for immediate consumption or that are sold through independent distribution channels, i.e. through wholesale or retail trade activities. The preparation of these foods is classified in Manufacturing.

^p Includes the production and distribution of information and cultural products, the provision of the means to transmit or distribute these products, as well as data or communications, information technology activities and the processing of data and other information service activities. The main components of this section are publishing activities, including software publishing, motion picture and sound recording activities, radio and TV broadcasting and programming activities, telecommunication activities, information technology activities and other information service activities. Publishing includes the acquisition of copyright (information products) and making the content available to the general public by engaging in (or arranging for) its reproduction and distribution in various forms. All the feasible forms of publishing (in print, electronic or audio format, on the Internet, as multimedia products such as CD-ROM reference books, etc.) are included in this section.

^q Includes a wide range of activities to meet the varied cultural, entertainment and recreational interests of the general public, including live performances, operation of museum sites, gambling, sports and recreation activities.

^r Includes the activities of membership organizations, the repair of computers and personal and household goods, and a variety of personal service activities not covered elsewhere in the classification.

^s See also ICCS, 020321, Forced labour for domestic services, forced labour to provide services for third party private households. This section includes activities of households as employers of domestic personnel (e.g. maids, cooks, waiters, valets, butlers, laundresses, gardeners, gatekeepers, stable lads, chauffeurs, caretakers, governesses, babysitters, tutors, secretaries). The product produced by this activity is consumed by the employing household. It includes undifferentiated subsistence services-producing activities of households, i.e. the activities of households that are engaged in a variety of activities that produce services for their own subsistence. These activities include cooking, teaching, caring for household members and other services produced by the household for its own subsistence. If households are also engaged in the production of multiple goods for subsistence purposes, they are classified in the undifferentiated goods-producing subsistence activities of private households for own use, i.e. the activities of households that are engaged in a variety of activities that produce goods for their own subsistence. These activities include hunting and gathering, farming, the production of shelter and clothing and other goods produced by the household for its own subsistence. If households are also engaged in the production of marketed goods, they are classified in the appropriate goods-producing industry of the ISIC. If households are principally engaged in a specific goods-producing subsistence activity, they are also classified in the appropriate goods-producing industry of the ISIC.

^t “ISIC does not distinguish between formal and informal or between legal and illegal production. Classifications according to kind of legal ownership, kind of organization or mode of operation may be constructed independently of the classification according to kind of economic activity. Cross-classification with ISIC can provide useful extra information.” (UN DESA (see footnote 4), p. 10).

Table A6. Step 2 – Victim enhanced disaggregating variables

<i>Lcv</i>	<i>Msv</i>	<i>Ncv</i>	<i>Lpv</i>	<i>Lsv</i>	<i>Lev</i>	<i>Rtv</i>
Last country of residence	Marital status	Number of Children	Language (primary)	Language (secondary)	Level of education	Relationship to trafficker
Format: ISO-3166-1 alpha-3	01: Single 02: Married 03: Other domestic partnership 04: Divorced 05: Widowed	Format: numeric	Format: ISO 639-2 Code, 3 letters	Format: ISO 639-2 Code, 3 letters	01: None 02: Primary education 03: Secondary education 04: Post-secondary education	01: Immediate family (excluding spouse) ^a 02: All other family 03: Intimate partner/spouse 04: Acquainted 05: Unacquainted 06: Relationship not known

^a Includes parents, siblings, spouse, children and step-family (parents and children).

Table A7. Step 2 – Perpetrator enhanced disaggregating variables

<i>Rpp</i>	<i>Rvp</i>
Role in process	Relationship to victim
01: Recruiter/Recruitment intermediary 02: Agent who transported the individual 03: Agent who transferred the individual 04: Agent who harboured the individual 05: Agent who received the individual	01: Immediate family (excluding spouse) ^a 02: All other family 03: Intimate partner/spouse 04: Acquainted 05: Unacquainted

^a Includes parents, siblings, children and stepfamily (parents and children).

Step 3 - The optional disaggregating variables

Step 3 disaggregating variables are an optional level of information that governments may or may not decide to collect. While the indicators listed are useful for evidence-driven policy and programming, the additional information may be unreasonably difficult for most governments to collect (even those with the most advanced data systems), which is why Step 3 information should be treated as optional.

While Steps 1 and 2 focus on one TIP act and connect the individuals and organizations involved, Step 3 disaggregating variables target information that extends beyond the core information on the primary event. In this step, indicators are added on individual experiences that occur before and after the trafficking event (e.g. before victimization and after service delivery). Step 3 also includes indicators for process assessment at the national level (victim assistance, prosecution), including information to help understand the duration of the criminal event and the number of individuals involved.

Step 3 also comprises added layers of granularity through ISIC level two categories and more detailed information on means of control. While Step 2 covers basic information to identify the means, purpose and act of the trafficking event, Step 3 recommends the collection of data on each of these dimensions down to another layer of sub-values. The added specificity on the methods used by traffickers to control and access their victims is important for law enforcement. Likewise, an added layer of information on the purpose of trafficking, or type of exploitation, which includes the sector within which the victim was exploited, will not only help target the response, it will also be useful for prevention by more closely monitoring the sectors concerned.

At this level, the new disaggregating variables and their sub-values can be used to achieve multiple goals. First, more detailed information on victims and their broader case histories will provide governments with a deeper understanding of how to prevent trafficking and provide appropriate services. Secondly, more detailed information on perpetrators will lead to even more targeted law enforcement, including potential rescue or restitution for additional victims of the crime. Finally, additional information on the number of victims who may have gone undetected (and uncounted) will allow governments to come closer to developing a more complete picture of the true scope of trafficking in persons.

Government agencies that currently operate advanced information management systems, used by multiple agencies for processing administrative records, may be in a position to use Step 3 to collect very detailed data. This could include inter-agency case management systems to manage and coordinate the provision of protection and support services for victims of trafficking. For governments not yet in a position systematically to obtain data at this level of detail but interested in Step 3 data collection and management, another option would be to collect data on a

subset of cases using Step 3 disaggregating variables , either by sampling a small proportion of cases or by requesting this level of data only from the most formalized front-line data-providing sources.

Tables A8 to A11 below lay out the Step 3 optional disaggregating variables for the units of classification and description.

Table A8. Step 3 – Event optional disaggregating variables

<i>Nuv</i>	<i>Nup</i>	<i>Mco</i>	<i>Flu</i>	<i>Mcs</i>
Number of known victims involved (in case)	Number of perpetrators involved	Means of contact	Sub-sectors of trafficking for forced labour <i>(added level of granularity from 2 TIP for forced labour and Fls in Step 2 - Event)</i>	Specific means of control <i>(added level of granularity from Moc in Step 2 – Event enhanced disaggregating variables)</i>
Format: numeric	Format: numeric	01: At a place of business 02: At an educational institution 03: At work 04: Through online social networks 05: Through an advertisement 06: Online 07: Television 08: Newspaper 09: Through family/family events 10: Through friends/social events 11: Other	See list below	01: Threats 01.01: Physical threats ^a 01.02: Threats of law enforcement ^b 01.03: Threats to children/family ^c 01.04: All other threats ^d 02: Deception 02.01: Debt bondage ^e 02.02: False promises ^f 03: Violence 03.01: Physical abuse ^g 03.02: Sexual abuse ^h 04: Abuse of power or of a position of vulnerability 04.01: Takes earnings ⁱ 04.02: Restricts financial access ^j 04.03: Restricts medical care ^k 04.04: Withholds necessities ^l 04.05: Psychological abuse ^m 05: Restricts movement 05.01: Psychoactive substances ⁿ 05.02: Excessive working hours ^o 05.03: Withholds documents ^p 05.04: Physically restrained (in locked premises, guarded, remote location, etc.) ^q 06: Other

<i>Glo</i> Geographical location of the recruitment	<i>Tlo</i> Type of location of the recruitment	<i>Gle</i> Geographical location of the exploitation	<i>Tle</i> Type of location of the exploitation
Administrative district Not applicable	01: At a place of business 02: At an educational institution 03: Online 04: In a private residence 05: In a public space 06: Newspaper advertisement 07: Received phone call/SMS 08: Television advertisement 09: Through family/family event 10: While at work 11: Other 12: Not applicable	Administrative district Not applicable	01: Factory 02: Farm 03: Warehouse 04: Mine or quarry 05: Fishing boat 06: Construction site 07: Shop 08: Private residence 09: Bar/club/cantina 10: Hotel/motel 11: Commercial front brothel 12: Escort service/delivery service 13: Hostess/strip club 14: Legal brothel 15: Recording studio 16: Residential brothel 17: Street-based 18: Truck stop 19: Not applicable 20: Other

^a Indicates whether the individual experienced a situation in which his/her exploiter(s) explicitly or implicitly communicated an intent to inflict harm or loss on the individual or another.

^b Indicates threats to report or contact law enforcement in order to negatively affect the individual or another.

^c Indicates whether the individual experienced a situation in which his/her exploiter(s) explicitly or implicitly communicated an intent to inflict harm or loss on the individual's children or family.

^d May include, for example, threats to disclose information or personal/intimate material.

^e Debt bondage is defined as the status or condition arising from a pledge by a debtor of his personal services or of those of a person under his control as security for a debt, if the value of those services as reasonably assessed is not applied towards the liquidation of the debt or the length and nature of those services are not respectively limited and defined (Supplementary Convention on the Abolition of Slavery).

^f Indicates whether the individual was defrauded or tricked into entering the exploitative situation by their exploiter(s) using deception and false pretenses.

^g Indicates whether the individual experienced a situation in which their exploiter(s) acted to cause physical injury, pain, disability, death or trauma to the individual. This includes, but is not limited to, shoving, strangulation, shaking, slapping, punching, kicking, pulling hair, burning, branding or tattooing, the use of a weapon, or using one's size and strength against the individual.

^h Indicates whether the individual experienced any kind of unwanted or non-consenting sexual contact from their exploiter(s) as a means by which to control the individual, rather than a purpose for which the individual was trafficked, in order to influence their behaviour. This includes, but is not limited to, using sexual acts, assault or contact as a punishment and manipulation or normalization of sexual violence. It also includes coercive behaviour that interferes with the individual's ability to control his/her reproductive life, including, but not limited to, forcing/coercing the individual to terminate or continue a pregnancy against their will, manipulating birth control, intentionally exposing someone to a sexually transmitted illness, preventing condom negotiation, and/or attempting to or impregnating the individual without their consent.

ⁱ Indicates whether the individual has experienced a situation where the exploiters have taken his/her remuneration in order to control him/her.

^j Indicates whether the individual experienced a situation in which his/her exploiter(s) prohibited or restricted the individual's access to necessary daily living funds or their own personal finances. This includes, but is not limited to, controlling an individual's personal bank account or bank/credit cards, or overtly stealing the individual's personal funds.

^k Indicates whether the exploiter(s) limited the individual's access to medical or health services. It includes, but is not limited to, necessary medical care or treatment being withheld, or when access to such treatment was controlled by the exploiter(s). This category also includes situations in which the individual was unable to access or interact with health services without being accompanied or monitored by the exploiter(s).

^l Indicates whether the individual experienced a situation in which their exploiter(s) denied/restricted, or threatened to deny/restrict, access to basic living necessities such as food, shelter, water, hygiene, appropriate clothes or items needed for religious observance or gender expression.

^m Indicates whether the individual experienced a situation in which their exploiter(s) used emotionally abusive, deceptive or devious tactics to influence the individual. This may include, but is not limited to, name calling, verbal abuse, public humiliation, manipulation of real or perceived power imbalances, or shaming/blaming the individual. It may also include acts intended to exploit or prey upon any familial or romantic bonds/attachments the individual has with their exploiter(s).

ⁿ Indicates whether the exploiter(s) induced the individual into substance abuse, provided substances to make the individual compliant or in order to influence their behaviour, or exploited an existing substance abuse issue.

^o Indicates whether the individual was required to work a significant number of hours in excess of what they were contracted or promised; this can include overtime, late or atypical shifts, or overnight hours, and can be used as a means of keeping the individual isolated and/or unable to seek help or report their situation. In some instances, work hours may be so excessive as to cause physical and/or mental health issues that may also limit the individual's capacity to seek help or report their situation.

^p Indicates whether the individual experienced a situation in which their exploiter(s) limited, restricted or controlled the individual's access to important documents, including, but not limited to, the individual's passport, immigration documents, work permit, identity card, government benefit documents, birth certificate, gender identity carry letter, court-issued protection orders, custody papers, or other legal, official or government documents.

^q Indicates whether the exploiter(s) isolated, confined or limited the movement of the individual in any way physically or socially. This may include situations in which the individual is physically detained, prevented from moving without being accompanied or monitored, or the exploiter(s) threatens or enacts repercussions related to the individual's movement. This may also include forms of emotional isolation, including restricting the individual's access to support systems or social networks or moving the individual frequently in order to prevent him/her from establishing support systems or social networks.

Added level of granularity from 2 TIP for forced labour and Fls in Step 2 – Event enhanced disaggregating variables

Agriculture, forestry and fishing (ISIC A)

- 01 – Crop and animal production, hunting and related service activities
- 02 – Forestry and logging
- 03 – Fishing and aquaculture

Mining and quarrying (ISIC B)

- 05 – Mining of coal and lignite
- 06 – Extraction of crude petroleum and natural gas
- 07 – Mining of metal ores
- 08 – Other mining and quarrying
- 09 – Mining support service activities

Manufacturing (ISIC C)

- 10 – Manufacture of food products
- 11 – Manufacture of beverages
- 12 – Manufacture of tobacco products
- 13 – Manufacture of textiles
- 14 – Manufacture of wearing apparel
- 15 – Manufacture of leather and related products
- 16 – Manufacture of wood and of wood and cork products, except furniture; manufacture of articles made of straw and plaiting materials
- 17 – Manufacture of paper and paper products
- 18 – Printing and reproduction of recorded media
- 19 – Manufacture of coke and refined petroleum products
- 20 – Manufacture of chemicals and chemical products
- 21 – Manufacture of pharmaceuticals, medicinal, chemical and botanical products
- 22 – Manufacture of rubber and plastics products
- 23 – Manufacture of other non-metallic mineral products
- 24 – Manufacture of basic metals
- 25 – Manufacture of fabricated metal products, except machinery and equipment
- 26 – Manufacture of computer, electronic and optical products
- 27 – Manufacture of electrical equipment
- 28 – Manufacture of machinery and equipment n.e.c.
- 29 – Manufacture of motor vehicles, trailers and semi-trailers
- 30 – Manufacture of other transport equipment
- 31 – Manufacture of furniture
- 32 – Other manufacturing
- 33 – Repair and installation of machinery and equipment

Electricity; gas, steam and air conditioning (ISIC D)

- 35 – Electricity, gas, steam and air conditioning supply

Water supply; sewerage, waste management and remediation activities (ISIC E)

- 36 – Water collection, treatment and supply
- 37 – Sewerage
- 38 – Waste collection, treatment and disposal activities; materials recovery
- 39 – Remediation activities and other waste management services

Construction (ISIC F)

- 41 – Construction of buildings
- 42 – Civil engineering
- 43 – Specialized construction activities

Wholesale and retail trade; repair (ISIC G)

- 45 – Wholesale and retail trade and repair of motor vehicles and motorcycles
- 46 – Wholesale trade, except of motor vehicles and motorcycles
- 47 – Retail trade, except of motor vehicles and motorcycles

Transportation and storage (ISIC H)

- 49 – Land transport and transport via pipelines
- 50 – Water transport
- 51 – Air transport
- 52 – Warehousing and support activities for transportation
- 53 – Postal and courier activities

Accommodation and food service (ISIC I)

- 55 – Accommodation
- 56 – Food and beverage service activities

Information and communication (ISIC J)

- 58 – Publishing activities
- 59 – Motion picture, video and television programme production, sound recording and music publishing activities
- 60 – Programming and broadcasting activities
- 61 – Telecommunications
- 62 – Computer programming, consultancy and related activities
- 63 – Information service activities

Financial and insurance activities (ISIC K)

- 64 – Financial service activities, except insurance and pension funds
- 65 – Insurance, reinsurance and pension funds, except compulsory social security
- 66 – Activities auxiliary to financial service and insurance activities

Real estate activities (ISIC L)

- 68 – Real estate activities

Professional, scientific and technical activities (ISIC M)

- 69 – Legal and accounting activities
- 70 – Activities of head offices; management consultancy activities
- 71 – Architectural and engineering activities; technical testing and analysis
- 72 – Scientific research and development

- 73 – Advertising and market research
- 74 – Other professional, scientific and technical activities
- 75 – Veterinary activities
- Administrative and support service activities (ISIC N)
 - 77 – Rental and leasing activities
 - 78 – Employment activities
 - 79 – Travel agency, tour operator, reservation service and related activities
 - 80 – Security and investigation activities
 - 81 – Services to buildings and landscape activities
 - 82 – Office administration, office support and other business support activities
- Public administration and defence; compulsory social security (ISIC O)
 - 84 – Public administration and defence; compulsory social security
- Education (ISIC P)
 - 85 – Education
- Human health and social work activities (ISIC Q)
 - 86 – Human health activities
 - 87 – Residential care activities
 - 88 – Social work activities without accommodation
- Arts, entertainment and recreation (ISIC R)
 - 90 – Creative, arts and entertainment activities
 - 91 – Libraries, archives, museums and other cultural activities
 - 92 – Gambling and betting activities
 - 93 – Sports activities and amusement and recreation activities
- Other service activities (ISIC S)
 - 94 – Activities of membership organizations
 - 95 – Repair of computers and personal and household goods
 - 96 – Other personal service activities
- Activities of households as employers (domestic work), undifferentiated goods- and services-producing activities of households for own use (ISIC T)
 - 97 – Activities of households as employers of domestic personnel
 - 98 – Undifferentiated goods- and services-producing activities of private households for own use
- Activities of extraterritorial organizations and bodies (ISIC U)
 - 99 – Activities of extraterritorial organizations and bodies
- Non-productive sector (outside the boundary of the System of National Accounts)
- Illicit activities (outside the boundary of the System of National Accounts)

Table A9. Step 3 – Victim optional disaggregating variables

<i>Atv</i>	<i>Aev</i>	<i>Rdv</i>	<i>Giv</i>
Age at entry into trafficking (victim)	Age at entry into exploitation (victim)	Detailed relationship to trafficker (added level of granularity from Rtv in Step 2 – Victim enhanced disaggregating variables)	Gender identity ^a
Format: numeric	Format: numeric	01: Immediate family (excluding spouse) 01.01: Parent 01.02: Stepparent 01.03: Sibling 01.04: Stepsibling 01.05: Child 01.06: Stepchild 02: All other family 03: Intimate partner/spouse 03.01: Current intimate partner/spouse 04.02: Former intimate partner/spouse 04: Acquainted 04.01: Friend 04.02: Colleague/work relationship 04.03: Authority/care relationship (doctor, nurse, police, etc.) 04.04: Other offender known to the victim 05: Unacquainted 06: Relationship not known	01: Male cisgender ^b 02: Male transgender 03: Female cisgender 04: Female transgender 05: Gender diverse 06: Not applicable 07: Not known

^a Gender identity and sex, while at times used as interchangeable terms, are different concepts. Gender identity refers to an individual's "...internal and individual experience of gender, which may or may not correspond with their sex assigned at birth or the gender attributed to them by society" (See IOM, [IOM SOGIESC Full Glossary of Terms](#), updated November 2020). Gender expression is not necessarily an accurate reflection of gender identity. Importantly, gender identity is not something that should be asked to individuals at any point, including during interviews, screening or in the process of assistance. Rather, gender is included here as a category in the event of a voluntary disclosure, and even in this case, it should only be recorded in instances when it is safe to record and manage such sensitive data, and when it serves a purpose (e.g. better understand the profile and needs of individuals with different gender identities).

^b In line with ICS-TIP's commitment to draw on existing standards as much as possible, these categories are drawn from [UNODC's Statistical framework for measuring the gender-related killing of women and girls \(also referred to as "femicide/feminicide"\)](#), which was endorsed by the United Nations Statistical Commission in 2022.

Table A10. Step 3 – Perpetrator optional disaggregating variables

<i>Rdp</i>	<i>Gip</i>
Detailed relationship to victim	Gender identity ^a
(added level of granularity from Rtp in Step 2 – Perpetrator enhanced disaggregating variables)	
01: Immediate family (excluding spouse) 01.01: Parent 01.02: Stepparent 01.03: Sibling 01.04: Stepsibling 01.05: Child 01.06: Stepchild 02: Other family 03: Intimate partner/spouse 03.01: Current intimate partner/spouse 04.02: Former intimate partner/spouse 04: Acquainted 04.01: Friend 04.02: Colleague/work relationship 04.03: Authority/care relationship (doctor, nurse, police, etc.) 04.04: Other offender known to the victim 05: Unacquainted 06: Relationship not known	01: Male cisgender ^b 02: Male transgender 03: Female cisgender 04: Female transgender 05: Gender diverse 06: Not applicable 07: Not known

^a Gender identity and sex, while at times used as interchangeable terms, are different concepts. Gender identity refers to an individual’s “...internal and individual experience of gender, which may or may not correspond with their sex assigned at birth or the gender attributed to them by society” (See IOM, [IOM SOGIESC Full Glossary of Terms](#), updated November 2020). Gender expression is not necessarily an accurate reflection of gender identity. Importantly, gender identity is not something that should be asked to individuals at any point, including during interviews, screening or in the process of assistance. Rather, gender is included here as a category in the event of a voluntary disclosure, and even in this case, it should only be recorded in instances when it is safe to record and manage such sensitive data, and when it serves a purpose (e.g. better understand the profile and needs of individuals with different gender identities).

^b In line with ICS-TIP’s commitment to draw on existing standards as much as possible, these categories are drawn from [UNODC’s Statistical framework for measuring the gender-related killing of women and girls \(also referred to as “femicide/feminicide”\)](#), which was endorsed by the United Nations Statistical Commission in 2022.

Table A11. Step 3 – Reporting entity optional disaggregating variables

<i>Tom</i>	<i>Tor</i>
Type of organization/entity making the referral (if applicable)	Type of organization/entity referring the case referral (if applicable)
01: Police 02: NGO 03: Other 04: No referral (organization is first point of contact)	01: Police 02: NGO 03: Other 04: No referral (organization is leading in service provision)