



SATSA TOURISM SAFETY NETWORK

TERMS OF REFERENCE

Date: 17 January, 2025

Introduction

The Tourism Safety Network serves as a critical communication platform for industry professionals, designed to facilitate swift and efficient information sharing about safety matters. Our focus is on maintaining a proactive approach to tourism safety through verified, timely communications.

Purpose

- To provide reliable, verified tourism-related safety information
- To enable efficient information sharing during both routine operations and incidents
- To foster a culture of preparedness and responsive safety management

Group Administration

Quiet Times

- Group operates as "admin only" posting during normal operations
- Members must forward information to administrators for sharing

Active Times

- During incidents, all members may post directly
- Enables timely dissemination of critical information

Content Guidelines

Members should ensure all content:

- Is verified by credible sources
- Maintains industry reputation and is not harmful to any individual.
- Complies with legal requirements
- Respects privacy and copyright, avoiding copyright infringement, discrimination, and
- privacy breaches

The following content is prohibited:

- Unverified information
- Harmful or negative content
- Inappropriate material (profanity, political views, discrimination)
- Adult or illegal content

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Rules of Engagement

- **Information Relevance:** Share only verified tourism safety information from credible sources. Uncertain? Please contact an admin to verify.
- **Constructive Communication:** Maintain solution-oriented discussions.
- **Timing:** Post emergency information only between 21:00 and 06:00.
- **Professional Conduct:** Uphold respectful, constructive dialogue at all times. Discrimination, harassment, or inappropriate content is not tolerated.

Moderation

- Report violations directly to group administrators
- Administrators may remove non-compliant content or members
- Transgressors may be required to apologise
- Repeated violations may result in removal from the group

Disclaimers & Amendments

These terms may be updated to reflect evolving best practices and legal requirements. Participation in the group indicates acceptance of these terms.

Administrators

SATSA & Partners

Hannelie, SATSA: 083 600 3555

Kim, SATSA: 076 825 5508

Rob, T-Cubed Consulting: 082 334 8042

Natalia, SATSA Comms: 083 449 4334

Shanaaz, SATSA: 079 134 3524

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