

TOURISM SAFETY NETWORK TERMS OF REFERENCE



Date: 22 March 2024

Introduction

Welcome to the Tourism Safety Network. This platform is designed to facilitate real-time, efficient communication among industry professionals, ensuring we all stay informed and proactive about safety matters.

Purpose

Provide a reliable source of tourism-related safety information.
Facilitate swift and efficient information sharing during both routine operations and incidents.
Support a culture of preparedness and responsiveness among members.

Group Administration

Quiet Times:

During periods of normal operation, the group operates as an "admin only" posting environment. Members can forward information to be shared to any listed admin.

Active Times:

In the event of an incident, the group will be opened for all members to post directly, ensuring timely dissemination of critical information.

Administrators

SATSA & Partners

1. Hannelie, SATSA - 0836003555
2. Sharon, SATSA - 0767647481
3. Shanaaz, SATSA - 0791343524
4. Tintswalo, SATSA - 0676239365
5. Virginia, SATSA - 0735023396
6. Merilda, SATSA Limpopo - 0829063585
7. Melissa, SATSA Mpumalanga - 0829033481
8. Nicole, SATSA Garden Route - 0784518608
9. Andre, SATSA Safety - 0824461697
10. Natalia, SATSA Comms - 0834494334
11. Kim, SATSA Comms - 0768255508

Industry Stakeholders

12. Zania, NFTGA
13. Jeremaih, Cape Town Tourism
14. John, Addo Tourism
15. Tom, Kruger Lowveld

Rules of Engagement

- **Relevance:** Share information pertinent to tourism and tourist safety only. Information must be verified by credible sources before posting. Uncertain? Please contact an admin to verify.
- **Constructive Communication:** Encourage queries, concerns, and solution-oriented discussions. Maintain a constructive and respectful tone.
- **Timing:** Consider the timing of your posts. Only emergency information should be posted between 9pm and 6am.
- **Respect and Kindness:** Uphold a culture of respect, kindness, and understanding. Discrimination, harassment, or inappropriate content is not tolerated.

Content Guidelines

- Avoid negative content that can harm individuals or the industry's reputation.
- Ensure all content is legally compliant, avoiding copyright infringement, discrimination, and privacy breaches.
- Inappropriate posts including profanity / abusive language / political views & opinions / racial statements / adult & illegal content will be deleted.

Transgressions and Moderation

- Report any violations directly to group admins.
- Transgressors may be asked to apologise and could face removal for breaching group guidelines.
- Administrators reserve the right to remove any content or members not adhering to these terms.

Acceptance & Amendments

By participating in this group, members agree to these Terms of Reference, which may be amended as needed to reflect evolving best practices and legal requirements.

Closing Note

Together, let's ensure this network remains a valuable, safe, and professional resource that enhances our collective ability to navigate the dynamics of our industry.