

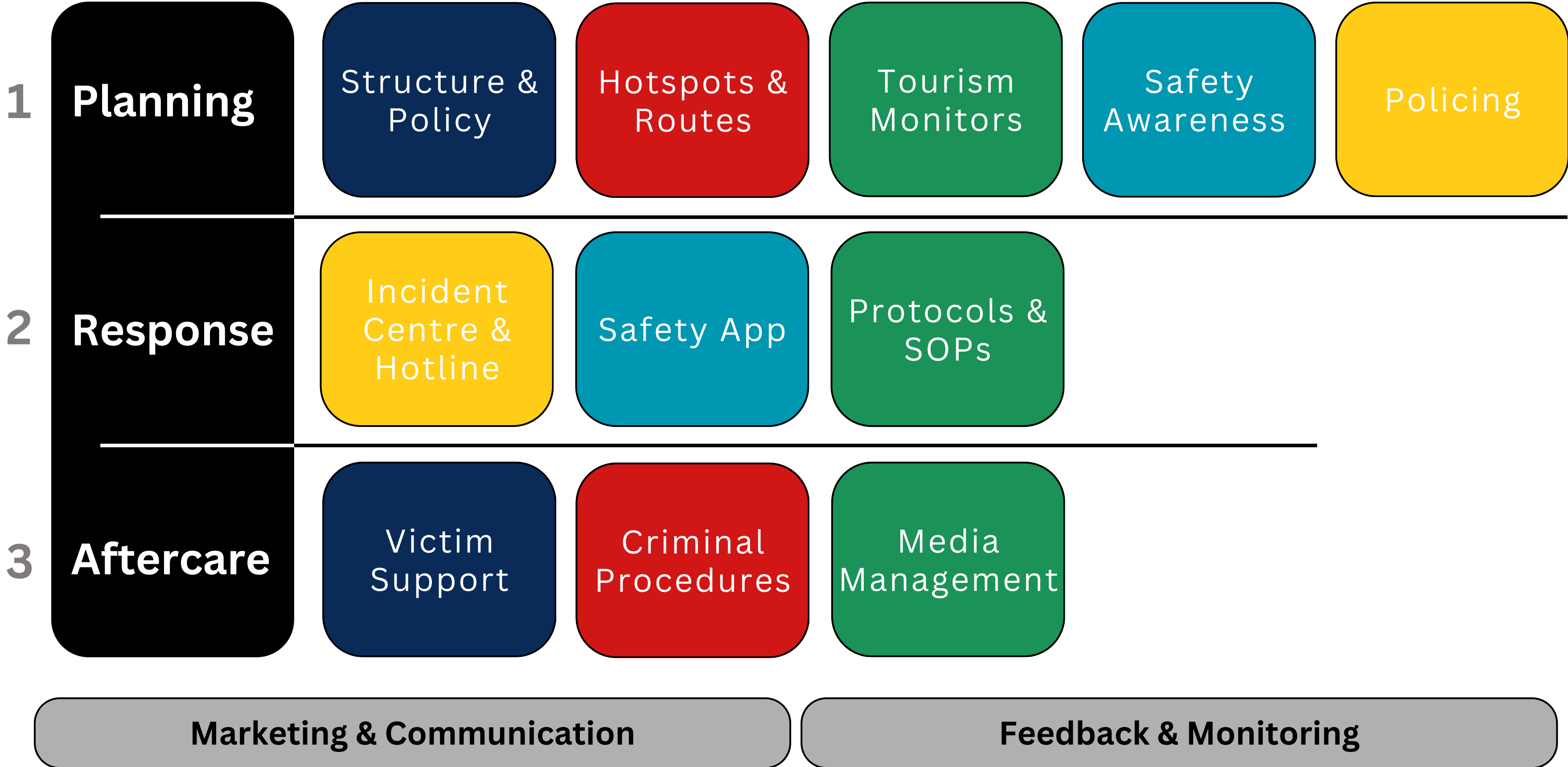
# SOUTH AFRICA

# National Tourism Safety Strategy & Actions Overview

November 2023



# National Tourism Safety Strategy



# Planning

## Structure & Policy

NATJOINTS	A multidisciplinary body that coordinates all security and law enforcement operations in South Africa. Led by the State Security Agency, the South African Police Service (SAPS), and the South African National Defence Force (SANDF). It includes other government departments such as the Health, International Relations and Cooperation, Tourism, etc.
National Tourism Safety Forum	Forum managed by the Department of Tourism consisting of Provincial MECs, Tourism Authorities, SAPS, National Prosecuting Authority, Associations, etc. Responsible for the co-ordination and integration of safety response mechanisms for tourists in distress
National Tourism Safety Committee	Guiding & coordinating structure for the Tourism Safety Forum, responsible for project implementation oversight.
PROVJOINTS	A substructure of NATJOINTS that operates at the provincial level. It consists of representatives from various government departments and agencies that are involved in security and law enforcement operations in each province.

# Planning

## Structure & Policy

Provincial Tourism Safety Committees	Provincial replication National Safety Committee
Provincial Tourism Safety Forums	Provincial replication National Safety Forum
Stakeholders	South African Tourism Industry Embassies & DIRCO South African Tourism International Offices Media Community Ambassadors (to support tourism safety work)

Tourism Safety in South Africa is guided by the National Tourism Sector Strategy, the National Tourism Crises Management Plan, the National Tourism Safety Strategy, the Tourism Masterplan, etc.

# Planning

## Hotspots & Routes

Identification	Ongoing Hotspot / Route identification based on number of visitors and number of safety incidents
Risk Rating	Incident data collection and risk rating
Route Security Plan	Develop a plan for route security including options for improved safety i.e. cameras, drones, vehicle patrols etc.
Pilot	Pilot route security on 1 – 3 routes, possibly trying different methods
Rollout	Rollout route security plan to high priority unsafe routes

# Planning

## Tourism Monitors (TM)

Launched in 2016 by Department of Tourism, Monitors are deployed to all provinces at top tourist attractions and national parks to enhance tourism safety awareness, upskill unemployed youth & reduce tourist vulnerabilities.

Currently, a Tourism Monitor should conduct site patrol, raise tourism awareness, provide information to tourists, and report any incidents to SAPS and other stakeholders.

Engagement	Engage stakeholders to refine and agree the role of Tourism Monitors
Training	Revise training modules and align to unit standards. Start new Tourism Monitor training programme & re-train existing
TM Management	Develop structured management, industry partnerships (Hotspot Angels) and standard operating procedures per site
Hotspot Angels	Identify and train private sector Hotspot Angels
Deploy	Deploy/redeploy monitors to identified tourism hotspots
Equipment	Determine need & procure - i.e. monitor tracking, SECURA Traveller app, uniforms. Develop plan & budget for rollout

# Planning

## Safety Awareness

Traveller Safety Tips	Collate from what is published in provinces and regions. Publish on Association websites and SECURA Traveller App & Website
Tourism Safety Network	Invite tourism roleplayers (products, services, etc.) to WhatsApp safety network for early warning.
Tourism Awareness Sessions	3 Days. 1 = Info sharing on opportunities & Safety. 2 = Domestic Tourism Awareness - take them on a tour. 3 = SAPS, Traffic, Route Management, etc. Include 'How tourism touches you' to each session
Festive Season Campaigns	Include Tourism Safety in all campaigns

# Planning

## Safety Awareness

Industry Mobilisation	Communicate Tourism Safety Strategy, Tools & Protocols to all industry roleplayers
Training - Industry	Train staff (especially frontline) and owners on safety awareness, protocols, incident management, ATM scams, etc.
Anti Corruption	Revisit printed cards to hand out to tourists with hotline to report corruption
ATM Safety	ATM signage and safety communication
Road Signage	Establish need for clearly marked road signage
Online Directions	Facilitate 'scenic' routes with online map providers



# Planning

# Policing

Metro Police / Crime Wardens Research	Develop case-study/models and proposal for metro and provincial tourism trained police/wardens
Marketing	Campaign to “sell” the model to each province and metro
Funding	Source funding and support for provincial wardens and metro police and implement
Tourism Police Needs Assessment	Determine need - agree / disagree to progress
Tourism Police Feasibility Study	Conduct feasibility if decided to progress

# Response

## Incident Centre & Hotline

Tourism Safety Incident Management Centre	Coordinate resources for all tourism-related incidents
Training - Incident Centre Staff	Training on SECURA Traveller, aftercare program, current protocols, stakeholders, etc.
National Tourism Safety Hotline	Implement a tourism hotline linking to the SECURA Traveller

# Response

## Safety App

SECURA Traveller	Significantly scaled-up roll-out
	Driver / Guide options & pricing
	SECURA Traveller website & payment portal
	Marketing Plan & Collateral: Advertising, point of sale tent cards, widgets, banners, etc.
Panic Button	Research options for available Panic Buttons that could integrate with the Tourism Safety Incident Management Centre

# Response

## Protocols & SOPs

Protocols	Develop protocols for the Incident Management
Stakeholder Engagement	Workshop protocols with relevant stakeholders to finalise
Updates	Ongoing updates of protocols as lessons are learnt
Victim Support SOP	Develop Victim Support SOPs for PTSF & PTSC
Safety Translators / Ambassadors SOP	Develop SOP for tourism translators and ambassadors
Industry and Front Line Staff SOP	Develop SOP for tourism staff and operators

# Aftercare

## Victim Support

Provincial Victim Support	Develop SOP and establish in all provinces
Support Fund	Set up float of R500K for rapid response and deployment of Aftercare Services
	Agree authorisation process
Tourism Translators (TA) & Tourism Ambassadors (TA)	Call for industry to provide translation and ambassador services to tourists in distress, with ongoing links on association websites to be part of the Traveller Safety Support.
Training - TT & TA	Train volunteers on Translator / Safety Ambassadors' SOPs
TA Banking Support	SABRIC to assist TA on banking issues for victims

# Aftercare

## Criminal Procedures

Virtual Courts	Criminal Procedures Act regulation change. Implement virtual courts for tourists
Tourism Courts	Work with Dept of Justice to improve the legal dispensation for tourism courts - not yet practical
Protocols	Develop protocols for operation of virtual courts for tourists

# Aftercare

## Media Management

Crisis Management	Development of holding statements, gathering information, dealing with journalists (but only when the incident is known - never initiated from our side) , etc.
Incident Communication Protocols	Develop and implement incident communication protocols

# General

## Marketing & Comms

Reputation Management	Contingent and ongoing reputation management campaign
Communities & Civil Society Communication	Conduct research & develop community communication campaign. Use relatable terms and concepts. Incorporate businesses, faith based organisations, NGOs, tribal authorities, etc. Include that tourism safety initiatives also improve community safety. Explain the benefits of tourism
SAPS & Metro Police Campaign	Develop campaign to educate SAPS and Metro Police on tourism
Training - SAPS & Metro Police	Training on roadblock placing, timing and attitudes, license inspections, dealing with tourism crime, etc.
Signage, Posters, Merchandise	Develop collateral to be placed in community centers, police stations, etc.



# General

## Feedback & Monitoring

SAPS Tourism Crime Code	SAPS crime reporting system to enable statistics on crime against tourists to be tracked. A unique code on their system - preferably two options – one for foreign and one for domestic tourists
SAPS Reporting	Regular SAPS reports on crime against tourists. Quarterly stats reports with analysis of crime against tourists, including prosecution rate
Private Sector Reporting	Tourism Safety Incident Centre, Tourism Monitors, SECURA App crime and incident data recording. Monthly or quarterly tourism incident stats report with analysis