

Presentation to the Portfolio Committee on Tourism

on

TOURIST SAFETY

01 NOVEMBER 2022

broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



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National Tourism Safety Strategy

Purpose: Foster public private sector partnership in addressing issues of tourism safety in a more coordinated manner

The strategy is centred upon three key pillars which are:

- Proactive measures (***measures that we need to put in place in order to minimise the potential risks, even before the tourist reach the destination***),
- Responsive measures (***mechanisms that ensure quick and effective turnaround time to attend to tourist in distress should an incident occur***); and
- Aftercare Programmes (***providing care and comfort to a tourist in distress immediately after an incident has occurred and beyond***).



National Tourism Safety Strategy

Objectives of the Strategy:

- Set out the short, medium and long-term tourism safety priorities
- Set out roles and responsibilities of each sphere of government and other relevant stakeholders on the coordination of tourism safety programmes and ensure mutual support and cooperation between all stakeholders.
- Identify effective joint preventative approaches aimed at reducing opportunities for crime on tourist facilities and operations.
- Establishment of Tourism Victim Support and After Care Programmes
- Facilitate integrated implementation and support of safety programme



Tourism Safety Action Plan

Emanates from MoU signed between DT & SAPS on tourist safety in December 2019.

The plan also incorporated some of the strategy initiatives that could be handled with SAPS at a Bi-lateral level.

This was done to ensure that that there is One Safety Plan being implemented so as to avoid duplication

Key Objectives:

- Increase visibility at identified tourist attraction sites;
- Train Tourism Monitors to ensure that they are safe when executing duties;
- Facilitate integrated implementation and support of safety programmes;

Key Focus Areas:

- Management, Training and development of Tourism Monitors
- Institutionalisation of Tourist Safety
 - ✓ Case Management System
 - ✓ Tourism Safety Awareness



Tourism Safety Action Plan

Pro-Active Measures identified initiatives:

I. Database against crime (Case Management)

The database will assist in understanding the trends and putting measures to respond to incidents of crime against tourists

- This involves the enhancements of Crime Administration System (CAS) and Investigation Case Docket Management System (ICDMS).
- Currently, the amendment of the Preamble SAPS 3M (a) on Crime Administration System (CAS) and Investigation Case Docket Management System (ICDMS) and Efficiency Index has been effected and the system is expected to be launched in fourth quarter.
- The change will allow the system to capture the full profile of the tourists when registering a case. This information can also be harvested to form part of the Database on Crimes against tourists in South Africa.

Tourism Safety Action Plan: Continued

2. Fast tracking of cases involving international tourists

Engagements are continuing with National Prosecuting Authority (NPA) to obtain guidance on ways to speed up cases involving international tourist given their limited time in the country

The following has since being discussed and some are being looked into:

- List of Provincial Directors of Public Prosecution provided to assist with cases, the Provincial Tourism Safety officials will be linked with the offices of the Deputy Director of Public Prosecution and provincial level for future references. A workshop is scheduled for end of August with the NPA and Provincial Safety Officers;
- Possibility of having Magistrates on standby to deal with Tourist Cases
- Virtual Court Proceedings to be considered should a tourist depart before the conclusion of a case and the RSA Missions abroad may be used in this regard (**Virtual courts are already in place as were introduced during COVID**);



Tourism Safety Action Plan: Continued

Call up for Police Reservists:

- The Department has shared information with provinces on guidelines for the call-up for police reservists
- The guidelines covered the following;
 - identification and submission of hotspots by provinces;
 - number of reservists required, and
 - intended duration of deployment
- The application for police reservists is submitted to the Provincial Visible Policing Division who will then escalate the matter to the National Visible Policing Division wherein a final decision is taken.



Tourism Safety Action Plan: Continued

3. Establishment of the Provincial Tourism Safety Forums

Outcome: Alignment of communication and coordination on safety related issues amongst stakeholders

To date the status within the various provinces is as follows;

PROVINCE	STATUS
LIMPOPO	The Forum has been established and is currently active. The province has a victim empowerment support programme through the South African Police Services. The province is yet to establish a Communication Protocol.
MPUMALANGA	The Forum has been established and is currently active. The province has well coordinated aftercare programme as well as a communication protocol. Forum members meet regularly
GAUTENG	The Forum has been established and is currently active. The province is yet to advise on the status of its aftercare programme and communication protocol.
FREE STATE	The Forum has been established and is currently active. The province is yet to establish the aftercare programme and communication protocol.

Tourism Safety Action Plan: Continued

PROVINCE	STATUS
NORTHERN CAPE	The Forum has been established and is currently active. The province is yet to establish the aftercare programme and communication protocol.
NORTH WEST	The Forum has just been established and now the province is putting together systems to work with the relevant stakeholders to set up the victim support programme.
KWA-ZULU NATAL	Does not have own Forum but works through the South African Police Services (SAPS) and District Forums. The province is yet to establish the aftercare programme and communications protocol.
EASTERN CAPE	The Forum has been established and is currently active. The province is yet to establish the aftercare programme and communications protocol. The meets quarterly.
WESTERN CAPE	The Forum has been established and is currently active. The province has established an effective aftercare programme and communications protocol. The Forum meets quarterly

Tourism Safety Action Plan :Continued

5. The Tourism Monitors Programme (TMP)

- Phase 2 of TMP ended on October 2022 in seven (7) of the nine (9) provinces viz. KZN; NC; FS; NW; GP; WC & EC, including iSimangaliso. MP is ending in February 2023.
- Department finalising plans for phase two (2) extension of the programme to cover the festive period (period of 2-3 months) for these provinces
- Process to appoint Service Providers for phase three (3) have started and plans to finalise appointments by end January 2023, this will include the ACSA mANAG
- The total number of the TMs who were allocated for Phase 2 was **2 364**



Tourism Safety Action Plan :Continued

The following Training Programmes have been earmarked for TMs and is being developed through the **SAPS HRD Unit** as part of the **MoU**:

- **Crowd Management** (Manage large crowd during local/International events at deployed sites)
- **Legal Framework** (Mandate; Human Rights; CPA and Specific relevant crimes).
- **Reporting** (Duties of first responder (gathering information; Basic interviewing skills; Incident reporting and Statement making
- **Crime Prevention** (Crime prevention concepts e.g. Security, Risk, Vulnerability; Crime displacement; Guarding; Patrols and Access control.
- **Personal Skills** (Physical fitness; Situational awareness and Tactical Survival Techniques; Use of identified tools of trade.) Accordingly, the tools of trade will be utilised for self-defence and not any form of intervention by the tourism monitors.



Tourism Safety Awareness Programmes

- Tourism Safety Awareness Campaigns are held jointly with various provinces and other security related structures like Cross Border Road Transport Agency; Road Traffic Infringement Agency; South African Police Services, Department of Home Affairs etc.
- These campaigns are not limited to conducting road blocks and issuing of safety tips to passing motorists, but also has an element of education where information sessions are held with communities surrounding those key attractions to teach share with them the importance and benefits of tourism.
- To date, joint tourism awareness campaigns were conducted in Mthatha, Port St Johns, Lusikisiki, Coffee Bay (EC) and Ladybrand in Free State.
- Future Campaigns will be held in KZN, GP, WC, NC & NW provinces.
- Departmental tourist safety tips can now be accesses through MYSAPS APP



Festive Season Tourist Safety Awareness Plan

Activity		Date	Venue	Participants
Minister's Festive Season Welcome Message		December 2022 – 31 January 2023	Airport TV/Screens and various social media platforms	Tourism Safety Unit Communication Unit South African Tourism Airports Company of South Africa
Tourism Safety Festive Season Online Media Launch		November - 2022	Various Media Platforms	<ul style="list-style-type: none"> • Communication Unit • Tourism Safety Unit • South African Tourism
Trans Kalahari Corridor - Joint Tourist Safety Awareness Operation		13 Nov 2022	R24 & N4 Rustenburg, Northwest Province	<ul style="list-style-type: none"> • Tourism Safety Unit • Communication Unit • Security Cluster Agencies • Provincial Government Departments / Agencies • Tourism Monitors.

Festive Season Tourist Safety Awareness Plan: Continued

Embassy Briefing on Tourism Safety	Nov 2022 (tbc)	DIRCO/GCIS or Department to source a venue	<ul style="list-style-type: none"> • Embassies • High Commissioners • Consulates • South African Police Services • Media
Post briefing media session			
Safety awareness session with Communities/	30 Nov 2022	Ugu Sport Centre, Port Shepstone, KZN	<ul style="list-style-type: none"> • Department of Tourism • Provincial/Local Government Departments/Agencies • Community leaders/ influencers • Unemployed Youth • TVET Students • University Students • Current Matric Learners • Potential Tourism Entrepreneurs
Information Sharing Session	01 Dec 2022	Mbizana, Eastern Cape	
Festive Season Tourist Safety Awareness – media blitz	02 Dec 2022	Mbizana/Port Edward Bridge	<ul style="list-style-type: none"> • Tourism Safety Unit • Communications Unit • Security Cluster Agencies • Provincial Government Departments / Agencies • Tourism Monitors • Media Agencies

Festive Season Tourist Safety Awareness Plan: Continued

Provincial Tourist Safety Awareness sessions	December 2022 (tbc)	Hoedspruit, Limpopo
		Numbi Gate, Mpumalanga
	Jan 2023	OR Tambo International Airport, Gauteng
	Feb 2023	George, Western Cape



Update on the recent attack on tourists

- Department dispatched Senior officials to Mpumalanga to assess and support the tourists and provincial officials in MP in dealing with the attack.
- Following the issuing of media statement by the Minister, plans were put in place for Minister to meet with the widow and the surviving tourists. On Tuesday, 4 October 2022.
- Minister was able to meet and provide care and support to the tourists on 5 October at the O.R Tambo Airport from the time of their arrival until all, including the widow had boarded their flights back to their home. This fits in well with the third theme of the Safety strategy which speaks of the “After Care” programme which is about victim support.
- Department, together with MP Tourism Authority, Department of Social Development and SAPS coordinated for the remains of the victim to be airlifted to Johannesburg and facilitated the paperwork to have the body repatriated to Germany.
- Communication was constantly maintained with the Embassy of Germany to update them on the actions taken to support the tourists.



Thank you

