

SAFETY STRATEGY FOR THE TOURISM SECTOR

Presentation to the Portfolio
Committee on Tourism
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broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



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(I) Impact of Crime on Tourism

“We have acknowledged that crime affects tourism and we are working in partnerships with the private sector to address this, Instead of denying the problem and saying that it is not our mandate. The Department of Tourism, together with tourism MECs, SAPS, the provincial safety forums, the private sector and tourism associations will work to create an enabling environment to grow tourism and support SAPS with service in addition to their police work.”

Minister of Tourism, Ms Patricia de Lille.

The Citizen, 1 June 2023



(2) National Tourism Safety Forum

The threat posed to the tourism industry by crime is addressed through the National Tourism Safety Forum.

- ❑ The National Tourism Safety Forum was established in 2018, it was subsequently re-established and launched for implementation on the 29th of May 2023 at the inaugural National Safety forum with representation from both the public sector and the private sector.
- ❑ The forum comprises of both private and public sector organisations. Among government departments/ entities that form part of the forum is SAPS, Department of Transport, DIRCO, South African Tourism, ACSA. Other sister department are invited on an ad-hoc basis. On the private sector side we have the Tourism Business Council of South Africa, Business against Crime South Africa, South African Banking Risk Information Centre, SAACI, SATSA, SAVRALA,
- ❑ The purpose of the forum is to among others manage issues related to tourist safety in an integrated manner.



National Tourism Safety Forum cont...

- ❑ On 29 August 2023, the second quarterly meeting held in Cape Town reported back on the implementation of the developed and adopted action plan.
- ❑ On 14 of December 2023, Minister de Lille convened a meeting with the Diplomatic Corps of all the countries represented in the Republic of South Africa to inform them of the Safety and Security initiatives.
- The Tourism Safety plan was also distributed by DIRCO to all South African missions abroad.



National Tourism Safety Strategy

Objectives of the Safety 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;
- ❑ Establishment of Tourism Victim Support and Aftercare Programmes; and
- ❑ Facilitate integrated implementation and support of safety programme.

(4) Memorandum of Understanding (MoU) with South African Police Services (SAPS)

- ❑ The MoU was signed on 09 December 2019 by both the Department of Tourism's Director-General and SAPS National Commissioner;

(5) Tourism Safety Action Plan

KEY FOCUS AREAS:

(5.1) Tourism Monitors Programme (Short-term initiative)

- ☐ Through the EPVWP, the Department implements the Tourism Monitors Programme as part of the broader government intervention that includes training, mentorship and deployment of unemployed youth in identified tourism attractions.
- ☐ The implementation of the Programme is realised through partnerships at national, provincial and local government levels.
- ☐ Government invested R174 Million for the deployment of Tourism Monitors in the previous financial year.



Tourism Safety Action Plan Cont...

- ☐ The Department has rolled out the programme in all the provinces, including South African National Parks (SANParks), Botanical Gardens (SANBI), iSimangaliso Wetland Park and Airport Company South Africa (ACSA).
- ☐ The Department worked with the private sector, Tourism Business Council of South Africa (TBCSA) in the preparation for the implementation of the programme.
- ☐ In the FY 23/24 the Department of Tourism made available R 174 000 000-00 for the monitors programme.
- ☐ Hotspots were identified and 2305 tourism monitors were recruited, trained and placed in identified attraction sites.

Tourism Safety Action Plan Cont...

- ☐ Enhance tourism safety awareness at key tourism attractions and sites;
- ☐ Skill and provide practical work experience to unemployed youth, utilising the vehicle of the EPWP, to enable them to be employable;
- ☐ Raise awareness and reduce the number of crime incidents that are directed at tourists who are visiting provinces and the communities that host them;
- ☐ Reduce tourist vulnerabilities and eliminate opportunities for violent crime aimed at tourist operations;
- ☐ Integrate current tourism safety and awareness initiatives into a strategy implemented by the public and private sectors, as well as communities; and
- ☐ Develop an effective communication strategy incorporating all key role players and stakeholders to counter negative perceptions that South Africa is an unsafe destination.

Tourism Safety Action Plan Cont...

❑ The key performance areas of the appointed tourism monitors include but not limited to:

- Patrolling within the identified attractions and site/ areas;
- Raise tourism awareness and provide information to tourists;
- Report any crime incidents to South African Police Services (SAPS) and other relevant enforcement agencies;
- Assist in tourist victim support (tourist/s in distress);
- Provide basic tourism information about attractions and the country.
- Interview complainants/ witnesses and take statements;
- Attend court and testify in criminal proceedings as and when required;
- Open case dockets; and
- Compile accidents report.

Tourism Safety Action Plan Cont...

- The Tourism Monitor's are trained on the National Certificate: General Security. The qualification is made up of a combination of learning outcomes from Fundamentals, Core and Elective components, totaling 124 minimum credits.
 - ☐ Fundamental: 36 Credits;
 - ☐ Core: 63 Credits; and
 - ☐ Elective: 25 Credits.
- Elective unit standards for the remaining 25 credits for approval by the Department is based on the needs of where the participants are placed (e.g. border posts or national key points).
- The tourism monitors are offered a specially designed Safety Learning and Development Programme which was put together by the SAPS HRD unit.



Tourism Safety Action Plan Cont...

KEY FOCUS AREA	OUTPUT/S	STATUS
5.2 Database of crime against tourists	Information management and understanding the trends.	The SAPS is working on creating a database of crimes against tourists. The availability of such data make it possible for the sector to put possible measure to minimize possible risks against tourists
5.3 Cases involving international tourists	Prosecutions	Through the change of legislation by the National Prosecuting Authority it is now possible for victims to attend court hearings virtually from their countries of origin.

Tourism Safety Action Plan Cont...

KEY FOCUS AREA	OUTPUT/S	STATUS
5.4 Safety Application (App)/ National Tourism Hotline.	Effective and efficient response for tourists in distress.	<p><u>The following applications have been developed:</u></p> <p>a) MY-SAPS App: This is a SAPS initiative and the tourist safety tips have been incorporated into the App.</p> <p>b) The SECURA Traveller App: Private sector-initiated App that links subscribers to a host of private security companies and health facilities in time of distress.</p> <p>c) CSIR - C-MORE . A software application, eco system which includes a web-based application (portal) and associated mobile applications for use in the Command and Control domain. C-MORE helps the user to coordinate resources and provides a holistic view of the environment in real time. To be used by tourism monitors in identified pilot sites.</p>

Tourism Safety Action Plan Cont...

KEY FOCUS AREA	OUTPUT/S	STATUS
5.5 National Joint Operational and Intelligence Structure (NATJOINTS)	Departmental representative at NATJOINTS structure/s	The Department of Tourism has a representative participating in the Stability Priority Committee of the NATJOINTS.
5.6 Facilitate the establishment of the Provincial Tourism Safety Forum (PTSF)	Alignment of communication and coordination on safety related issues amongst stakeholders at provincial and local level.	All the provinces have established the Provincial Tourism Safety Forum and are working with the various stakeholders in the provinces including provincial SAPS.



Tourism Safety Action Plan Cont...

KEY FOCUS AREA	OUTPUT/S	STATUS
5.7 Crisis and Communication Management Strategy	To ensure a more coordinated messaging.	<p>A Crisis and Communication Management Strategy for the sector has been developed.</p> <p>A tourist in distress and tourism safety response “WhatsApp Group” has been created to respond timely and efficiently. The WhatsApp group consist a both private and public sector representative and it has been quite effective in coordinating and responding to tourists in distress in various provinces.</p>
5.8 Establishment of Tourism Victim Support	A coordinated approach in support of tourist in distress.	<p>The Standard Operating Procedure (SOP) for the development of the Tourism Victim Support Programmes has been finalised and shared with all provinces for implementation.</p> <p>The provinces without the VSP are working on establishing of the VSP within their own province/s.</p>

Tourism Safety Action Plan Cont...

(5.9) Tourism Safety Awareness Campaigns (Short-term initiatives)

- ☐ Tourism Safety Awareness Campaigns incorporate other safety related issues like illegal guiding where inspections are also conducted.
- ☐ Some of the external stakeholders involved in these sessions are: Provincial Tourism Departments/ Entities and security structures like Cross Border Road Transport Agency; Road Traffic Infringement Agency; South African Police Service, Department of Home Affairs. The Tourism Monitors closer to the identified campaign sites are also brought in to be part of the awareness sessions.
- ☐ The awareness session are integrated and coordinated through the Provincial and Local Govt through Information sharing sessions about the benefit of tourism to communities. They offer a platform for domestic tourism, community participation and safety awareness over a series of events and spanning through a number of days.



(6) Tourism White Paper on the Development and Promotion of Tourism in South Africa 2024

- The Tourism White Paper, which was approved by the Cabinet on September 18 2024 and gazetted on October 4 2024.

(7) Conclusion

The National Department of Tourism remains committed and continues to drive collaboration between all key stakeholders to tackle the critical issue of safety and security working together with the private sector in provinces and municipalities.



Thank You

