

DEALING WITH INCIDENTS OF SAFETY OR SECURITY ON A TOUR

2014 International Tourist Guides' Day Celebrations

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POTENTIAL DANGEROUS SITUATIONS FOR TOURIST GUIDES

- ARMED ROBBERIES (with firearms or dangerous weapons)
 - House robbery and business robbery
 - Rape, assault, theft, murder, etc.
 - Street robbery/aggravated robbery
 - Cameras, jewelry, valuable items, etc.
 - Hi-jacking of vehicles
 - 4x4 vehicles are popular vehicles in Africa and rural areas
 - Mini busses
 - Sport utility/multi purpose vehicles
 - LDVs



POTENTIAL DANGEROUS SITUATIONS FOR TOURIST GUIDES

- MOTOR VEHICLE ACCIDENTS
 - Culpable homicide
 - Accident with serious injuries
 - Accident with multiple persons involved (vehicles and busses)
- ABDUCTION/KIDNAPPING
 - High profile/wealthy and prominent tourists for ransom purposes
- THEFT
 - General theft from hotel/lodge/guest house rooms
- HOUSE BREAKING AND THEFT



CRIME INCIDENTS REPORTED IN THE FOLLOWING FINANCIAL YEARS-APRIL TO MARCH

Crime Category	2009/2010	2010/2011	2011/2012	2012/2013
Murder	16 834	15 940	15 609	16 259
Assault (GBH)	205 293	198 602	192 651	185 893
Robbery with aggravating circumstances	113 755	101 463	101 203	105 888
Hi-jacking	13 902	10 627	9 475	9 990
House robbery	18 786	16 889	16 766	17 950
Business robbery	14 534	14 667	15 951	16 377
House breaking and theft	245 577	247 630	245 531	262 113

*No capability to determine the origin of victims



HOW TO PREVENT CRIME INCIDENTS: TOURIST GUIDES

- Be aware of the crime hotspot areas (if not, obtain information from the local police station)- perform a risk assessment
- Plan route in advance (in vehicle and on foot)
- Keep doors of cars locked and windows closed at all times
- Place valuables in vehicles out of site from outsiders
- Do not stop for strange persons (indicating problem with your vehicle, hitchhiking, etc.)
- Be vigilant when stopping at street vendors – avoid as far as possible those in remote areas
- Be on the lookout for vehicles following you



HOW TO PREVENT CRIME INCIDENTS: TOURIST GUIDES (continue)

- Ensure that group stays together when touring in a street/open spaces (stay vigilant and if necessary, arrange for additional tourist guides to provide security)
- When traveling in a convoy, ensure convoy stay together and have radio contact/mobile telephone communication with each vehicle
- Inform tourists of all the crime risk factors and provide them with tourist safety hints
- Ensure that each tourist has your mobile contact number in case of enquiries/emergencies
- Ensure you have the contact details of each tourist



HOW TO DEAL WITH CRIME INCIDENTS: TOURIST GUIDES

- ARMED ROBBERIES

- When vehicle is hi-jacked or in instances of a business/house robbery:
 - Stay calm, avoid eye contact with hi-jacker/ robbers, do as instructed, request safety of tourists if possible (do not try to be a hero)
 - Obtain as much information from the robbers as possible by means of observation (appearance, tattoos, scars, getaway vehicles and reg numbers, number of robbers, type of firearms/ dangerous weapons, etc.)

- VEHICLE ACCIDENTS

- If possible, perform first aid
- Obtain details of all involved parties and vehicles



HOW TO DEAL WITH CRIME INCIDENTS: TOURIST GUIDES (continue)

- Mark position of vehicles (if obstructing traffic) and remove vehicles to safe place.
- Report accident to nearest police and wait for the response to scene (if no injuries or crime was committed, report accident within 24 hours at “**any police station**”)
- ALL CRIMES
 - Report incident immediately to **local police station**
 - Have a list of the telephone numbers of the local police stations with you – 10111 is for police emergencies and in rural areas the 10111 number might not be routed to nearest police station
 - When you report incident, you are the complainant – A1 Statement
 - Assist tourist when he/she has to report a crime
 - Have a list of all the telephone numbers of the relevant emergency services



CONCLUSION

- Prevent crime by being vigilant at all times and apply the basic measures to safeguard yourself, tourists and property
- Sensitise tourists about the crime risks in the area (be honest about the seriousness and nature of the crimes but do not instill fear)
- Offer your assistance and support when needed
- Advise tourist continuously about their own safety and the safety of their property
- Guide the tour by setting a safety conscious example
- Plan the tour properly and when asked to deviate from route, assess situation and perform the relevant risk assessment



CONCLUSION

“Ability is what you’re capable of doing.

Motivation determines what you do.

Attitude determines how well you do it”

Raymond Chandler



THANK YOU

