

NORMS AND STANDARDS FOR THE SAFE OPERATIONS OF THE TOURISM SECTOR IN THE CONTEXT OF CORONAVIRUS COVID 19 AND RELATED PANDEMICS.

24 NOVEMBER 2021

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tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



INTRODUCTION

- Building from the inclusion of tourism in successive iterations of the New Growth Path economic plans and the NDP (2030), the recovery of tourism is a critical component of the country's economic recovery from the COVID-19 pandemic and related pandemics.
- The Travel and Tourism Sector at a global level has also published safety protocols for the safe reopening of the sector. Similarly, the Tourism private Sector in South Africa also released its own standard protocols for the sector's operation during the pandemic.
- The norms and standards are a product of a collaboration with key stakeholders from government, the sector and other social partners.

“Implement norms and standards for safe operations across the value chain to enable safe travel and rebuild traveller confidence” - Tourism Sector Recovery Plan, 2021



CONTEXT

- The Tourism Act provides for the development of norms and standards for the tourism sector. Section 7(1) (a) of the Act empowers the Minister to determine norms and standards for the practice of responsible tourism and in order to develop and promote sustainable tourism.

Driven by the need to:

1. Provide assurance to potential visitors and all stakeholders that South Africa's tourism products and services are equipped to operate safely whilst the COVID-19 persists guided by globally accepted principles.
2. Promote traveller confidence in support of resurgent demand.
3. Reinststate tourism's continued significance in the government's economic development plans.

NORMS AND STANDARDS: PURPOSE AND OBJECTIVES

1. The purpose of these norms and standards is to:
 - (a) Provide minimum universal practices which the tourism sector must abide by to prevent the spread of COVID-19 and related pandemics.
 - (b) Provide uniformity across the destination in view of tools that have been compiled by industry associations and some sub-national entities.
 - (c) Ensure common minimum health and safety measures across tourism products and services for safe operations in the context of Coronavirus Covid 19 and related pandemics.
2. The objective of the Norms and Standards is to:
 - (a) Facilitating consensus across the sector on minimum universal practices for the sector to abide by to prevent the spread of Covid 19 and related pandemics.
 - (b) Charge tourism business operators with the responsibility to ensure compliance with health measures and interventions in their operations.



NORMS AND STANDARDS: Guiding Principle for Safe and Seamless Travel and Reopening of the Sector

1. Non- discrimination of travelers
2. Maintain clear communication on health protocols and regulations to travelers.
3. Data and Information sharing on the basis of consent.
4. Physical Distancing rules- E.g Occupation plan, floor Space.
5. Use of technology - E.g advance contactless check – in and payment; use of tracking app



NORMS AND STANDARDS: INCLUDED ESTABLISHMENTS AND TOURISM OPERATIONS & SERVICES

1. Events, weddings, meetings and convention centers
2. Short-term rentals
3. Accommodations
4. Food services;
5. Tour operators
6. Casinos
7. Curio shops.

"Places of attraction" include, but are not limited to theme parks, amusement parks, water parks, family entertainment centres, nature and game reserves, national parks, botanical gardens, zoos, aquaria, sanctuaries and other entertainment and cultural attractions



NORMS AND STANDARDS: SCOPE AND AREAS COVERED

FOUR (4) AREAS OF FOCUS HAVE BEEN DEVELOPED

- 1) Operational Readiness
- 2) Self, operational, staff and hosts preparedness
- 3) Safe Attractions and Experience
- 4) Building and rebuilding trust and confidence



NORMS AND STANDARDS

(I) OPERATIONAL READINESS

1. Train staff on COVID-19 in line with the latest health advice
2. Implement staff protocols, code of conduct and guidelines for staff operations;
3. Retrain Staff on infection control, wearing of protective gear, hygiene and physical distancing; and
4. Constantly monitor the wellbeing of staff



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(2) OPERATIONAL, STAFF AND HOSTS PREPAREDNESS;

1. Development of Prevention plans
2. Use of integrated technology for automation
3. Physical distancing protocols
4. Health Screening
5. Training of staff on covid-19
6. Designation of Safety and Compliance Officer
7. Constant monitoring of the wellbeing of staff



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(3) SAFE ATTRACTIONS & EXPERIENCE

1. Disinfection and cleaning practices;
2. Implementing and communicating safety processes to guests
3. Food safety and hygiene
4. Customer processes for Physical distancing.



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(4) BUILDING AND REBUILDING TRUST AND CONFIDENCE

1. Communication with customers on safety and hygiene protocols;
2. Clear signage informing guests about cleaning protocols and physical distancing;
3. Provision of guidelines to customers on wearing of masks, hand washing and physical distancing .
4. Promote the use of contact tracing apps and advance information on health protocols



IMPLEMENTATION

1. Tourism is amongst the Schedule 4 functional areas of concurrent National and Provincial Legislative Competence. Consultation is therefore critical and was undertaken.
2. Relationships between the Public and Private Sector and all social partners in the implementation of the Norms and Standards is therefore critical. Norms and Standards were also gazetted for public comments.
3. The Department of Tourism and Provinces shall play a lead coordinating role for implementation through its various cooperative governance and intergovernmental workstreams with quarterly reporting.
4. Training of youth on the norms and standards in the Department's Skills Development programme and the Tourism Safety Monitors programme
5. Various government Department will benefit through the Norms and Standards alignment with their health protocols, e.g. Labour and Employment , Health , COGTA in terms of the management of disaster and related pandemics).



Output	Output Indicator	Medium-Term Targets		
		2021/22	2022/23	2023/24
Enhance skills in the tourism sector.	Number of capacity building programmes implemented.	Two Hundred & twenty five (225) SMMEs trained on norms and standards for safe tourism operations, in all provinces targeting Villages, Townships, and Small Towns: 25 per province.	Two Hundred & twenty five (225) SMMEs trained on norms and standards for safe tourism operations, in all provinces targeting Villages, Townships, and Small Towns: 25 per province.	Two Hundred & twenty five (225) SMMEs trained on norms and standards for safe tourism operations, in all provinces targeting Villages, Townships, and Small Towns: 25 per province.



TOURISM SECTOR RECOVERY PLAN

Enablers

Form targeted, strategic partnerships between government and industry

Activity	TOURISM SECTOR RECOVERY PLAN Enablers Form targeted, strategic partnerships between government and industry		
	Objective	Task	Responsibility
Partnerships on norms and standards and protocols for safe operations in the sector Time Frame 2021/2022	1. Conclude Social Compact to facilitate industry-wide implementation 2. Capacity Building Programme on the Covid-19 Protocols and the Norms and Standards	Embed Implementation of norms and standards and protocols for safe operation in the social compact	DT, Provinces, Local Government, TBCSA and associations



DEPARTMENTAL SKILLS DEVELOPMENT PROGRAMME TO IMPLEMENT THE NORMS AND STANDARDS

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Output	Output Indicator	Medium-Term Targets		
		2021/22	2022/23	2023/24
Enhance skills in the tourism sector.	Number of capacity building programmes implemented.	CHEF / Professional Cookery with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in the three Provinces (North West, Free State & Northern Cape) targeting 300 for unemployed and retrenched youth.	CHEF / Professional Cookery with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in the three Provinces targeting 300 for unemployed and retrenched youth.	CHEF / Professional Cookery with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in the three Provinces targeting 300 for unemployed and retrenched youth.



TOURISM SECTOR HUMAN RESOURCES DEVELOPMENT

Output	Output Indicator	Medium-Term Targets		
		2021/22	2022/23	2023/24
Enhance skills in the tourism sector.	Number of capacity building programmes implemented.	Food Safety Quality Assurer Programme with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in the three provinces (KZN, Western Cape & Gauteng) targeting 300 unemployed and retrenched youth.	Food Safety Quality Assurer Programme with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in the three provinces targeting 300 unemployed and retrenched youth.	Food Safety Quality Assurer Programme with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in the three provinces targeting 300 unemployed and retrenched youth.

Output	Output Indicator	Medium-Term Targets		
		2021/22	2022/23	2023/24
Enhance skills in the tourism sector.	Number of capacity building programmes implemented.	Wine Service Training Programme (Sommelier) with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in two provinces (KZN & WC) for 252 unemployed and retrenched youth.	Wine Service Training Programme (Sommelier) with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in two provinces for 252 unemployed and retrenched youth.	Wine Service Training Programme (Sommelier) with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in two provinces for 252 unemployed and retrenched youth.



Output	Output Indicator	Medium-Term Targets		
		2021/22	2022/23	2023/24
Enhance skills in the tourism sector.	Number of capacity building programmes implemented.	Hospitality Youth Programme (HYP) Food and Beverage with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in all nine provinces targeting 1000 unemployed and retrenched youth.	Hospitality Youth Programme (HYP) Food and Beverage with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in all nine provinces targeting 1000 unemployed and retrenched youth.	Hospitality Youth Programme (HYP) Food and Beverage with training on norms and standards for safe tourism operations, including Covid-19 Protocols implemented in all nine provinces targeting 1000 unemployed and retrenched youth.



Thank You

