

UPDATE ON THE DEVELOPMENT OF THE TOURIST SAFETY ACTION PLAN

broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



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National Tourism Safety Strategy

Centred upon three key pillars which include:

- Proactive measures (**putting in place measures to ensure that tourists are safe before they embark on a trip**),
- Responsive measures (**mechanisms that ensure quick and effective turnaround time to attend to tourist in distress should an incident of crime occur**); and
- Aftercare Programmes (**providing care and comfort to a tourist in distress immediately after an incident has occurred and beyond**).

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



Tourism Safety Action Plan

- Tourism Safety Action Plan emanates from the National Tourism Safety Strategy and it was developed following the signing of an MoU on Tourism Safety Btw SAPS and Department of Tourism in December 2019.
- The MoU seeks to create a framework within which the SAPS and the Department can collaborate and jointly undertake projects to identify and address challenges that beset tourist safety as well as the tourism industry as a whole.
- The key objectives of the **Action Plan** are to amongst others:
 - Facilitate integrated implementation and support of safety programmes;
 - Increase visibility at identified tourist attraction sites; and
 - Support growth in the tourism industry by preserving a positive image of the country.



Training and Development of Tourism Monitors

The following Training Programmes have been earmarked for TMs

- **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.
- **COVID-19 Protocols** (Repurposing the Tourism Monitors as COVID-19 Protocol officers in their areas of deployment)

To Date: TMs are currently receiving **Tourist Guiding** and **Occupational Health and Safety Training** while a Qualification in line with the above modules is being developed.



Management of Tourism Monitors Programme

- Appointment of Training Providers in KZN; NC; FS; NW; GP; WC; EC & Isimangaliso.
- Finalization of SCM for LP & SANBI
- MP currently recruiting
- Training commenced, deployment planned for 15 November 2021
- Deployment in airports (50 ORTIA and 25 in CT completed) – other airports to be considered.
- Successful launch of TMs in ORTIA on 15 November 2021
- Medical Assessment for all TMs conducted
- Vetting is in process of finalization
- Uniforms being finalized (Reflector Jackets used meantime)



TMs – Breakdown Per Province

PROVINCE/ENTITY	NUMBERS	ATTRACTIO NS
Eastern Cape	200	74
Free State	100	3
Gauteng	200	46
KwaZulu-Natal	460	81
Limpopo	100	37
Mpumalanga	250	24
Northern Cape	100	13
North West	100	9
Western Cape	300	20
<i>South African National Biodiversity Institute (SANBI)</i>	100	12
<i>Isimangaliso</i>	200	15
South African National Parks (SANParks)	302	19
Total	2 352	354

TMs at Ports of Entry

PROVINCE	BORDER POST(S)	NUMBER OF MONITORS
Free State	Ficksburg	40
	Lady Brand	40
North West	Tlokweng	25
	Ramatlabama	25
Limpopo	Beitbriedge	20
Total	5	150

NB: Other borders i.e. Lebombo in MP to be considered as well.



Institutionalisation of Tourist Safety

- SAPS are considering a possibility of establishing a Tourist Police Capacity within various command centres.
- Tourist police units/branches have been established in a number of countries with a common mandate to protect the tourists and their valuables; investigate crimes against tourists; provide tourists and visitors information on the local community, manage the tourist crime database and record the incidences.
- Establishment of the tourist police will influence policy change in favour of tourism safety and in turn economic growth and job creation in South Africa
- Preliminary inquest has been concluded by SAPS and a report on a way forward is awaited in this regard.



Case Management System

- 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 in been carried out.
- The change will allow the system to capture the full profile of the tourists when registering a case. This information will later be harvested to form part of the Database on Crimes against tourists.



Fast-tracking Cases involving Tourists

Meeting held with NPA in preparation for Tourists cases during the Festive Season:

- List of Provincial Directors of Public Prosecution provided to assist with cases;
- Magistrates to be 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;
- List of Thuthuzela Centres with Provincial contact details communicated as part of the aftercare process to assist Tourists in distress, especially those that are victims of rape;
- A meeting to be held with Provincial DPPs; Tourism Departments; and SAPS to craft a plan on how the cases involving tourists should be managed during the festive season.



Tourism Safety Awareness Programmes

The following Tourism Safety Awareness Campaigns are planned:

- Tourism Safety Awareness, Limpopo – 24 November 2021
- Ministerial Crime Prevention Community Engagement, FS, 27 November 2021
- Tourism Safety Awareness, Northwest, 3 December 2021
- Deputy Minister's interaction with TMs, Eastern Cape – 7 December 2021
- Deputy Minister's interaction with TMs, Western Cape, 10 December 2021
- Deputy Minister's interaction with TMs, KwaZulu-Natal, 14 December 2021

NB: The Tourism Safety Tips are now part of MYSAPS App



Thank You

