



Workshop Notes

Notes from the workshop on Tourism Safety and Security

Held on Tuesday 24 April 2007

The objective of this workshop was to obtain the private sectors input into the Draft Tourism Safety and Security Plan developed by DEAT particularly in the following areas:

- a) Messaging and Communication
- b) Industry Structures and Institutional Arrangements
- c) Tourism Crime Prevention

Overview from TBCSA (Mmatsatsi Marobe)

The Workshop is about looking at problems in terms of crime, but more about the solutions for the Tourism industry. This is a private sector initiative so we can give our point of view and participate in the solution.

This workshop had been planned at the end of 2006, but the events earlier this year (and the death of David Rattray) brought the issue to a head. Government has now publicly acknowledged that crime is a problem for all South Africans – including the tourism industry.

A meeting was held on 26 Feb with the Minister of Environmental Affairs and Tourism – views were expressed by the private sector and the IMC. DEAT then invited the industry to participate in developing a strategy to address safety and security. Following this a common response was formulated for ITB with South African Tourism in terms of crime and it was agreed that industry-wide engagement was required.



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The workshop today represents this engagement and is part of the formal input to Government on this key issue. The draft Tourism Safety and Security Strategy has been circulated to input.

It must be noted that there are some parts of the strategy must be owned and implemented by the industry – it's not just about what Government should do, it's about what we can do too.

Presentation from SAVRALA

PPT presentation available [on the TBCSA web-site](#)

- Vehicle theft is one issue – often syndicate driven – Microdot of vehicles and tracking on some models is helping in recovery – car theft reduced by 39% overall. 60% in W Cape and 17% in Gauteng – even while the industry is growing.
- Then driver crime – smash and grab and hijacking – there are emergency call centres and support by the car rental companies to help.
- Then malicious damage by the actual customers – this is the biggest problem for the industry, stealing parts of cars, driving drunk, misuse of cars.
- White collar crime – fraud, credit card fraud – in-house risk – sharing information on known criminals is helping.

Ingredients for fighting crime from SAVRALA are as follows

1. Business, community and authorities participation
2. CCTV monitoring



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3. Call centre – important to have languages of tourists
4. Rapid response – acts as a deterrent not only as catching
5. Specialised courts – magistrates to understand importance of crimes against tourists
6. Victim care and support – worry about the visitor before ourselves
7. PR & Communication – deliver a positive message to tourists

SAVRALA will promote campaigns through kiosks and outlets.

Suggestion: Use Business Against Crime as organising platform – set up a Tourism Safety Committee to generate regional best practice models.

Presentation from SATSA

Inbound tourism focus – represent 95% of players.

Key areas to consider:

- Attacks on persons – muggings, assault – theft at shopping centres and ATM's
- Armed robbery at properties – rural and remote areas
- Armed robbery at Restaurants
- Hijacking and Coach-jacking
- Stolen and tampered luggage
- Theft by customers themselves – bilking – Bad Guest.co.za
- Theft by our own staff
- Credit Card Fraud – we have to work together to share bad deals
- Internet scams
- Fly-by-nights – fake businesses – taking money and not delivering service
- Corruption – Traffic Officers, Passport Officials
- Illegal guides, tourism transport vehicles – this is criminal



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It affects not only tourists, but us too – our employees and our families.

Reporting crime is not up to world standard – needs to be improved by tourists

Identify police stations in key cities who are “tourist” friendly.

It’s not just about claiming from insurance – it’s about catching the tourists too – need to be clear when reporting crime.

Victim support programme – would like to see this improved further to world class standards.

Key thoughts

- **A relationship with SAPS is very important.**
- **Also recommend we use BAC as the unifying force.**
- **Start at home, focus on our own business, prevention is possible – start by fixing our own business and making them crime safe.**
- **Environmental criminology – upgrade the areas, uphold the bylaws, make the area pristine – make it criminal unfriendly. Take your local area as well as your immediate business precinct. Create SAFE HAVENS.**
- **Overseas suppliers are willing to help us getting information out.**
- **Must be honest, sensible, transparent – don’t spin, manipulate stats – we will be found out. We are under the spot-light.**
- **Individuals – 24,000 individual employees from SATSA – but must be coordinated and singing from the same hymn sheet.**

Murders – 80% are by people who we know and happen over the weekend. 20% is random crime and is far less.



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SATSA's 8 point plan:

1. Develop urban areas into tourism precincts (e.g. Umhlanga Beach Front, Sandton, Southbroom etc). National body is needed to provide guidelines and best practice
2. Rural and outlying businesses – specialised information and education needed. Security = Anti-poaching unit.
3. Proper community partnerships are vital – DEAT needs to fix this. It's been 9 years and this has not been delivered.
4. Work with Provincial SAPS
5. Central intelligence gathering for Tourism crimes – very important
6. Dedicated Tourism Police Force – longer term idea
7. Lobbying to make key points safe – airports, major game reserves etc
8. Fast track crimes against international criminals – while they are still here. Has been done in Durban with dedicated magistrates.

Who will fund

Who will check up

Who is going to do this

Presentation from FEDHASA

It's about Crime affecting hospitality

Not about hospitality crime – internal issues. Assets are stolen, white collar crime, internet surfing, cash fraud on the floor, bilking, credit card scams – single biggest problem. 2010 cashless drive. Visa & Mastercard need to do.

Bribes. Outsourced services – who are the people?

We can prevent and put systems in place for internal crime.



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Very hard to stop criminal intent.

Security Guards – how can they assist the police and work together.

Criminal mindset – if we stop speeding, talking on our cell phones – focus on the biggest crimes.

Forex changing – become targets as they change

Laptop and computer crime

Internet bookings open to crime

Presentation from ASATA

Our members are intermediaries – not focused on international market, but local domestic tourists – leisure and business. Travel Agencies are mostly young women; agencies are in easy access areas; they are in high risk areas but still need to be positive.

VISA's are only payable by cash – messengers are a known target – passports and money. Cash free system is needed – EFT transfers are being lobbied for. South Africa is known as an intermediary stop for smugglers. Modis operandi to book through travel agencies and pay in cash. Airport issues – luggage and laptops stolen – not good enough.

Internal fraud in agencies by staff is an issue. Need to report on this. Need to have a checking system for employees. We are a non-compliant community – the smaller crimes are not acceptable – its all serious.

Presentation from SAACI

PPT presentation available

Crime affecting an international conference delegate.



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Luggage pilfering is the first offence.

Threat of hijack from the airport – are nervous – something is about to happen..

Hotel – are scared to stay further away from the conference centre – won't walk the streets and experience the country

Laptops and cell phones, handbags stolen

Professional "Scam" delegates are infiltrating – this is happening every day

Drugging delegates to steal from the hotel rooms

SAACI – know they must have a plan. At Conference Venues – Top priority is the safety of delegates. Private security firms are seen as partners to make this happen as an integral part of the conference management teams.

Presentation from BAC

PPPT from Pierre – [on the TBCSA web-site](#)

Impressed that the industry has come to terms with the nature of the threat. How can BAC assist and add to the plan? Although strategy is only now being done, a lot has already been done which can now be formalised.

- Violence rather than Volume is the issue
- 1997 – 2003 crime rose and peaked
- 2003 – 2006 – crime reduced but there was a drastic spike at the end of 2006
- Increased Business Crime and Cash in Transit crime has been picked up by media
- Fundamental responsibility for fighting crime rests with government
- Funding is in-line with international levels – and there is firm commitment to address this
- Government cannot do without support



Workshop Notes

- Looking at specialised areas of focus does work – so Hijacking special teams, police, magistrates etc worked to reduce crime significantly
- PPP – BAC is a section 21 non-profit company – are there to support government in their fight against crime by mobilizing business and industry
 - Business specific projects
 - Sectoral specific projects – e.g. Banking Central Intelligence company created by the sector to share information
 - Cross – sectoral initiatives
- BAC Leadership Forum formed following 2006 crime spike – strategizing forum – four work groups to create a “step-change”
 - a. Communicating to publics and stakeholders – involving and harnessing ideas and input
 - b. Short term – Reducing Organised Violent Crime (end of 2007)
 - c. Short-Medium Term – Reviewing Criminal Justice System
 - d. Medium to Long Term – Improving effectiveness of Criminal Justice System
- There is now an acknowledgement of the depth and seriousness of the problem. Elections are coming 2009 ...
- Will BAC is cautiously optimistic about the outlook
- Industry alignment forum – Tourism industry is formally invited to join – attend the monthly meeting – last Tuesday of the month. One or two members to attend.

Presentation from ACSA

PPT presentation available – [on the TBCSA web-site](#)

Last 12 months perspective at Oliver Tambo



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- **Systems upgrade – perimeter upgrade – lighting to be added, Access gates upgraded to control access**
- **Employees and service providers – new ablution facility built for screening, uniforms must be worn, check what is taken in and out, new permits with biometric interface – 18,000 permits (reduced from 31,000). Employee vetting process has been included. Only 1 person can use the permit – no tail-gaiting.**
- **Zone Violation Management to control movement of staff**
- **Vehicle risk management – trucks entering and leaving – to scan and identify who owns and what is the content – working on this. Valuable cargo screening and escorting.**
- **More cameras in baggage environment; Central CCTV camera room – enhanced – to increase responsiveness and more SAPS people on the ground. This has decreased baggage pilfering according to SAA.**
- **General Private Aviation still a security concern – is being looked at together with the main precinct.**
- **Doing a joint investigation with SAA to look at behaviours and issues to find new ways to combat crime. Targets will be set from this.**
- **Stats are not being shared by airlines – ACSA are trying to get more to share (top 10) as some do not have the same problem as others in baggage pilfering – to share best practice. Managing sharing of information in terms of reputation is important. Are happy to partner with the BAC sharing of information forum.**
- **Changing behaviour – is it social, is it low pay – looking at what can be done to address this.**
- **More concerning – touts, hawkers, porters, taxi operators and loiterers around the airport. Looking for mandate to be able to remove. Need penalty structures in legislation to deal with this. SAPS can't do unless a crime is committed.**



Workshop Notes

- Training in airport security issues for SAPS needed. A tailor-made course is needed and there is a gap. Consulting Team is working on a plan. This still needs to be done – Chris is leading this.
- Own staff training is ongoing. Technology and systems are world class – our vulnerability is our people.
- 2010 customer care training is also on the cards for all employees.
- 18.12 million Passengers pass through the Oliver Tambo Airport last year and are growing.
- ACSA committed to providing more regular feedback – what is happening other airports so the private sector is informed. Most of what happens at ORT is rolled out to the other airports. Chris is a newly elected Board Member of TBCSA.

Draft Tourist Safety & Awareness Strategy – DEAT

PPT presentation – [on the TBCSA web-site](#)

There is a similar workshop at GTA on Thursday

Provinces and SAPS have worked to provide input into the strategy

The strategy is for:

- A coordinated and integrated effort is needed
- Empower government to create partnerships
- To develop a Communication strategy
- To establish a National Tourism Safety Forum
- To make a risk assessment – research – deploy resources where they are most needed - Clustering system to be used in terms of areas of safety
- Look at international best practices and local projects – signage, surveillance, and lighting – share information.
- Educate public about importance of tourists



Workshop Notes

- Manage negative perceptions – communication strategy – national spokespersons and CEO's in industry – same message from government and industry. Journalists to be informed and involved.
- Awareness - Produce safety collateral and awareness campaigns – SAPS, communities, public. A national number for Tourism crime? 10111.
- Victim support and after-care programmes tailored for tourist crime – need to support.
- Health care sector needs to be involved in this as well.
- Foreign Affairs to distribute information through embassies
- Private sector to support provinces and local municipalities in terms of safety programmes
- SA Tourism 24 hour line – to be beefed up to handle safety issues

Proposal

- A Tourism Safety Centre to be created
 - Capture information and data
 - Handle marketing liaison
 - Victim support centre
 - Criminal Justice tracking

Presentation by South African Police Services (North West Province)

- Already have been developing a strategy for the North West
- Started by analyzing crime
- Biggest problem areas are Hartebeespoort, Brits, Rustenburg and Sun City and Potchefstroom.
- High Tourism density – the above 5 police stations are the key stations which are being targeted and trained.
- Looked at “Flashpoint Areas” – banks, shopping centers, garages, rest places etc



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- Tourism Crime Data base needs to be created. This is being looked at.
- Creation of a “Tourism Ambassador Unit” in the province – need to get funding for vehicles.
- Using Reservists for this – training is being done and will be done on a shift basis.

Commission Report Backs:

1. Industry structures and Arrangements

BRIEF

- How should we be organised to deal with safety and security?
- What resources are needed? Funding?
- Victim support – all round care – reporting, health, counseling – what are the right ingredients?
- Monitoring and evaluation – how should we report?
- What is the nature of crime against tourists and the tourism industry – what is common – crime against tourists vs tourist criminals
- What is required from the SAPS and the Justice System?

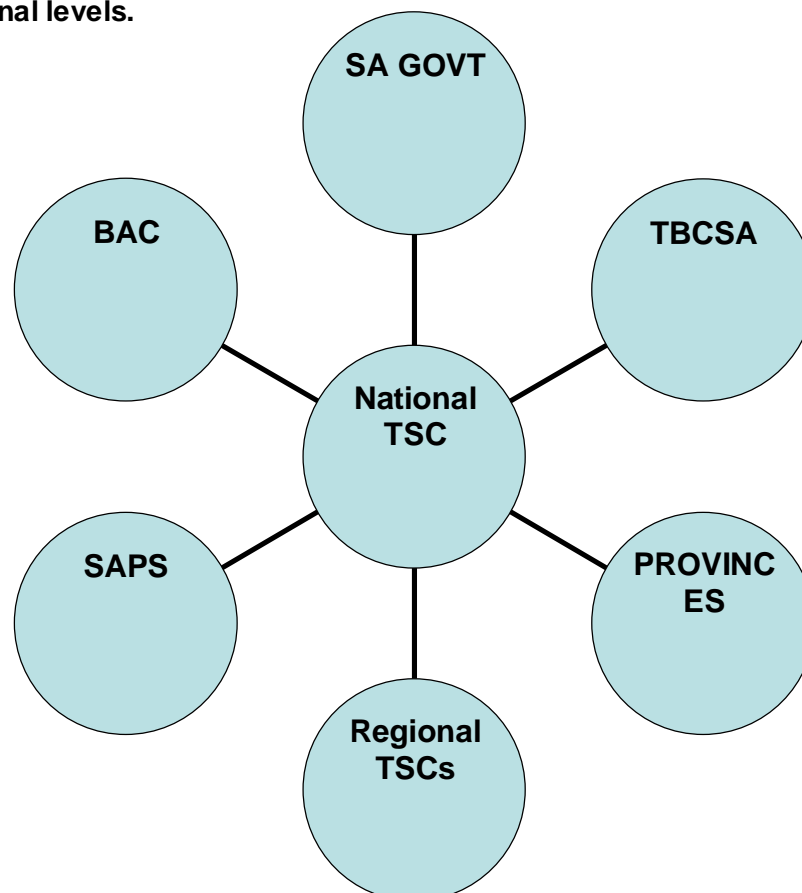
Preliminary Marks

- On the basis that everyone is concerned about crime in the tourism industry, it was asked from the floor:
 - DEAT’s strategy document seems to have been developed without industry input. Wouldn’t have consultation with relevant stakeholders been appropriate and produce a better result?
- “Tourist” may be foreign inbound or local traveler.
- Due to the specialized nature of the tourism industry, extensive PPP interaction is advocated.

How should we be organized

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- It is the government's responsibility to provide a safe and secure environment for tourism to take place.
- Constitute a National Tourism Safety Committee that would be responsible for developing a national strategy and best practice models to roll out to the provinces.
- Members of the NTSC would be: relevant government departments (Tourism, Justice, Safety & Security, Foreign Affairs, Health, Home Affairs, etc) SAPS, Provinces, TBCSA, BAC, SATSA, etc
- Regional TSCs would be constituted in a similar way
- RTSCs will have to customise the national strategy to suit their specific environment.
- Some specialized tasks functions might have to be outsourced.
- Business interaction with the TSCs required at both national and regional levels.





Workshop Notes

Resources & Funding

- The DEAT document contains no indication of anticipated budget.
- It is a primary government function -> funding must originate from government.
- Success in fighting crime will necessarily lead to more growth for the industry as a whole, i.e. more taxes in the government coffers = sustainability.
- Business already funds BAC.

Victim Support & Care

- Input from private sector indispensable
- Stand alone competent, multilingual and specialised call centres required.
- A national number with regional branches
- Appropriate level of tourist info.
- Response with emergency care / assistance (probably outsourced to specialized service providers – ER24, Europ Assistance type)

Monitoring & Evaluation

- Honesty required with any stats
- NTSC to set targets / critical success factors.
- Reporting from regional structures to the NTSC

What is the nature of tourism crime?

- Tourists may experience the same array of crimes that the average citizen faces daily.
- Of primary concern is violent / contact crime.
- Currently guest houses / remote lodges seem to be targeted by organized crime.



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- **“Sharks”**: tourists often complain about being taken for a ride by rogue SA service providers. Trade Associations have codes of conducts and charters that provide suitable protection – they must therefore be encouraged / promoted.

What is required from the SAPS and the justice system?

- **The SAPS is the authority tasked with fighting crime and maintaining law and order.**
- **It needs help from everyone to succeed.**
- **Focused “Tourist Ambassador Task Force” recommended:**
 - **Rapid response**
 - **Specialized training**
 - **Empathy for victims**
 - **Understand victims’ time constraints and courts to expedite matter accordingly**

2. Tourism Crime Prevention

Purpose

To co-ordinate and integrate efforts aimed at addressing tourism safety and awareness challenges to establish South Africa’s image as a safe tourist destination.

Principles

- **Acknowledging the uniqueness of the industry, the risk management strategy should take into account the nature of the business, and its associated operational needs and requirements**
 - **Attend to the capacity to implement the strategy**



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- The experience and lessons learned by the industry and by other sectors of the South African business community would, inter alia, inform the adoption of key success factors of the model.
- Co-operation with the Criminal Justice System (CJS) is vitally important. This would be advanced through participation in various private- and public-private partnerships at all levels, including at national, provincial and local levels.
- Co-operation at Local Government level in parallel with Provincial and National structures.

Strategic Objectives

- Identify and effectively joint (public-private partnerships) preventative and combating approaches aimed at reducing opportunities for violent crime on tourist facilities and operations, and to ensure mutual support and co-operation between government and the industry
 - Establish and implement appropriate governance structures and mechanisms which enhance the impact of the collective approach to violent crime in the industry
 - Develop guidelines and collateral to support preventative programmes
 - § Consequence management system
 - Empower all spheres of government to establish a co-ordinate a partnership based approach to tourism safety and awareness and incident management initiatives in the country
 - To integrate current tourism safety and awareness initiatives into a single strategy to be implemented by the public-,private sector and communities
 - Reduce the vulnerabilities and eliminate opportunities for violent crime aimed at tourist operations



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§ Based on risk analysis

- Establishing of Tourism Victim Support and After Care Programmes
- Monitor the success or otherwise of the strategy and to jointly intervene where necessary
 - Build upon the successes and expand the principles of creating co-operative communities, both in urban and rural areas
- Develop and effective communication strategy incorporating all key role players and stakeholders to counter negative perceptions that South Africa is an unsafe destination
 - Improve communications with respect to violent crime among all stakeholders, including the public and government

Key Success Factors

- The plan should be adopted at high level nationally, provincially and locally
- Structured participation of all role players to achieve integration
- Dedicate resources to drive the process – a high level “champion” and project management capacity
 - Create sustainable structures to give effect
 - Exploit existing structures
- Define clear actions and procedures
- The tourism sector must drive the process
- There should be buy in by all stakeholders
- Effective communication plan
- Align budgetary cycles of public and private institutions
 - Explore options for seed capital



Workshop Notes

Implementation Plan

- **Strategic model**
 - **Establishment and maintaining a database to capture crime incidents**
 - § **Analysis of crime data to inform strategic and operations decisions, and to issue timeous alerts**
 - § **Research and development of best practice to prevent crime**
 - **Risk Assessments**
 - § **Perform a risk analysis at tourists attraction sites at provincial and local level such as: airports, convention centres/big events and key tourist sites/routes/activities**
 - § **Identify popular tourist areas in each province, where there is a need to protect tourists from criminal activity, and where there may be a need to support tourists who have been victims**
 - **City improvement districts and “clustering” of interventions (city safety strategies, urban renewal)**
 - § **Establish pilot initiatives based on the above, adapted according to local needs and infrastructure. Provide training to all stakeholders involved at provincial and local levels**
 - **Liaison and co-operation with industry and public partners**
 - § **Approach stakeholders and the SAPS and establish a working group to develop the protocols and training materials required for the initiatives**
 - § **Managing the consequence of crime incidents through liaison with the SAPS**



Workshop Notes

Roles and Responsibilities

- **Roles of spheres of government**
 - National level
 - Provincial level
 - Local level
- **Roles and responsibilities of other stakeholders**
 - SAPS
 - Health Sector Sector
 - Private Sector
 - South African Tourism
 - Foreign Affairs
 - Community Based Victim Support
 - South African Local government association (SALGA)
- **Institutional Arrangements**
 - Ensure and integrated multi sectoral and co-ordinated approach to tourism safety and security
 - Establish a representative and effective National Tourism Safety Forum with clear terms of reference

Monitoring and Evaluation

- Monitor and evaluate, adapt and implement – Ongoing/Quarterly
- Tourism Safety and Awareness Measures
 - Provide information on local conditions to tourists and operators
- Tourism Safety Programmes (managing perceptions)



Workshop Notes

3. Messaging and Communication

- **DEAT Strategy**
 - Agreed Industry should not just disseminate information
 - Industry must be involved collaboratively in determining messages
 - Industry must be involved in collecting relevant information for communication
- Tourism Hot-line is crucial – must work, must include action, must be fast, Private Sector can give input here from their experience
- There must be a Hymn sheet for all to follow
- Hymn sheet should be able to be interpreted by all according to local needs and sensitivities
- There are 3 areas of communication
 1. Prevention and Positive PR
 2. Incident Management and Tourism Crime reporting
 3. Internal industry communication
- Prevention and Positive PR
 - Need to educate the message giver
 - Need to find and use the appropriate media
 - Use existing structures for international messaging – IMC and SAT – provide input via a communications task team
 - There must be a SA Public campaign to raise importance of tourists
 - Agreed messages to be communicated across the PPP spectrum
- Incident Management and Tourism Crime reporting
 - Need to establish a communication protocol around this – need to act quickly, be based on facts – there is no spin here



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- Need to ensure spokespersons are totally trained, articulate, knowledgeable and equipped to answer questions – across entire PPP spectrum – 24/7 availability
- Media and journalist forums and engagement are needed to help to contextualize reports and provide a constructive angle to tourism crime reporting – engage with SANEF
- Internal Industry Communication
 - Industry needs a permanent structure around communication of crime – at TBCSA – with additional resource with deliverables
 - Generic Guideline for Tourism Businesses is needed on how to deal with Safety and Security
 - Need to engage Theta around training for industry front line staff around safety messaging and communication
 - Crime Watch communication amongst key industry members so common facts are known – not rumours – can comment on FACTS
 - Industry code of Ethics and guidelines for employees is needed

Conclusion

- Thank-you to all involved – Provincial attendance
- Announcement to be made at Indaba by the Minister around the strategy
- TBCSA must engage Theta around training programmes – money in there to be used for our benefit
- TBCSA must engage SALGA – signage and local government must be lobbied for greater involvement