

# NDT POLICY WATCH

## QUARTERLY UPDATE

January – March 2015



INTERNATIONAL AND NATIONAL POLICY DEVELOPMENTS



**tourism**

Department:  
Tourism  
REPUBLIC OF SOUTH AFRICA

## 1. INTERNATIONAL DEVELOPMENTS

### **International Air Transport Association's (IATA) 2014 Safety Performance and Six Point Strategy**

In March 2015, IATA released the 2014 safety performance which shows an increase in fatalities despite fewer accidents, hence the declaration that “the previous year was full of contrast: safe but with some tragic events”. The 2014 global jet accident rate, which is measured in hull losses per 1 million flights, was 0.23 percent. This was reported to be the lowest accident rate in history, which is equivalent to one accident for every 4.4 million flights<sup>1</sup>.

According to IATA, there were 12 fatal accidents involving all aircraft types in the year 2014, with 641 fatalities. This was seen as an improvement when compared with an average of 19 fatal accidents and 517 fatalities per year in the five year period 2009-2013<sup>2</sup>. IATA's Director-General, Tony Tyler, stated that “while the aviation industry was in the headlines in 2014, data shows that aviation continues to improve its safety performance, but any accident is one too many, and safety is always the top priority”.

IATA also acknowledged that 2014 will be remembered for two tragic events .i.e. the disappearance of flight MH370 and the downing of flight MH17. Accordingly, IATA welcomed the proposal by the International Civil Aviation Organisation (ICAO) for the adoption of a performance based standard for global tracking of commercial aircraft, supported by multinational operational assessments to evaluate impact and guide implementation. IATA was quick to point out that the shooting down of flight MH17 is not included as an accident under globally recognised accident classification criteria. It is however seen as an act of aggression and governments have collaborated to find ways of reducing the risk of flying over conflict zones. Such collaboration included better sharing of information about security risks to civil aviation, whilst advocating for an international mechanism to regulate the design, manufacture and deployment of weapons with anti-aircraft capabilities.

In responding to safety concerns, IATA came up with a Six Point Strategy aimed at identifying organisational, operational and emergency safety issues. These are<sup>3</sup>:

- Enhancing quality and compliance
- Reducing operational risk
- Supporting consistent implementation of Safety Management Systems
- Advocating for improved aviation infrastructure e.g. implementation of performance-based navigation approaches

<sup>1</sup> IATA 2014 Safety Performance- Fewest Jet Hull losses but rise in total fatalities.

<sup>2</sup> As cited in the IATA 2014 Safety Performance.

<sup>3</sup> As cited in IATA 2014 Safety Performance.

- Supporting effective recruitment and training to enhance quality and compliance through programs such as IATA Quality and Training Initiative and ICAO's Multi-crew Pilot License
- Identifying and addressing emerging safety issues, such as lithium batteries

### **United Nations World Tourism Organisation (UNWTO)/ United Nations Educational Scientific and Cultural Organisation (UNESCO) World Conference on Tourism and Culture**

The first UNWTO/UNESCO World Conference on Tourism and Culture was held in Siem Reap, Cambodia from the 04<sup>th</sup>–06<sup>th</sup> February 2015. The conference consisted of over 900 participants, including 45 Ministers of Tourism and Culture; international experts; speakers; and guests from 100 countries. The main objective was to explore and advance new partnership models between tourism and culture. This was based on UNWTO's recognition that cultural tourism has proven to increase competitiveness; creates employment opportunities; generates income for investment; and cultivates a sense of pride for host communities. Most importantly, cultural tourism was seen as a tool of curbing rural migration.

Pursuant to exploring partnership models, the conference emphasised the need for cross-cutting policies to promote sustainable development of cultural tourism. This, according to the conference, should be underpinned by a sustainable multi-stakeholder approach<sup>4</sup>. Thus there was an emphasis on the need to create a new framework for collaboration between tourism and culture, which includes active participation of host communities; visitors; the public; and private sector.

In his preliminary remarks, the UNWTO Secretary–General Mr. Taleb Rifai stated that “cultural heritage tells mankind's story and when carefully managed, tourism can protect and enliven the heritage; generates new opportunities for local communities; and fosters tolerance and respect between peoples and nations”<sup>5</sup>. Similarly, the former Prime Minister of Belgium, who is one of the three living heads of states from World War II, stated that “peace, harmony and mutual understanding are the first things that come into mind when reading about culture and tourism”<sup>6</sup>.

The deliberations also hinted on the possible role tourists can play in promoting cultural tourism. Irina Bokova, the UNESCO's Director-General highlighted the importance of tourists becoming custodians of world heritage and ambassadors of intercultural dialogue<sup>7</sup>.

<sup>4</sup> Koumelis, T. (February 2015). UNWTO/UNESCO World Conference on Tourism and Culture gathers Ministers of Tourism and Culture for the first time.

<sup>5</sup> As cited in Koumelis.

<sup>6</sup> As cited in Koumelis.

<sup>7</sup> As cited in Koumelis.

The approach of identifying tourists as a central feature in the promotion of culture and tourism is, according to UNESCO, guiding their efforts to use culture as a driver and an enabler for sustainable development. The United Nations Alliance of Civilisation (UNAOC) also added its voice by stressing that the power of cultural diversity has been acknowledged as an integral component in achieving the Millennium Development Goals. UNAOC also view culture as an important element of the post 2015 Sustainable UN Development Agenda.

There was also a dialogue by policy makers on mechanisms for collaboration between culture and tourism. In this interaction, Ministers focused on how tourism and culture administrations can work together to develop a governance framework for sustainable cultural tourism. This ought to contribute to the socio-economic development of host communities, promote cross-cultural exchanges and generates resources for heritage conservation. It was reported that the technical sessions focused on cultural preservations; cultural routes; tourism and creative industries; and urban regeneration through cultural tourism. Countries such as Cambodia; Ethiopia; Peru; Paraguay and the Republic of Korea signed an agreement on the establishment of the International Sustainable Tourism Eliminating Poverty Organisation.

### **World Economic Forum Global Risks 2015**

The World Economic Forum (WEF) released the 10<sup>th</sup> edition of the Global Risk Report. The report provides insight into global risks and assists in creating a shared understanding of the most pressing issues, the way they interconnect, and their potential negative impacts. According to the WEF “the shared understanding of challenges is needed as a base for multi-stakeholder collaboration, which is an effective way of addressing global risks”<sup>8</sup>. Based on the annual Global Risk Perception Survey completed by almost 900 members of the WEF’s global multistakeholder community, the report highlights global risks and provides tools to support decision makers in their efforts to mitigate, prevent and strengthen resilience against them.

The table below outlines the ten global risks in terms of their likelihood and impact.

<b>Top 10 global risks in terms of Likelihood</b>	<b>Top 10 global risks in terms of Impact</b>
1. Interstate conflict	1. Water crisis
2. Extreme weather events	2. Spread of infectious diseases

<sup>8</sup> World Economic Forum. (2015). Global Risks 2015, 10<sup>th</sup> Edition.

3.Failure of national governance	3.Weapons of mass destruction
4.State collapse or crisis	4.Interstate conflict
5.Unemployment or underemployment	5.Failure of climate-change adaptation
6.Natural catastrophes	6.Energy price shock
7.Failure of climate change adaptation	7.Critical information on infrastructure breakdown
8.Water crisis	8.Fiscal crisis
9.Data Fraud or theft	9.Unemployment or underemployment
10.Cyber attacks	10.Biodiversity loss and ecosystem collapse

Global Risks Perception Survey 2014, World Economic Forum

Although the water crisis was ranked 8<sup>th</sup> in the top 10 global risks, it was however perceived as the most potential impactful in the coming decade. In light of the above, WEF indicated that Global Risks transcends borders, meaning that no single entity has the capacity and authority to address them. However, a multistakeholder collaboration is needed to address these challenges from multiple angles.

### **International Women’s Day: Tourism and Gender Equality**

On the 8<sup>th</sup> of March 2015, the International Women’s day was celebrated and the UNWTO called upon the tourism sector to increase policies and businesses practices that promote gender equality and women’s empowerment. This follows the UNWTO/UN Global Report on Women in Tourism, which shows that tourism can offer significant opportunities to narrow the gender gap in employment and entrepreneurship, as women are nearly twice as likely to be employers in tourism as compared to other sectors. According to the UNWTO, the report also shows that women are well represented in service and clerical level jobs, but poorly represented at professional levels and earns 10% to 15% less than their male counterparts<sup>9</sup>.

In relation to the above, the UNWTO Secretary General, Taleb Rifai stated that “governments and the private sector have a major role to play in promoting policies that increase equality and women empowerment”. The Secretary General saw an opportunity in promoting empowerment through entrepreneurship, as tourism has almost twice as many women employers as other sectors. The emphasis by the UNWTO, is to look beyond the economic value of the sector and make it a force for positive transformation. Such requires a focus on the integration of the most vulnerable into the tourism value chain.

<sup>9</sup> Koumelis, T. (March 2015). International Women’s Day: Tourism sector can do more to step it up on gender equality.

The UNWTO/UN's Global Report on Women in Tourism proposed specific recommendations to national tourism administrators and the private sector. These included the facilitation of women entrepreneurship; promoting women's participation in tourism education; supporting women's tourism leadership at all levels; and increasing awareness on the important economic role that women play in the tourism industry<sup>10</sup>.

### **Visa Developments: Governments recognize benefits of visa facilitation**

According to the UNWTO's latest Visa Openness Report, 'visa facilitation has experienced strong progress in recent years, particularly through the implementation of visa on arrival policies'<sup>11</sup>. Such demonstrate an increased awareness among policy makers of the positive impacts of visa facilitation on tourism and economic growth.

Comparatively speaking, 62% of the world's population was required a traditional visa prior to departure in 2014, compared to 77% in 2008<sup>12</sup>. In the same year, 19 % of the world's population was able to enter a destination without a visa, while 16% could receive a visa on arrival as compared to 17% and 6% in 2008<sup>13</sup>.

The UNWTO indicated that the report shows that the most prevalent facilitation measure implemented has been "visa on arrival", with over half of all improvements made in the last four years being from "visa required" to "visa on arrival". UNWTO also emphasised the significance of visa in stimulating economic growth and job creation through tourism and expressed gratitude to a growing number of governments, who are taking decisive steps in removing barriers to travelling.

In substantiating the importance of visa facilitation, the UNWTO referred to the research they conducted in partnership with the World Travel and Tourism Council (WTTC). The research shows that G20 economies could boost their international tourist numbers by an additional 122 million, generate an extra US\$ 206 billion in tourism exports and create over five million additional jobs by improving visa processes and entry formalities<sup>14</sup>. The same research carried out for the APEC and the ASEAN countries indicates that visa facilitation could generate important gains for both groups, including the creation of 2.6 million jobs in APEC and 650 000 jobs in ASEAN<sup>15</sup>.

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<sup>10</sup> UNWTO and UN Women. (2010). Global Report on Women in Tourism.

<sup>11</sup> UNWTO Press Release 15014. (2015). Governments recognise benefits of visa facilitation.

<sup>12</sup> As cited in UNWTO Press Release.

<sup>13</sup> As cited in UNWTO Press Release.

<sup>14</sup> As cited in UNWTO Press Release.

<sup>15</sup> As cited in UNWTO Press Release.

Recently, South Africa's Visa related issues were also brought into the spotlight during the 4 day visit to the country by UNWTO Secretary General Taleb Rifai and President and CEO of the WTTC David Scowsil. The pair advised South Africa to resolve issues relating to visa because of their negative impact to tourism<sup>16</sup>. Although the UNWTO and WTTC acknowledge the significance of addressing human trafficking, the organisations are of the view that there are alternative approaches rather than the current approach, which was reported to have a negative impact on the travel and tourism industry. The Minister of Tourism, Honourable Derek Hanekom, subsequently indicated the pending engagements between relevant government institutions aimed at deliberating on the visa regulations.

## 2. OTHER INTERNATIONAL NEWS

### Travel Safety: Health Risk Map 2015

The Health Risk Map 2015, which is a tool that helps organisations better understand the medical risks in markets where they operate' has been released by MedAire- an International SOS company. As customary, the Health Risk Map is used by flight departments to mitigate risks to their executives, passengers and crew during their global travel. According to the report "the map indicates country-specific health risks by the following categories such as low; medium; high; and extreme<sup>17</sup>".

Dr. Paul Alves, the Medical Director for Aviation Health at MedAire, stated that "travellers are encouraged to consult the Health Risk Map prior to travel to understand the environment and what risks there may be to passengers and crew<sup>18</sup>". Accordingly, great risk requires that there be more preparations and precautionary measures undertaken.

South Africa was identified as a country with medium risks on the Health Risk Map. Medium risk means *"high or international standard of care available from selected providers. Other providers offer a lower standard of care. Adequate emergency services and dental care usually available. Some risk of food and water-borne diseases. Diseases such as malaria and dengue fever may be present and Severe illness or injury may require evacuation"*<sup>19</sup>.

Nevertheless, there are countries which were identified as moving towards a lower risk category. These countries include Ethiopia; Kenya; Malawi; Mongolia; Namibia; Nigeria; Rwanda and South Africa. Lower risk countries are those providing international standard of care through out;

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<sup>16</sup> <http://satravelagents.co.za>.

<sup>17</sup> Kazantzavelou, V. (February 2015). Health Risk Map helps travellers understand and mitigate medical risks worldwide.

<sup>18</sup> As cited in Kazantzavelou.

<sup>19</sup> Health Risk Map 2015.

tertiary-level specialist and sub-specialist care widely available; dental services and wide array of prescription drugs available; and low risk of infectious diseases. Most importantly, MedAire indicated the need for travellers to understand that medical risk varies widely within a country, when looking at major cities and parts of the country. According to MedAire, “travellers should not discount pre-travel preparation when travelling to countries with low medical risk and high quality care, as they may need assistance with language and cultural differences, as well as payment facilitation”.

Lastly, it was reported that the Health Risk Map content is also available through the MedAire Trip Ready app, along with additional features like real-time medical alerts; Aviation Travel Security Briefs; and further detail potential medical risks at destinations.

### **Elimination of Yellow Fever Vaccinations**

Travel daily news, which is an international online travel news outlet, reported that South African Airways (SAA) welcomed the elimination of yellow fever vaccinations for travellers between Zambia, Tanzania and South Africa. This followed the announcement made by the South African Department of Health, which lifted the requirement for a yellow fever certificate with immediate effect. The SAA saw the elimination as easing travel to South Africa and allowing for easier connection to the Oliver Reginald Tambo International Airport.

According to travel daily news, “the decision was taken at the World Health Assembly in Geneva, Switzerland, after the World Health Organisation confirmed that Zambia had low yellow fever potential exposure status”<sup>20</sup>. This therefore meant that travellers should not be required to carry a yellow fever vaccination certificate. The travel daily news reported that the announcement follows the recent introduction of Kaza Univisa-a tourist univisa for Zambia and Zimbabwe-which saves time and money for travellers, who now have to obtain one visa only to visit both countries<sup>21</sup>. All these decisions were seen as making travelling easier to Tanzania, Zambia and Zimbabwe when transiting from the South African Airways’ hub in Johannesburg.

### **INVESTOUR 2015: Africa needs a strong brand and Growth of Africa’s tourism industry depends on policies**

INVESTOUR, a joint initiative organised by the United Nations World Tourism Organisation (UNWTO), the International Tourism Fair (FITUR) and Casa Africa, a cultural agency funded by the Spanish, was held in Madrid Spain on the 29<sup>th</sup> January 2015.

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<sup>20</sup> Koumelis, T. (2015). South African Airways welcomes elimination of yellow fever vaccinations on Zambia and Tanzania routes.

<sup>21</sup> As cited in Koumelis.

The occasion attracted the attendance of 16 Tourism Ministers from Africa, Middle East and experts from different areas. This annual event is also a key forum to debate some of the most pressing issues affecting tourism in Africa. The debate this year focused on branding and promotion; foreign direct investment; human resources development; and visa facilitation.

INVESTOUR acknowledged the growth of the tourism sector in the African continent. It reported that between 2000 and 2014, international tourists' arrivals to Africa more than doubled from 26 million to 56 million. Despite a challenging 2014, the region still grew by 2% compared to 2013, and the future outlook remains positive, with 134 million arrivals predicted by UNWTO for 2030. The UNWTO highlighted the need to address challenges such as infrastructure development, travel facilitation and the full usage of modern technologies, so that Africa can reach its tourism potential.

At the same occasion, Steve Kayizzi-Mugerwa, an Acting Chief Economist, at the African Development Bank reported lack of proper policies aimed at generating tourist interest, as a major reason why Africa's tourism remains largely untapped. The Acting Chief Economist acknowledged that many African Governments discuss the importance of tourism but very few have tourism master plans. Furthermore, the Acting Chief Economist cited an example of national museums, which are underfunded and often at the bottom of the priority list. Thus the continent is yet to fully benefit from culture and history, etc.

### 3. NATIONAL POLICY AND LEGISLATIVE DEVELOPMENTS

#### **Public Sector Supply Chain Management Review**

The South African Government, through the National Treasury, established the Office of the Chief Procurement Officer, with a view to oversee and modernise procurement systems in South Africa. The notion of establishing such an office emanates from the recognition that the public sector supply chain is not performing as it should. This was attributed to various factors such as (a) lack of clarity on roles between technical staff and political office bearers leading to interference and instances of corruption; (b) repeated negative reports by Auditor-General signalling lack of accountability; (c) confusing and cumbersome policies and regulations; (d) limited understanding of the impact of public sector decisions on business environment and suppliers taking advantage of weak public sector supply chain.

In light of the deficiencies, government, through legislation, established the Office of the Chief Procurement Officer. Amongst other things, the Chief Procurement Officer will<sup>22</sup>:

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<sup>22</sup> 2015 Public Sector Supply Chain Management Review.

- Prescribe scope of goods, services and construction works to be contracted nationally through a national supply chain system
- Audit performance of accounting officers/authorities regarding compliance
- Prescribe the process for procuring high value goods, services and construction works
- Formulate and advise on policy and administer implementation of national legislation
- Develop a code of conduct governing public sector officials and political office bearers
- Sanction private and public sector transgressors abusing public procurement system

The National Treasury indicated that the powers and functions of the Office of the Chief Procurement Officer will be legislated. Furthermore, the Treasury indicated that a Draft Bill is currently being finalised and will be circulated for comments in due course.

### **Draft National Disability Rights Policy**

The Department of Social Development released the Draft National Disability Rights Policy for public comments. The draft policy tasks duty bearers with the responsibility of eradicating on-going systematic discrimination and exclusions experienced by persons with disabilities. Amongst other things, the draft policy outlines the following<sup>23</sup>:

- All government departments, entities, municipalities and private sector are required to review harmful terminology and align with the definition which refers to **Persons with disability** as persons who-as a result of temporary or permanent impairment-are unable to either gain access or when obstacles are placed to the achievement of such equal opportunities.
- Use people-first and avoid referring to persons with disability as PWDS; Wheelchair-bound; handicapped; sick; crippled; afflicted with; suffering from; victims of; lame; and sickly, etc. Use the term persons/women/children with disability rather than disabled persons/children/women.
- Statistics South Africa to establish the Disability Statistics Advisory Group on disability to guide research and ensure provision of credible data for inclusion in Census, household, labour and socio-economic surveys.
- All policies, legislation, programmes and services aimed at preventing injury and disease should be reviewed to ensure that they comply with United Nations' Convention on Rights of People with Disabilities and section 9 of the Promotion of Equality and Prevention of Unfair Discrimination Act.
- Universal access to public and private institutions.

### **Invitations for Comments: Draft National Youth Policy**

The youth desk in the Presidency of South Africa released the Draft National Youth Policy for comments. In outlining the rationale, the draft policy highlighted that the type of marginalisation confronting the youth requires youth-targeted interventions. This, it was reported, would enable young people to actively participate and engage in both society and the economy.

<sup>23</sup> Government Gazette. (February 2015). Draft National Disability Rights Policy. Notice 129 of 2015.

With regard to the objectives, the Draft National Youth Policy seeks to, amongst other things, integrate youth development into the mainstream of government policies and strengthen the capacity of youth development institutions.

The policy also seeks to capacitate young people to enable them to take charge of their own well-being through building their assets and ultimately realising their potential. The youth desk indicated that, while innovation is welcome, suggestions must be practical and realistic within the context of shrinking budgets and the overarching mandate of the South African Constitution's vision of a prosperous, democratic, non-sexist, non-racist and equal society.

The draft National Youth Policy can be accessed on [www.thepresidency.gov.za](http://www.thepresidency.gov.za). Contact details for Mr. Goitse Kunope. Email: [youthdesk@po-dpme.gov.za](mailto:youthdesk@po-dpme.gov.za) Phone number: 012 312 0000.

### **Labour Law Amendments Campaign**

The Department of Labour (DOL) embarked on a road show to communicate the labour amendments to both the public and private sector. The campaign focused on amendments to the Labour Relations Act; Basic Conditions of Employment Act; Employment Equity Act; and the new Employment Service Act.

The Labour Relations amendments focus on five key areas. These are limiting genuine temporary employment to 3 months; treatment of temporary employees to be the same as permanent workers unless there is justifiable reason not to; protection of temporary employment against unfair dismissal; allowing temporary employees and trade unions to pursue Temporary Employment Service or clients in cases of abuse; and determining the threshold of R205, 433, 30 as a point where the above protection applies.

The Basic Conditions of Employment amendments prevent employers to require or accept payment from an employee or potential employee in respect of employment or the allocation of work to the employee. This was seen to be prevalent in the car guards industry, where car guards are forced by their employers to pay a percentage of their earnings to employers. The amendments also prevent employers to require an employee or potential employee to purchase goods (such as uniform) from their employer or business or person nominated by their employer.

The Employment Equity Amendment focuses on issues relating to equal pay for work of equal value, with particular reference to employees doing the same work, substantially the same work or work of equal value.

According to the DOL, “differences in pay and conditions of work between employees performing the same or substantially the same work or work of equal value, will amount to unfair discrimination, unless the employer can show that differences are fair in relation to experience, skill, responsibility and qualifications”. The act also provides guidelines in assessing work of equal value.

The Employment Services Act seeks to provide for the establishment of schemes to promote the employment of young work seekers and other vulnerable persons, facilitate employment of foreign nationals in line with the Immigration Act of 2002 and provide for schemes to assist employees in distressed companies to retain employment.

The DOL also indicated that the Act prohibits employment of foreign nationals without a working visa. The DOL went further to acknowledge that the tourism sector employs some of the foreign nationals and specifically stated that it is, from the 1<sup>st</sup> of April 2015, illegal to employ a foreign national without a work visa. Also, the employment of foreign nationals is on condition that the employer has advertised and not found a required skill locally, and that the employer has a work place skills’ plan to address the deficiency.

It is therefore critical for the tourism sector to take note of these legislative changes given that most of them come into effect on the 1<sup>st</sup> of April 2015.

#### 4. ADMINISTRATIVE MATTERS

##### **The Municipal Tariff Guideline for the 2015/ 16 Financial Year**

The National Energy Regulator (NERSA) , which is a regulatory authority established as a juristic person in terms of Section 3 of the National Energy Regulator Act, 2004 (Act No 40 of 2004) approved the Municipal Tariff Guideline increase of 12.20% and the Benchmarks for the 2015/16 municipal tariff review process on the 29<sup>th</sup> January 2015<sup>24</sup>. The municipal tariff guideline increase and benchmarks will be implemented on 01<sup>st</sup> July 2015 and they are meant to assist municipalities in preparing their tariff reviews.

According to the NERSA, “It is also important to note that the guideline is not an automatic increase in tariffs and that licensees are still required to apply to the Energy Regulator for approval of their tariffs in accordance with the provisions of Section 15 (2) of the Electricity Regulation Act, 2006 (Act No 4 of 2006) before implementation”.

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<sup>24</sup> Government Gazette. (February 2015). Notice of NERSA decision on the Municipal Tariff Guideline for the 2015/16 Financial Year, Notice 134 of 2015.

Section 12 (2) of the Act outlines that the Regulator may, as part of the licence condition imposed under subsection (1) prohibit a licence from performing or force a licensee to perform any act set out in such licence. Lastly, Licensees applying for an above- guideline increase will have to justify the increase to the regulator. For enquiries contact Tabisa Nkopo on Tel: 012 401 4669, fax 012 401 4700 or email [tabisa.nkopo@nersa.org.za](mailto:tabisa.nkopo@nersa.org.za)

### **Designation of the Tourism Complaints Officer: National Department of Tourism (NDT).**

The Minister of Tourism, Honourable Derek Hanekom gave notice in the Government Gazette to designate Mirriam Mmaditsonki Setwaba-an official in the National Department of Tourism- as the Tourism Complaints Officer in line with the Tourism Act of 2014<sup>25</sup>.

Section 45 of the Tourism Act empowers the Minister to designate a suitably qualified officer of the department as a Tourism Complaints Officer. Amongst other things, the Tourism Complaints Officer may deal with any complaints received in respect of tourism services, facilities or products in line with the provisions of Section 47 of the Act. Section 47 provides that the Tourism Complaints Officer may refer the complaint to an accredited an accredited scheme; National Consumer Commission; South African Police Services; Equality Court or any regulatory authority; depending on the nature of the complaint.

The contact details of the Tourism Complaints Officer are as follows: Physical Address: Tourism House, No 17 Trevenna Street, Sunnyside. Private Bag x 424, Pretoria 0001, Telephone: (+27) 12 444 6000 Fax: (+27) 12 444 7000, Email: [complaints@tourism.gov.za](mailto:complaints@tourism.gov.za), Call Centre: 0860 121 929

### **Tourism Incentive Programme Launched**

On the 10<sup>th</sup> of March 2015, the National Department of Tourism (NDT) unveiled the Tourism Incentives Programme (TIP). The TIP seeks to, inter alia, enhance compliance with quality standards and ensure that tourists know what to expect by helping establishments to get graded; enhance the experience of visitors by improving facilities; drive sales and grow customer base through proving better access to tourism buyers and potential guests; and reducing operational costs by making tourism facilities more sustainable through installation of renewable energy sources.

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<sup>25</sup> Government Gazette. (January 2015). Designation of Tourism Complaint Officer, Government Notice no 53.

During the launch, the Minister of Tourism, Honourable Derek Hanekom acknowledged the good performance of the tourism sector when compared with other sectors but emphasised the significance of inclusive growth. Furthermore, the Minister indicated that the incentives and support mechanisms are instruments aimed at advancing transformation, stimulating enterprise growth and ensuring destination development<sup>26</sup>. The incentive would entail subsidising a portion of the costs incurred by tourism establishments participating in trade exhibitions and marketing roadshows. The subsidy will include a capped reimbursement towards pre-determined expenses such as airfare, accommodation and exhibition fees for participation in the marketing platforms supported by South African Tourism.

On quality assurance, establishments that want to be graded by the Tourism Grading Council of South Africa (TGCSA) will be supported through a structured system of retroactive discounts or rebated on the assessment fee for grading. This will make grading more affordable for smaller businesses and incentivise more establishments. The pilot project, to retrofit facilities at mainly state owned destinations and attractions with renewable energy technology, will start in the 2015/16 financial year and additional programmes will be introduced in subsequent years.

Applications forms and guidelines for the TIP will be available on the NDT website, [www.tourism.gov.za](http://www.tourism.gov.za) in April 2015 or send an email to [tipenquiries@tourism.gov.za](mailto:tipenquiries@tourism.gov.za).

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<sup>26</sup> <http://www.engineeringnews.co.za>.

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