

TIPS FOR YOUR TOURISM BUSINESS IN AN EMERGENCY

WHAT TO DO IMMEDIATELY:

- Try to remain as calm as possible, to enable you to focus on securing the necessary assistance.

- **WHERE EMERGENCY RESPONSE IS REQUIRED:**
 - If you can, call the Police on 10 111 and where relevant your business security company for assistance as per your business emergency protocol
 - Ensure that the incident is reported to the Police when safe to do so and ensure that you have a case number
 - Ensure that the incident is reported on the Tourism Safety Initiative (TSI) web portal www.tourismsafety.co.za for record purposes, using your case number as reference. This will ensure that the incident is recorded and that TSI can assist in conducting follow ups on the case and provide progress reports where relevant.
 - Businesses also have the option of using the TSI mobile app in the case of an emergency. Through this app, you will have access to emergency support from ER24 and security support should this be required. The TSI mobile app is still in the pilot phase, but is active and can be used to enlist emergency response support. The app works on android and apple devices and can be downloaded as follows:

- **IN A SUSPECTED 'FOLLOW-HOME' SITUATION**
 - If you suspect that you are being followed, proceed on to safety
 - Try not to stop and get out of the car, especially where visibility is compromised or in the evening.
 - If there is an obstruction on the road try as best as possible to avoid it without stopping and getting out of the car – in some incidents criminals plant rocks to distract motorists. When they stop and get out of the cars this is when they are attacked
 - If you feel unsafe, do not stop your car, rather drive to the next safety area i.e. next police station before stopping to check for any damage as this opens the door for criminals to act
 - Follow the steps outlined above in cases of emergency



OTHER TYPICAL EMERGENCY SCENARIOS:

- In a hostage situation try uncover emotional demands of the assailant and cautiously open an avenue to communicate with him/her.
- In a prolonged emergency situation, if possible and if it is safe to do so keep a roll call track of the number of employees / clients who are involved in the incident.
- In a life-threatening situation, ensure your safety first and then that of your colleagues / clients.
- In a fire emergency, try guide everyone you can see out to the emergency rendezvous point of your business. Remember, don't be a hero and put yourself in more danger.
- In a medical emergency, treat the most life-threatening problems like bleeding and shock first.
- If the person is bleeding heavily from a wound, cover the wound with a t-shirt, towel or gauze applying direct pressure.
- Unless there is imminent danger, do not move the person if you suspect a spinal injury.
- Only after the emergency situation when the threat of danger has passed, report the incident to the TSI online reporting portal on www.tbcsa.travel/tourismsafety