

Tourism Sector Recovery Plan

Joint NTSS Implementation Work Streams Meeting

25 May 2021

broadening horizons



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA



Purpose

To request the NTSS Implementation Work Streams to:

- Note the approved Tourism Sector Recovery Plan (TSRP); and
- Provide strategic inputs on the integration of relevant TSRP actions into the NTSS Work Streams Programme of Action.



Introduction

- The COVID-19 pandemic has had a profound impact on the economy and the tourism sector in particular;
- The Department of Tourism initiated the development of a Plan to facilitate recovery of the sector;
- The Plan is a product of a collaboration with key stakeholders from government, the sector and other social partners;
- The Plan was published for public comment in August 2020.

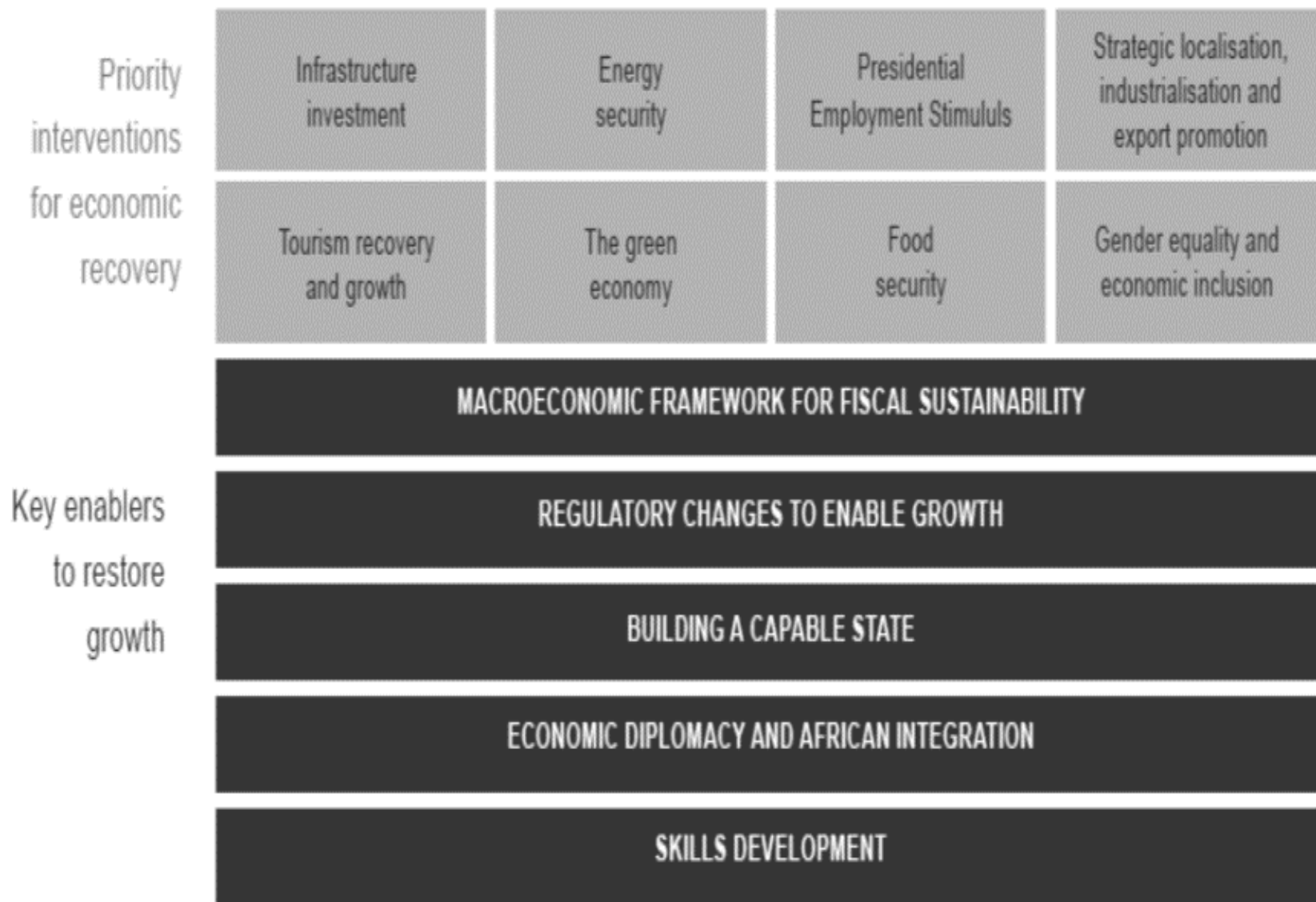


Introduction (cont.)

- Written submissions were received from a range of stakeholders (national government, provinces, municipalities, industry associations and individuals);
- Overall, the draft Plan was well received as none of the submissions objected to any provisions of the Plan. Inputs sought to enhance the proposed interventions;
- Inputs from the publication process have been considered (integrated where relevant) in the finalisation of the Plan;
- Therefore, the broad focus of the Plan did not change after the consultation stage.
- The Plan was presented to DGs in the Economic Cluster in Dec 2020 and March 2021 – supported to go to Ministerial Cluster.
- The Plan was approved by Cabinet on 21 April 2021 and launched by the Minister of Tourism on 22 April 2021.



Economic Reconstruction and Recovery Plan



Economic Reconstruction and Recovery Plan (cont.)

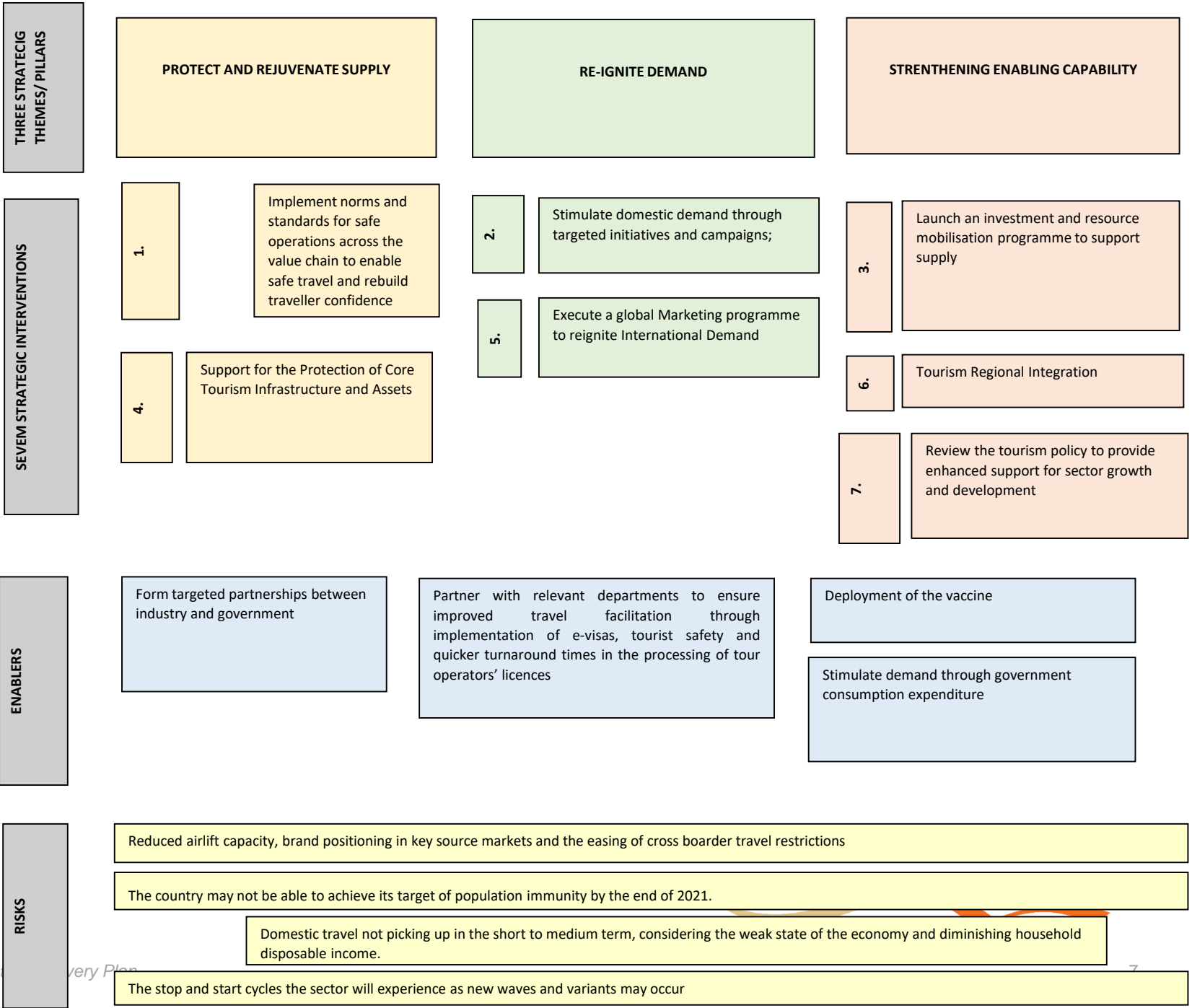
Link of the ERRP and the Tourism Sector Recovery Plan:

In addition to tourism having been identified as one of the priority areas of intervention in the ERRP, the tourism sector has a contribution to make on the following priorities of the ERRP:

- Infrastructure development; Mass public employment; Green economy interventions; The inclusion of women and youth; and Skills development.
- The TSRP anchored on three strategic themes namely: Re-igniting Demand, Rejuvenating Supply and Strengthening Enabling Capability;
- It Seven strategic intervention with specific actions, timeframes and accountabilities.
- In addition, key enablers were identified to ensure that recovery is supported.



The Approach



Strategic Interventions and Actions

SI 1: Implement Norms and Standards for safe operations across the value chain to enable safe travel and rebuild consumer confidence

PHASE 1: PROTECT AND REJUVENATE SUPPLY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
1.1	Publication of norms and standards for safe operations across the sector Time Frame 2021/2022	Norms and Standards for safe operations in the sector approved and widely implemented	Improved health and safety in establishments Improved consumer confidence	Norms and Standard Gazetted and Published for compliance Monitoring and Evaluation	Department of Tourism (DT) Provincial Tourism Departments Municipalities Tourism establishments Tourism associations	Pillar 4: Destination Management Objective 4: Introduce best practice approaches and risk management tools to enhance the sector's performance Action: As necessary, research and introduce new standards (voluntary or compulsory) or guidelines Key deliverable: Areas in which additional, specific standards or guidelines identified ERRP Priority Areas 8: Reviving the tourism sector: 8.4 Implement norms and standards to create consumer confidence
1.2	Integration of norms and standards for safe operations into training programmes Time Frame 2021/22-2023/24	4 training programmes integrating norms and standards for safe operations targeting unemployed and retrenched youth	To build the capacity for implementing norms and standards for safe operation in the tourism sector Increase the adoption of the norms and standards across the tourism value chain	Implement the following programmes: 1.Chef's Programme 2.Wine Service Programme 3.Food Quality Assurer's 4.Hospitality Youth Programme (HYP) Food and Beverage Programme	Department of Tourism (DT) Tourism Associations	

Strategic Interventions and Actions (cont.)

SI 1: Implement Norms and Standards for safe operations across the value chain to enable safe travel and rebuild consumer confidence (cont.)

PHASE 1: PROTECT AND REJUVENATE SUPPLY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
1.3	<p>SMMEs training on norms and standards for safe operations</p> <p>Time Frame 2021/22-2023/24</p>	<p>225 SMMEs annually trained to comply with norms and standards for safe operations including COVID-19 Protocols</p>	<p>Enhance ability of SMMEs to comply with norms and standards for safe operation including COVID-19 Protocols.</p>	<p>Roll out of a national training programme targeting SMMEs in rural, township and small towns to facilitate implementation of norms and standards including the COVID-19 Protocols in the sector.</p>	<p>Department of Tourism (DT)</p> <p>Tourism Associations</p>	<p>Pillar 4: Destination Management</p> <p>Objective 4: Introduce best practice approaches and risk management tools to enhance the sector's performance</p> <p>Action: As necessary, research and introduce new standards (voluntary or compulsory) or guidelines</p> <p>Key deliverable: Areas in which additional, specific standards or guidelines identified</p>

Strategic Interventions and Actions (cont.)

SI 2: Stimulate Domestic Demand through Targeted Initiatives and Campaigns

PHASE 2: RE-IGNITE DEMAND

Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
2.1 Implement domestic deal-driven marketing campaigns annually Time Frame 2021/2022–2023/2024	Implement 4 domestic deal-driven marketing campaigns	To stimulate domestic travel and tourism	1 campaign rolled out per quarter	SA Tourism Provincial Tourism Authorities Trade Partners	Pillar 1: Effective Marketing Objective 4: Expand and improve domestic marketing activities and travel facilitation programmes Action: Implement a substantially enhanced and expanded Domestic Tourism Marketing Strategy Key deliverable: An enhanced Domestic Marketing Strategy with a range of collaborative initiatives with industry, provinces and local government (municipalities) ERRP Priority Areas 8: Reviving the tourism sector: 8.3 Reignite the domestic tourism market and develop marketing campaigns

Strategic Interventions and Actions (cont.)

SI 2: Stimulate Domestic Demand through Targeted Initiatives and Campaigns

PHASE 2: RE-IGNITE DEMAND

Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
2.2 Run a Campaign to encourage business events Time Frame 2021/2022–2023/2024	Implement 1 domestic business events campaign	Encourage the hosting of business events To rejuvenate MICE	Launching and Implementing Campaign	SA Tourism Provincial Tourism Authorities	Pillar 1: Effective Marketing Objective 5: Attraction and hosting of events (business, sporting and lifestyle) to improve seasonal and regional spread of tourism benefits. Action: Analyse the current calendar of major events and their impacts. Key deliverable: A comprehensive plan, with clear guidelines and resourcing estimates, for stimulating and supporting events that can improve geographic and seasonal spread

Strategic Interventions and Actions (cont.)

SI 2: Stimulate Domestic Demand through Targeted Initiatives and Campaigns

PHASE 2: RE-IGNITE DEMAND

Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
<p>2.3 National events hosted in villages, townships and small towns</p> <p>Time Frame 2021/2022– 2023/2024</p>	<p>1 national business event hosted in Q2, Q3 and Q4</p>	<p>Build an inclusive tourism sector</p>	<p>Implement support mechanisms for the hosting of national events in villages, townships and small towns</p>	<p>SA Tourism Provincial Tourism Authorities Associations</p>	<p>Pillar 1: Effective Marketing</p> <p>Objective: Attraction and hosting of events (business, sporting and lifestyle) to improve seasonal and regional spread of tourism benefits</p> <p>Action: Develop a strategy with reference to excellent global and local practice to support events that can improve regional and seasonal spread of tourism, particularly domestic tourism. (Bid for, and secure major international events)</p> <p>Key deliverable: A comprehensive plan, with clear guidelines and resourcing estimates, for stimulating and supporting events that can improve geographic and seasonal spread</p>

Strategic Interventions and Actions (cont.)

SI 2: Stimulate Domestic Demand through Targeted Initiatives and Campaigns (cont.)

PHASE 2: RE-IGNITE DEMAND

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
2.4	<p>Pilot the budget resort concept and brand</p> <p>Time Frame: 2021/2022– 2023/2024</p>	<p>Introduce and popularise budget resort brand</p>	<p>Stimulate utilisation of under-utilised tourism facilities.</p> <p>Strengthen the supply side of the tourism market</p>	<p>Launch the budget resort brand</p> <p>Identify and complete assessments of properties for the pilot</p> <p>Finalise stakeholder compacts</p>	<p>DT</p> <p>SA Tourism</p> <p>Tourism Product Owners</p> <p>National, Provincial and local public and private stakeholders and local communities</p>	<p>Pillar 3: The Visitor Experience</p> <p>Objective: Provide tourism experiences and facilities that cater for the domestic market segments.</p> <p>Action: Identify state owned assets suitable for lower LSM holiday travel and, develop and implement a turnaround strategy (Short Term – G&DWG)</p> <p>Key deliverable: Implement the turnaround strategy</p> <p>Quarterly progress reports made available to the Department of Tourism and all partners</p>

Strategic Interventions and Actions (cont.)

SI 3: Strengthen the supply-side through resource mobilisation and investment facilitation

PHASE 3: STRENGTHENING ENABLING CAPABILITY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
3.1	<p>Establish a Support Hub to provide non-financial support to tourism business</p> <p>Time Frame 2021/2022–2023/2024</p>	<p>Facility for provision of business non-financial support established</p>	<p>To increase the resilience of SMMEs during the pandemic and beyond</p>	<p>Launch the Support Hub</p>	<p>DT</p> <p>Product Owners</p> <p>Investors/Funders</p> <p>Provinces</p>	<p>Pillar 5: Broad-Based Benefits</p> <p>Objective 2: Support Sustainable Enterprise Development</p> <p>Action: Review lessons learned from TEP and other enterprise development initiatives and develop a set of proposals on training, mentorship, up skilling, financing and investment</p> <p>Key deliverable: Developed report on lessons learned with proposals on future enterprise development programmes</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.1 Protect the supply base through, market entry facilitation programme to stimulate investment</p>

Strategic Interventions and Actions (cont.)

SI 3: Strengthen the supply-side through resource mobilisation and investment facilitation

PHASE 3: STRENGTHENING ENABLING CAPABILITY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
3.2	Implementing the Tourism Equity Fund Time Frame 2021/2022–2023/2024	Quarterly Fund adjudication meetings	To deepen transformation in the tourism sector To crowd in private sector investment	Roll out the Fund	SEFA, DSBD DT Banks/private sector	<p>Pillar 5: Broad-Based Benefits</p> <p>Objective 2: Support Sustainable Enterprise Development</p> <p>Action: Review lessons learned from TEP and other enterprise development initiatives and develop a set of proposals on training, mentorship, up skilling, financing and investment</p> <p>Key deliverable: Developed report on lessons learned with proposals on future enterprise development programmes OR Action: Design and implement an improved tourism enterprise development programme including for suppliers into tourism businesses</p> <p>Key deliverable: A clear and refined focused model for tourism enterprise development and support implemented</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.8 Facilitate transformation through implementation of the Tourism Equity Fund</p>

Strategic Interventions and Actions (cont.)

SI 3: Strengthen the supply-side through resource mobilisation and investment facilitation

PHASE 3: STRENGTHENING ENABLING CAPABILITY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
3.3	Implement the Green Tourism Incentive Fund Time Frame 2021/2022–2023/2024	Quarterly Fund adjudication meetings	To reduce greenhouse gas emissions To achieve sustainable tourism	Roll out the Fund	DT IDC Tourism establishments	Pillar 4: Destination Management Objective 4: Introduce best practice approaches and risk management tools to enhance the sector's performance Action: Provide information on technologies and resources for the expansion of resource-efficient infrastructure and operational practices as there are opportunities in new builds and retrofitting to support industry's implementation of responsible tourism Key deliverable: Information to industry on the facilities to support the implementation of resource-efficient technologies and infrastructure in new builds and retrofitting provided

Strategic Interventions and Actions (cont.)

SI 3: Strengthen the supply-side through resource mobilisation and investment facilitation (cont.)

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
PHASE 3: STRENGTHENING ENABLING CAPABILITY	3.4 Accelerate the grading of establishments Time Frame 2021/2022– 2023/2024	Inclusion of verification of products into the national Grading system	To improve the quality of service in the tourism sector To improve the marketability of tourism attractions Increase the number of quality assured products	Train graders Roll-out grading	DT SA Tourism	Pillar 4: Destination Management Objective 4: Introduce best practice approaches and risk management tools to enhance the sector's performance Action: Finalise the policy review of the Tourism Grading Council of South Africa (TGCSA) and introduce a new business model Key deliverable: New model implemented

Strategic Interventions and Actions (cont.)

SI 4: Support for the Protection of core Tourism Infrastructure and Assets

PHASE 1: PROTECT AND REJUVENATE SUPPLY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
4.1	<p>Infrastructure maintenance and development in state owned and community-based tourism sites</p> <p>Time Frame 2021/2022–2022/2023</p>	<p>Development and maintenance of state-owned and community-based tourism assets in 100 sites countrywide</p> <p>Infrastructure maintenance programme implemented in state owned provincial tourism assets</p> <p>Infrastructure development in 30 community-based tourism projects</p>	<p>Improve the quality of tourist attractions</p> <p>Protect the supply side of the market</p> <p>Increase the diversity of tourist attractions</p> <p>Job Creation</p>	<p>Implementation of infrastructure maintenance in National Parks and Provincial State-Owned Attractions</p> <p>Support and monitor the implementation of infrastructure maintenance programme for state owned tourism assets in each Province and in municipalities</p> <p>Support the Implementation of Community-based Tourism Projects</p>	<p>DT</p> <p>Management Authorities National, Provincial and local public and private stakeholders including local communities</p>	<p>Pillar 3: The Visitor Experience</p> <p>Objective 2: Improve major tourism sites: Upgrade experiences at World and National Heritage Sites as well as National, Provincial and Municipal Parks.</p> <p>Action: Work with World and National Heritage Sites (WHS), National Heritage Sites, National as well as Provincial Parks to improve the visitor experience through infrastructure provision, training and systems development.</p> <p>Key deliverable: Continued implementation of the existing programmes.</p> <p>Visitor perceptions to be tested after implementation.</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.2 Rollout a maintenance programme for state owned attractions</p>

Strategic Interventions and Actions (cont.)

SI 5: Execute a Targeted Global Marketing Programme to re-ignite International Demand

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
PHASE 2: RE-IGNITE DEMAND	5.1 Implement a new regional marketing campaign Time Frame 2021/2022–2023/2024	1 Regional marketing campaign implemented	To increase the number of tourists from the SADC region	Design, launch and implement the campaign Monitor and evaluate the campaign	SA Tourism Provincial Tourism Agencies	<p>Pillar 1: Effective Marketing</p> <p>Objective 2: Enhance effectiveness of international marketing</p> <p>Action: Introduce a comprehensive set of marketing campaigns and resources for priority markets with collaboration from industry</p>
	5.2 Implement a global marketing campaign targeted at high value source markets Time Frame 2021/2022–2023/2024	1 Annual campaign launched and rolled-out globally	To increase the number of international tourists	Design, launch and implement the campaign	SA Tourism Provincial Tourism Authorities	<p>Key deliverable: Targeted marketing campaigns which leverage industry resources and support</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.5 Facilitate re-entry into the regional and international markets</p>

Strategic Interventions and Actions (cont.)

SI 5: Execute a Targeted Global Marketing Programme to re-ignite International Demand (cont.)

PHASE 2: RE-IGNITE DEMAND

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
5.3	<p>Global business events campaign implemented</p> <p>Time Frame 2021/2022–2023/2024</p>	<p>1 global business events campaign launched and rolled-out</p>	<p>To increase the number of business events hosted in South Africa</p>	<p>Global business events campaign launched</p> <p>Global business events campaign rolled out</p>	<p>SA Tourism</p> <p>Provincial Tourism Authorities</p>	<p>Pillar 1: Effective Marketing</p> <p>Objective 5: Attraction and hosting of events (business, sporting and lifestyle) to improve seasonal and regional spread of tourism benefits.</p> <p>Action: Develop a strategy with reference to excellent global and local practice to support events that can improve regional and seasonal spread of tourism, particularly domestic tourism. (Bid for, and secure major international events)</p> <p>Key deliverable: A comprehensive plan, with clear guidelines and resourcing estimates, for stimulating and supporting events that can improve geographic and seasonal spread.</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.9 Build a bidding pipeline for future conference and mega events</p>

Strategic Interventions and Actions (cont.)

SI 5: Execute a Targeted Global Marketing Programme to re-ignite International Demand (cont.)

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
PHASE 2: RE-IGNITE DEMAND	5.4 Bids to support international business events Time Frame 2021/2022 – 2023/2024	77 international bid submissions	To increase the number of events hosted in South Africa.	Bids developed and implemented	SA Tourism Provincial Tourism Authorities	ERRP Priority Areas 8: Reviving the tourism sector: 8.9 Build a bidding pipeline for future conference and mega events

Strategic Interventions and Actions (cont.)

SI 6: Tourism Regional Integration

PHASE 3: STRENGTHENING ENABLING CAPABILITY

	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
6.1	<p>Implementation of SADC Tourism Programme</p> <p>Time Frame 2021/2022–2023/2024</p>	<p>Two initiatives implemented to support regional integration:</p> <p>Industry Marketing collaboration with regional counterparts.</p> <p>Harmonisation of protocols for safe tourism operations</p>	<p>Deepen regional collaboration in tourism</p> <p>Increase regional inter-country travel and tourism</p>	<p>Support finalisation of the Programme</p> <p>Finalise and implement the Programme</p> <p>Inter-industry collaboration on marketing within the region</p> <p>Harmonisation of industry biosafety protocols within the region to promote safe and seamless travel</p>	<p>DT</p> <p>TBCSA</p>	<p>Pillar 1: Effective Marketing / Pillar 3: The Visitor Experience</p> <p>Objective 2: Enhance effectiveness of international marketing.</p> <p>Action: Develop and implement an International Tourism Relations Plan/Strategy to leverage on Diplomatic and multilateral relations.</p> <p>Key deliverable: International Tourism Relations Plan developed and implemented.</p> <p>Biannual reports on the implementation of the plan.</p>

Strategic Interventions and Actions (cont.)

SI 7: Review the Tourism Policy to Provide Enhanced Support for Sector Growth and Development

PHASE 3: STRENGTHENING ENABLING CAPABILITY	Activity	Target	Objective	Tasks	Responsibility	Alignment with NTSS
	7.1	<p>Create an enabling policy for tourism growth and development</p> <p>Time Frame 2021/2022–2022/2023</p>	Reviewed Tourism Policy Framework	To have an enabling policy framework for the growth of the sector	<p>Review of tourism policy</p> <p>Draft a new White Paper</p> <p>Gazette and publish the New White Paper</p>	DT

Enablers

- The successful implementation of the Plan will in part depend on a set of enablers whose implementation is beyond the Department of Tourism and the tourism industry in general.
- Specific enablers identified in the Plan:

Form targeted, strategic partnerships between government and industry

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
1.	Partnerships on norms and standards and protocols for safe operations in the sector Time Frame 2021/2022	Conclude Social Compact to facilitate industry-wide implementation.	Embed Implementation of norms and standards and protocols for safe operation in the social compact	DT Provinces Local Government, TBCSA and other associations SA Tourism	Pillar 4: Destination Management Objective 4: Introduce best practice approaches and risk management tools to enhance the sector's performance. Action: As necessary, research and introduce new standards (voluntary or compulsory) or guidelines. Key deliverable: Areas in which additional, specific standards or guidelines identified.

Enablers (cont.)

Form targeted, strategic partnerships between government and industry

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
2.	<p>Joint marketing campaign</p> <p>Time Frame 2021/2022 - 2023/2024</p>	<p>Stimulate domestic and international demand</p> <p>Improve the country's brand</p>	<p>Design and implement joint domestic and international campaign</p>	<p>DT SA Tourism</p>	<p>Pillar 1: Effective Marketing</p> <p>Objective 2: Enhance effectiveness of international marketing.</p> <p>Action: Introduce a comprehensive set of marketing campaigns and resources for priority markets with collaboration from industry.</p> <p>Key deliverable: Targeted marketing campaigns which leverage industry resources and support.</p> <p>OR</p> <p>Objective 4: Expand and improve domestic marketing activities and travel facilitation programmes.</p> <p>Action: Implement a substantially enhanced and expanded Domestic Tourism Marketing Strategy.</p> <p>Key deliverable: An enhanced Domestic Marketing Strategy with a range of collaborative initiatives with industry, provinces and local government (municipalities).</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.3 Reignite the domestic tourism market and develop marketing campaigns</p> <p>8.5 Facilitate re-entry into the regional and international markets</p>

Enablers (cont.)

Partner with relevant departments to ensure improved travel facilitation through implementation of e-visas, tourist safety, airlift capacity and quicker turnaround times in the processing of tour operator licences

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
1.	Partner with SAPS to develop initiatives to support tourist safety Time Frame 2021/22– 2023/24	To build confidence on South Africa as a safe tourist destination Improve the country's brand	Accelerate tourism-policing supportive solutions Repurposing crisis response tactics (visible, targeted policing) Develop a platform to enable visitors to monitor location-specific risks and report incidents, amplify the Tourism Safety Initiative Develop a platform to enable visitors to monitor location-specific risks and report incidents, amplify the Tourism Safety Initiative	SAPS	Pillar 3: The Visitor Experience Objective 6: Enhance tourist safety and ensure effective responses to incidents of crimes against tourists. Action: Review and revitalise tourism safety programmes including the enhancement/expansion of the Tourism Safety Initiative as required. Key deliverables: Developed Strategy in place. Roll out plan communicated and implemented with all stakeholders. Quarterly progress reports.

Enablers (cont.)

Partner with relevant departments to ensure improved travel facilitation through implementation of e-visas, tourist safety, airlift capacity and quicker turnaround times in the processing of tour operator licences

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
2.	<p>Monitor and support the implementation of the E-visa system</p> <p>Time Frame 2021/22</p>	To increase ease of travel to South Africa	Roll out of e-visas in targeted markets	DHA	<p>Pillar 2: Facilitate Ease of Access</p> <p>Objective 1: Facilitate increased travel through the application of a tourist friendly visa regime and automated passenger movement and monitoring systems</p> <p>Action: Monitor and highlight any visa processing related challenges within priority markets for timeous response</p> <p>Key deliverables: Monitoring and reporting process agreed upon and put in place</p> <p>Reports on visa related challenges within priority markets</p> <p>ERRP Priority Areas 8: Reviving the tourism sector:</p>

Enablers (cont.)

Partner with relevant departments to ensure improved travel facilitation through implementation of e-visas, tourist safety, airlift capacity and quicker turnaround times in the processing of tour operator licences (cont.)

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
3.	<p>Improved turnaround times in the issuance of tour operating licenses</p> <p>Time Frame 2021/22</p>	To enable tour operator's activities	Systems and process improvements to ensure efficient licensing of tour operators	DOT	<p>Pillar 2: Facilitate Ease of Access</p> <p>Objective 5: Facilitate ease of doing business to ensure growth of the tourism economy</p> <p>Action: Investigate how and where the regulatory environment for tourism businesses could be simplified, and develop a programme to work with the relevant authorities at all levels, with particular focus on relieving the regulatory burden on Small, Medium and Macro Enterprises (SMMEs)</p> <p>Key deliverables: Report on the domestic costs and other costs of doing business.</p> <p>Report on barriers for doing business with recommendations/key interventions (TRP&IR)</p> <p>Implementation of interventions to alleviate the regulatory burden on tourism businesses (TSSS)</p>

Enablers (cont.)

Partner with relevant departments to ensure improved travel facilitation through implementation of e-visas, tourist safety, airlift capacity and quicker turnaround times in the processing of tour operator licences (cont.)

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
4.	<p>Re-establish South Africa's airlift capacity</p> <p>Time Frame 2021/22 – 2023/24</p>	<p>To ensure adequate airlift capacity for tourism markets</p>	<p>Maintain existing and regain lost capacity.</p> <p>Build capacity for strategic routes based on market demand, including expansions where necessary.</p>	<p>DOT DT SA Tourism ACSA Airlines</p>	<p>Pillar 2: Facilitate Ease of Access</p> <p>Objective 2: Improve airlift access, particularly for priority markets.</p> <p>Action: Monitor air service agreements, routes, carriers, air seats and load factors, from priority source markets and major air carriers connecting priority markets to South Africa.</p> <p>Key deliverables: Provision of research information / report on cost implications</p> <p>Quarterly reports on routes, carriers, capacities, air seats and load factors flagging key areas of focus and intervention to be made available to industry and all stakeholders.</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.7 Protection of aviation capacity through operations</p>

Enablers (cont.)

Deployment of vaccine to frontline workers, attainment of population immunity and participating in global efforts to facilitate safe travel

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
1.	Adoption of COVID19 safe travel passport Time Frame 2021/22	To build traveller confidence	Participate in global efforts towards adoption of COVID-19 safe travel passport	DOH	<p>Pillar 2: Facilitate Ease of Access</p> <p>Objective 1: Facilitate increased travel through the application of a tourist friendly visa regime and automated passenger movement and monitoring systems</p> <p>Action: Participate in the Immigration Advisory Board (IAB)</p>
2.	Implementation of technologies for ease of passenger processing at ports of entry Time Frame 2021/22	To improve ease of travel through South Africa's ports	Introduction of technology for ease of passenger processing at ports of entry	DOH	<p>Pillar 2: Facilitate Ease of Access Work Stream</p> <p>Objective: Facilitate increased travel through the application of a tourist friendly visa regime and automated passenger movement and monitoring systems</p> <p>Action: Implement modernisation initiatives in respect of visa processing for tourist travel facilitation</p> <p>Key deliverable: Annual reporting on implementation of modernisation initiatives</p> <p>ERRP Priority Areas 8: Reviving the tourism sector: 8.6 Continue to rollout e-visa programme</p>

Enablers (cont.)

Stimulate domestic demand through Government Consumption expenditure

	Activity	Objective	Tasks	Responsibility	Alignment with NTSS
1.	<p>Government consumption to stimulate demand in business events</p> <p>Time Frame 2021/22 – 2023/24</p>	To rejuvenate the MICE sector	Utilisation of commercial venues for conferences and meetings by organs of state	All organs of state	<p>Pillar 1: Effective Marketing</p> <p>Objective 5: Attraction and hosting of events (business, sporting and lifestyle) to improve seasonal and regional spread of tourism benefits</p>



Implementation

- Tourism is amongst the Schedule 4 functional areas of concurrent National and Provincial Legislative Competence;
- Relationships between the Public and Private Sector and all social partners in the planning and implementation of all the actions is therefore critical;
- The Department of Tourism and SA Tourism shall play a lead coordinating role for implementation through the workstreams of the National Tourism Sector Strategy with quarterly reporting.



Recommendation

It is recommended that the NTSS Implementation Work Streams:

- Notes the approved Tourism Sector Recovery Plan (TSRP); and
- Provide strategic inputs on the integration of relevant TSRP actions into the NTSS Work Streams Programme of Action.

