



nelson mandela bay  
T O U R I S M  
PORT ELIZABETH | UITENHAGE | DESPATCH

# TRAVEL W I S E

THE RESPONSIBLE & SUSTAINABLE TOURISM  
HANDBOOK

DISCOVER  
*Freedom*

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IS PROUDLY FUNDED BY



## EMERGENCIES

AMBULANCE 10 177 / 082 911

CRIMINAL Cases &  
South African POLICE 10 111  
Services (SAPS)

MEDICAL &  
FIRE Emergencies 10 177

AVIATION Rescue 041 581 3585

Police FLYING SQUAD 10 111

National SEA RESCUE 041 507 3911  
Institute (NSRI)

DISABILITY 082 290 3764  
Hot-Line

AA Emergency 083 843 22  
BREAKDOWN

National Tourism  
Information & Safety 083 123 2345

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## A NOTE FROM THE MAYOR

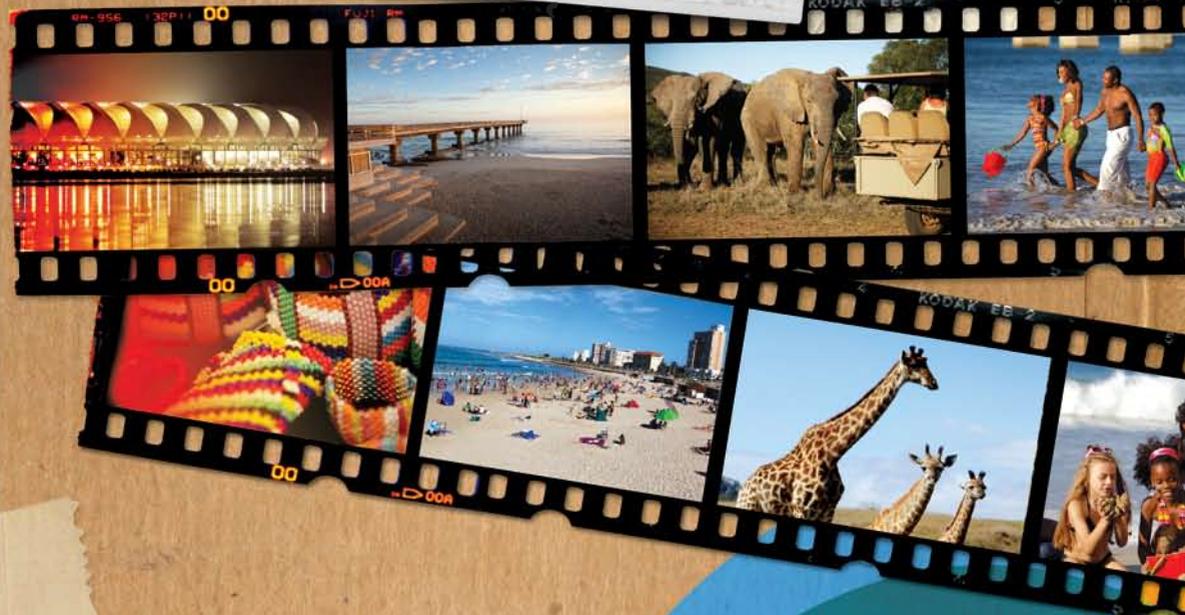
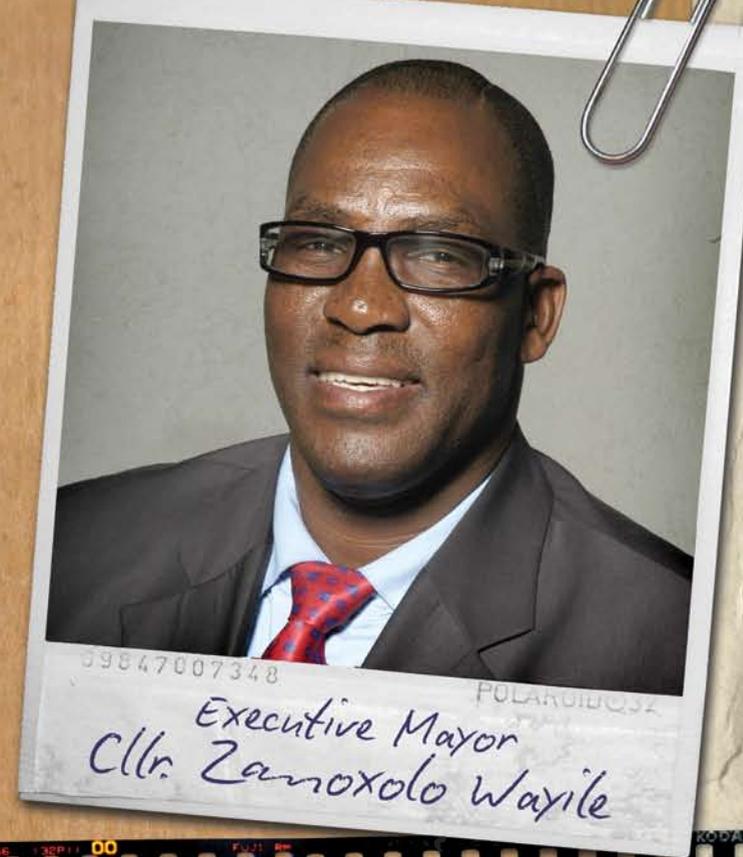
It is with great pleasure that I as well as Nelson Mandela Bay Tourism introduces you to The Responsible and Sustainable Tourism Guidelines Product Handbook as a means to encourage you, the tourism operator, to grow your business whilst producing social and economic benefits to local communities and respecting the environment.

The aim of this tourism product handbook is to illustrate to tourism product owners the means to maintain a favourable relationship with their patrons by offering tips and advice to make the patrons' stay and visit a pleasurable one, ensuring a satisfied customer and return on business.

Destinations promoting good practices are proven to sustain and cultivate favourable tourism growth. By implementing responsible as well as environmental practices illustrated within this handbook, benefits such as reducing water and energy bills are experienced. Contact information and safety suggestions are also depicted, issuing you with vital information that can be helpful in any situation. It is only advantageous to make use of these guidelines that enable you with ways to cut costs and to promote environmental awareness.

I would like to thank the NLDTF for their support of this project. It is always important to promote and deliver superb world class service at all times to visitors to Nelson Mandela Bay. With the information presented in this handbook you are sure to do just that!

**Yours in responsible & sustainable tourism,**  
**Cllr. Zanoxolo Wayile**  
Executive Mayor



# SAFETY+ SECURITY

As a service provider it is vitally important to ensure the safety of all patrons and visitors utilising your services at all times. Methods of security should be implemented at all costs. Security call-out services should be a must as well as other forms of protection, namely an alarm system, panic button (which is easily accessible) and/or burglar proofing if applicable. Regardless of the physical locale of the establishment security should always be first priority.

To aid in the safety of your visitors certain preventative measures should be instilled:

- Inform tourists and give advice – ensure you have a wide knowledge of the area and its surrounds.
- Provide tourist activities with reputable tour operators or provide activities that are held in designated areas that are trustworthy and safe.
- Visit areas that are not dilapidated or abandoned.
- Parking - if shuttle servicing is provided the loading and off-loading of tourists should be done in a safe and demarcated area, providing for a safe environment.
- Lighting at all stops should be visible - ensuring a vast and open eye line.
- If and when possible site security should be available.
- Phone reception - be it a communal cellphone provided by the service provider, this should be available to the tourist in cases of an emergency.
- Inform tourists not to flaunt or carry expensive jewellery or large amounts of cash.
- Offer to lock your visitors' valuables in a safe at your premises.
- Law enforcement information should be readily available to tourists on arrival.
- All tourism product owners (of all kinds of tourism services) should have public liability insurance in place.



## First Aid Medical Kits

- First Aid boxes must be provided on site.
- A trained, responsible person must always have the necessary equipment at hand to be able to render an effective First Aid service.
- First Aid equipment and facilities must be clearly marked by signs as prescribed by law, so anyone who is unfamiliar with the business premises can easily find the First Aid equipment.
- Remember to check that anything used in the First Aid box is replaced immediately.
- Inspect the box regularly to make sure you haven't run out of anything, that nothing has gone past the expiry date and that the box always has the minimum contents.
- Ensure that First Aid qualifications are current and attend refresher courses if need be.

## Evacuation & Drills

Severe weather or other emergencies can mean immediate, sudden evacuation. You and your guests may be forced to leave your premises quickly to get to shelter or higher ground. Sometimes, you may have a few hours notice, and sometimes you may need to move more quickly.

Compile an evacuation plan for you and your guests. Ensure that you conduct regular emergency drills with your staff and guests.



## Fire Safety

- Conduct a fire drill at least once every six months. It's a good idea to have one person appointed to "fire safety duty" to plan drills and make sure fire hazards are avoided.
- Make sure fire extinguishers are mounted in the vicinity of employees and tested on an annual basis.
- Leave fire doors closed. In the event of a fire, a closed fire door can save more of the building from being damaged by not allowing the fire to spread.
- Check all electrical wires and cords for fraying. Use a power strip if you need more than two outlets.
- Dispose of all broken electrical appliances.
- Turn off all decorative lights when you leave your place of work.
- Ensure you install No Smoking and Fire Exit signs in your premises.
- Contact your local fire department for advice and inspection of your premises in order to implement the correct preventative measures.

## Swimming Pool Emergency Procedures

Knowledge of swimming pool safety and emergency procedures is essential for lifeguards and anyone who owns, operates or maintains a swimming pool. Swimmers need to be aware of emergency pool procedures as well. Pool rules, regulations, and safety procedures vary according to individual locations, businesses, residences or public pools. In case of an emergency, lifeguards and other responsible parties need to take a series of steps;

- Alert swimmers
- Clear pool area
- Maintain order
- Rescue the victim



## Vehicle Emergency Kit

- Assemble a First Aid kit that includes the following items: bandages, latex gloves, safety pins, soap, sunscreen, sterile gauze pads, sterile roller bandages, non-prescription drugs, scissors, tweezers, needle and thread, antiseptic, thermometer, petroleum jelly, moistened towels, triangular bandages and tongue blades.
- Include basic car repair items, such as a set of jumper cables, a tool kit, tyre chains, small shovel, a brush, can for fixing flat tyres and extra washer fluid.
- Bring a supply of water in the amount of 1 litre per person. Also pack a supply of non-perishable food. Buy freeze-dried food packets at a camping store. Pack a can opener for canned goods.
- Take an extra set of clothing, a waterproof or heavy coat and waterproof boots for each person traveling.



## South African Police Service (SAPS)

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The tourism industry's key role players such as its department and its subsidiaries (direct service providers) need to keep the South African Police Service and other security bodies informed of upcoming events, key tourism venues and attractions and other developments in the tourism industry.

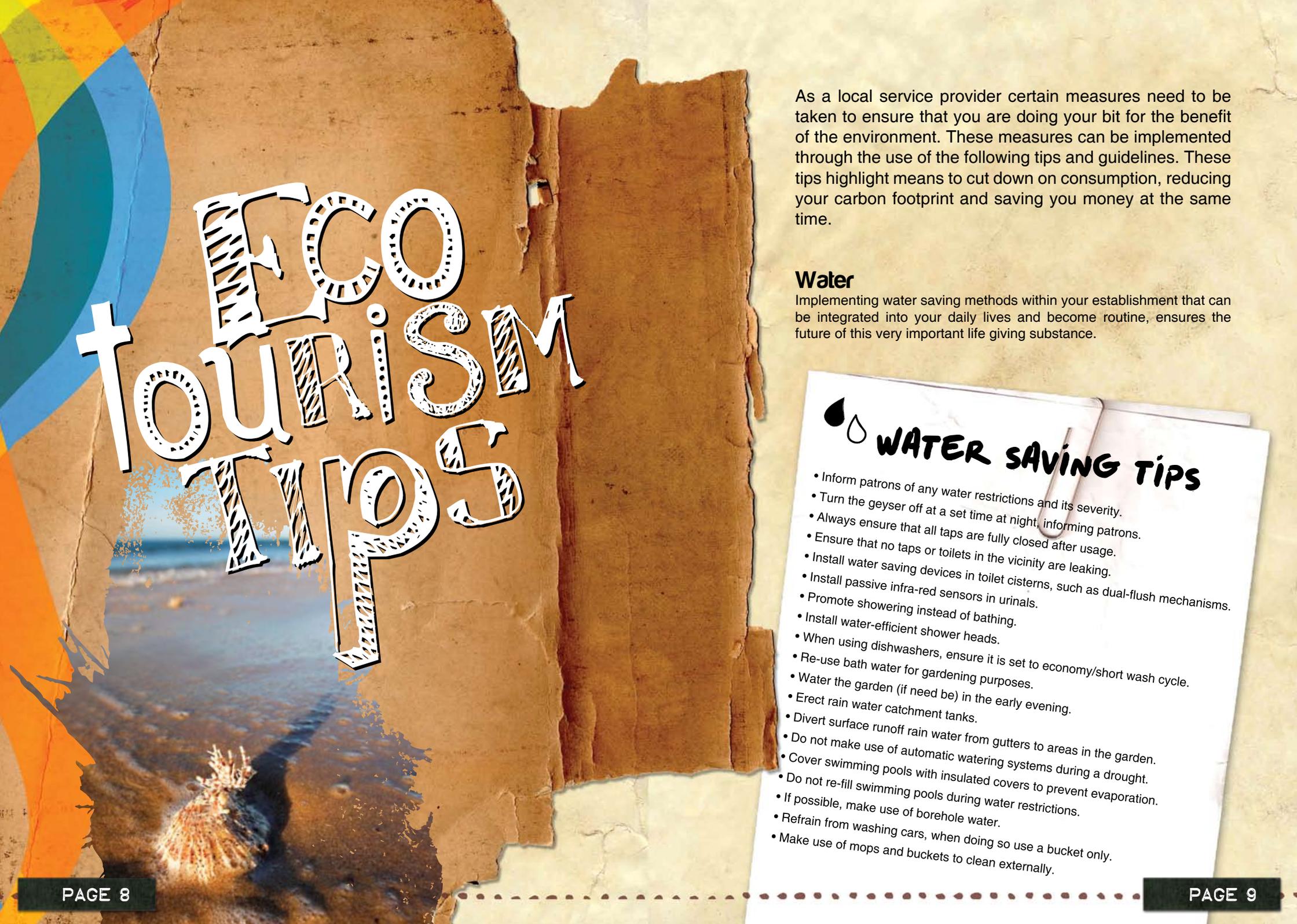
SAPS can supply service providers with crime statistics, highlighting areas to avoid which then provides the owner with information to advise their clientele regarding their safety. If all industries (namely the SAPS, hotels, transport and entertainment industries, local government and municipalities as well as tourism professionals) work together in communicating with each other, an open and healthy relationship can be achieved. This allows for a well informed service provider thereby informing its life line - the tourist - with important information; safeguarding the tourist from any harm.

By offering all tourists a safe and pleasant stay a return visit is almost guaranteed.

For emergencies, please phone:

**10111**





# ECO TOURISM TIPS

As a local service provider certain measures need to be taken to ensure that you are doing your bit for the benefit of the environment. These measures can be implemented through the use of the following tips and guidelines. These tips highlight means to cut down on consumption, reducing your carbon footprint and saving you money at the same time.

## Water

Implementing water saving methods within your establishment that can be integrated into your daily lives and become routine, ensures the future of this very important life giving substance.



### WATER SAVING TIPS

- Inform patrons of any water restrictions and its severity.
- Turn the geyser off at a set time at night, informing patrons.
- Always ensure that all taps are fully closed after usage.
- Ensure that no taps or toilets in the vicinity are leaking.
- Install water saving devices in toilet cisterns, such as dual-flush mechanisms.
- Install passive infra-red sensors in urinals.
- Promote showering instead of bathing.
- Install water-efficient shower heads.
- When using dishwashers, ensure it is set to economy/short wash cycle.
- Re-use bath water for gardening purposes.
- Water the garden (if need be) in the early evening.
- Erect rain water catchment tanks.
- Divert surface runoff rain water from gutters to areas in the garden.
- Do not make use of automatic watering systems during a drought.
- Cover swimming pools with insulated covers to prevent evaporation.
- Do not re-fill swimming pools during water restrictions.
- If possible, make use of borehole water.
- Refrain from washing cars, when doing so use a bucket only.
- Make use of mops and buckets to clean externally.

## Electricity

- Reduce your monthly electricity bill by cutting down on excessive electricity consumption. Electricity tariffs are sure to only increase further in years to come.
- Educating yourself and patrons in the many ways of saving electricity can only be beneficial to your pocket and to the population as a whole.
- Install energy saving light bulbs. These will not only have a longer life span but will also reduce the costs of your monthly energy bill.
- Switch off any lights when leaving a room.
- Switch off any appliance (remove the plug) when not in use – including a cellphone charger.
- Ensure all refrigerators / freezers are closed properly.
- Do not make use of heaters or air-conditioners when it is not necessary.
- Only make use of washing machines and dryers with full loads. Or offer a hand-washed laundry service if possible, which is also restricted to volume.
- Washing machine laundry should only be washed in cold water.
- Preferably air-dry laundry eliminating the use of a tumble-dryer.
- Make use of the short cycle option when using a dishwasher.
- Install solar geysers and solar heating panels to cut down on the amount of electricity consumed within the household.
- Allow the local municipality to install geyser trips that are controlled and monitored on their end.
- Try cooking outside more often, by 'braaing' or by making 'potjie kos'.
- Make use of gas powered items such as lanterns and ovens.
- Ensure that your generator is in working condition.
- Insulate your ceiling correctly ensuring that no heat escapes in winter and that no heat enters in summer.
- Avoid making use of Jacuzzi's / hot tubs that draw huge sums of power when in use.
- Computers – use the power saver mode on your computer.
- Switch the computer and printer off entirely when not in use.

## Carbon Offset Projects

- Plant trees.
- Develop on-site compost infrastructure.
- If applicable, promote green energy means of travelling, with walking and bicycle rides.
- Lower the emissions caused by vehicles by transporting more guests in fewer trips.
- Make use of lead free paint and cleaning materials on site.
- Never make use of pesticides that are harmful to the environment.
- Promote outdoor activities if applicable ensuring less energy usage.

## Recycling

In order for your establishment to boast sound environmental friendliness, dispose of your waste in a green manner. Recycling plastics and glasses is beneficial and thoughtful to the environment. Dividing rubbish into organic and non-organic matter is advisable. Organic waste can be turned into compost which could be beneficial to on-premises gardening projects.

### Tips to reduce trips to the refuse dump:

- Before purchasing an item consider its wastage potential.
- Allow staff the opportunity to suggest waste reduction methods.
- Re-use and recycle items when possible.
- Set up your own recycling system, dividing organic and non-organic waste into separate piles for easy removal.
- Issue invoices and paperwork electronically reducing the need to print items and waste paper.
- Allow guests (where applicable) the option to decide whether to reuse linen and towels.
- Make use of reusable glassware and crockery.
- Sell or donate unused items to those in need.
- Create your own compost site with kitchen leftovers that are organic in nature.

## Bio-diversity

As an establishment owner or manager be proud of the unique flora boasted by Nelson Mandela Bay. Ensure that your garden honours indigenous plants over the alien variety. The Bay is called "the five-biome city", and is unique in that it:

- Hosts five of South Africa's seven biomes – fynbos, subtropical thicket, Nama Karoo, forest and grassland biomes.
- Forms the South-Eastern corner of the Cape Floristic Region – a region renowned for its plant and animal diversity and endemism.
- Witnesses the meeting of two global biodiversity hotspots – the Cape Floristic Region and Maputland / Albany / Pondoland.

Do not disturb or remove any of our local Flora and Fauna.

# SUSTAINABLE TOURISM PRACTICES MIGES



**Sustainable tourism practices** from a tourism operator's perspective, constitutes practices/tips that can be implemented in the running of a business to provide a holiday that is both rewarding and enjoyable to the visitor. Through sustainable tourism practices, the local community from where the business is operated can be positively promoted. If these practices are successfully implemented the promotion to upkeep the natural environment of the area is also a certainty.

Tourism sustainability is for the benefit of all in the Nelson Mandela Bay area. The main aim, to achieve a constant flow of tourists into Nelson Mandela Bay, can be done through innovative co-operative means between service providers, improving and increasing the quality of service provided in the area; a positive reflection of what's on offer. Sustaining a constant influx of tourists can only be accomplished through the implementation of persistent and high service excellence levels, cost effective rates and competitive pricing structures.

By supporting local produce and local suppliers, owners are establishing a need for that product which in turn allows for the employment of that individual supplying the service or product. It is vitally important for the benefit of the local economy to make use of (if possible) local operators ensuring that all work is locally produced, maintained and delivered. This in turn minimises carbon offsets due to less transport being used to carry the goods to the prescribed destination.



THERE ARE CERTAIN SUSTAINABLE TOURISM TIPS THAT CAN BE IMPLEMENTED WITHIN THE RUNNING OF THE ESTABLISHMENT ENSURING AN ENJOYABLE STAY FOR A TOURIST, AND ENSURING A FAVOURABLE RESULT FOR THE OPERATOR INVOLVED.

## Sustainable Tourism Tips

- Follow tourism policies promoted by Nelson Mandela Bay Tourism, SA Tourism and various tourism associations.
- Ensure positive treatment of foreign and local tourists alike – in doing so repeat business is a surety.
- Eliminate the stigmatised negative perception of South Africa, through positive communication and morale within the establishment.
- Always provide service excellence.
- Eliminate mismanagement of services through the education of the owners' representatives.
- Offer cost effective rates.
- Support local producers and suppliers.
- Employ local people, decreasing unemployment in the immediate vicinity.



## Responsible Business Practices

As a tourism operator it is vital to implement stringent business practices, highlighting ethical behaviour. Enforcing set rules and regulations that are adhered to during the servicing of clientele can only be beneficial to the establishment and its reputation. As business owners it is advisable to enforce ethical practices within the running of the company, thereby providing an above board service delivery that is fully transparent and open.

The following practices can be implemented to promote business ethics and the sustenance of tourism in the Nelson Mandela Bay Municipality:

- All institutions are to register with applicable bodies as professional service providers. This is done to illustrate to prospective visitors that a form of grading is implemented by the local municipality ensuring certain quality standards will be met at all times during visitation.
- Bad mouthing of business competitors is to be eliminated.
- As a business owner it is in the owners' best interest to adhere to zoning regulations as stipulated by the local municipality.
- It is advisable to monitor staff closely ensuring satisfactory and exemplar service delivery at all times.
- As a business owner regular site checks or produce inspections are to be carried out ensuring above par quality.
- As a local it is imperative to support local producers and suppliers.
- It is important to work closely with in-direct competition, working in partnership to promoting services that work hand in hand.
- The efficient running of the said business (namely in cleanliness, electricity and water usage, waste removal) should be maintained at all times, ensuring happy tourists.
- Giving back to the community is also recommended in the form of workshops and on the job training if and when applicable and or appropriate.
- Offering tourists information packs on arrival will make for an informative stay for the visitor.
- Pay fair wages and create a positive work environment which lends itself to developing those employed.
- Be a brand ambassador for Nelson Mandela Bay.

By maintaining constant hand-on service delivery excellence and ensuring the satisfaction of the visitor, the tourism industry will thrive and grow in the Nelson Mandela Bay area. Doing your part by ensuring above par service and open communication with everyone involved (including the 'owner', local government and the visitor itself) will secure future tourism prospects garnering more visitors to the area. This is the main and most important aim of this tourism endeavour and promotion.



**nelson mandela bay**  
PORT ELIZABETH | UITENHAGE | DESPATCH

## Contact Details

<b>Communications Office</b>	+27 (0)41 502 0002
Disabled Desk	+27 (0)41 505 4425
<b>Corporate Services</b>	
Administrative Services	+27 (0)41 506 3218
<b>Economic Development &amp; Recreational Services</b>	
Economic Division	+27 (0)41 503 7500
Recreational Division	+27 (0)41 585 9711
<b>Electricity &amp; Energy Directorate</b>	
Customer Service	+27 (0)41 392 4111
Electricity - power failures	+27 (0)41 392 4162
Accounts enquiries / complaints	+27 (0)41 374 4434/506 5555
<b>Environmental Services</b>	
Customer Care Desk	+27 (0)41 506 5411/2
Environmental Health	+27 (0)41 506 5411
Occupational Health & Safety	+27 (0)41 508 7427
Disaster Management	+27 (0)41 501 7900
Weather Bureau	+27 (0)82 162
<b>Health Directorate</b>	+27 (0)41 506 1911
<b>Housing and Land Directorate</b>	+27 (0)41 506 2116
CIC (Building Plans & Town Planning)	+27 (0)41 506 2197
<b>Roads, Stormwater &amp; Transportation</b>	+27 (0)41 506 2428
<b>Blockages: Drain, Sewer &amp; Stormwater</b>	+27 (0)41 373 7641
<b>Water and Sanitation</b>	+27 (0)41 506 2418
<b>Waste Management</b>	+27 (0)41 506 5412
<b>Property &amp; Social Housing</b>	+27 (0)41 461 1536
<b>Municipal Managers Office</b>	+27 (0)41 506 3209
<b>Traffic &amp; Licensing Services</b>	+27 (0)41 402 1000
Fines Enquiries	+27 (0)41 402 1046
Traffic Accident Enquiries	+27 (0)41 402 1106



## Visitor Information Centres (VIC)

### PE Airport VIC

Shop 57, Ground Floor, Arrivals Hall  
Terminal Building  
PE Airport  
Allister Miller Drive  
Port Elizabeth  
Tel: +27 (0)41 581 0456/7  
Fax: +27 (0)41 581 0461

### Donkin Reserve VIC

Belmont Terrace  
Lighthouse Building  
Central  
Tel: +27 (0)41 585 8884  
Fax: +27 (0)41 585 2564

### The Boardwalk VIC

Marine Drive  
Summerstrand  
Tel: +27 (0)41 583 2030  
Fax: +27 (0)41 583 3413

### Uitenhage VIC

73 Graaff Reinet Road  
Mosel  
Uitenhage  
Tel: +27 (0)41 922 5214  
Fax: +27 (0)41 922 5765

## Essential Contact Details

### Association for the Physically Disabled

brian.bezuidenhout@apdnmb.org.za • +27 (0)41 484 5426

### NMBM Housing & Land

www.nelsonmandelabay.gov.za • +27 (0)41 506 2352

### Dept of Environmental Affairs & Tourism

www.deat.gov.za • +27 (0)41 503 7513

### NMB Tour Guide Association

+27 (0)41 379 1629

### Eastern Cape Tourism Board (Head Office)

www.ectourism.co.za • +27 (0)43 701 9600

### South African National Parks

www.sanparks.org.za • +27 (0)12 428 9111

### Marine & Coastal Management

www.mcm-deat.gov.za • +27 (0)86 112 3626

### South African Tourism

www.southafrica.net • +27 (0)11 895 3000

### NMBM Environmental Health

www.nelsonmandelabay.gov.za • +27 (0)41 505 4578

### Tourism Grading Council of South Africa

www.tourismgrading.co.za • +27 (0)11 895 3000

### NMBM Fire Department

www.nelsonmandelabay.gov.za • +27 (0)41 402 1001

### Tourism Enterprise Partnership

www.tep.co.za • +27 (0)41 582 2720

### NMBM Economic Development & Recreational Services :Tourism

www.nelsonmandelabay.gov.za • +27 (0)41 503 2352

# Always! think green

WE DID!!!



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