safety & security Guidelines

ISO WEEK 2019
Firstly, it’s important to know that the Cape Town V&A Waterfront is probably the safest district in Cape Town and South Africa. The Westin is within the V&A Waterfront and is also on my list of security-approved hotels so your risk will be very low, however, there are still some security measures you should abide by.

**Handbag safety**

- Hand bag theft is a regular occurrence and it also does occur on the Waterfront.
- Do not leave your handbag or laptop unattended.
- When sitting in a restaurant don’t leave your handbag on the floor or hanging on the back of a chair.
- Many of the thieves are women and children, so don’t trust when anyone is hanging around close to you that it is always innocent.
- If standing in a queue, hold your handbag in front of you, not hanging at your back. If you can wear your handbag across your shoulders and not just hanging on one shoulder it is ideal.
- There will be very little reason during your stay to provide your passport, so I would advise you leave it in the hotel room safe instead of carrying it around in your handbag.
Drawing cash and card safety

- Generally, you can do without carrying much cash and mostly use your cards.
- I would recommend not to draw money at the airport as criminals look out for tourists.
- Preferably draw cash in a shopping mall (at the V&A Waterfront).
- When drawing cash at an ATM, don’t allow anyone to interfere with you.
- Watch out for anyone standing too close to you with the attempt to pick up your pin number.
- When paying with your credit card do not allow it out of your sight, skimming is a regular occurrence.
- When asked to enter your pin number, cover the keypad with your free hand so that no one can see your pin number.

Mobile safety

- Try keep your mobile out of site and in public only use it if you feel you are in a very secure area.
- When in a restaurant don’t leave your phone lying on the table.
- Avoid walking in the street while texting.

Walking in the street

- Walking in the street in the Waterfront is safe in the day time and night time but be more vigilant at night.
- Walking in the Cape Town city streets is safe in the day time but not at night time, but day and night I would advise to rather use an Uber to get around.
- When walking, walk with confidence, keep your head up, don’t look like a tourist.
- Try not to display any valuables.
- Do not walk in the street listening to music on earphones as it’s perceived to have a value and it also detracts from your awareness levels.
- If you feel uncomfortable about people standing ahead of you, rather turn away and walk a different direction.

- In Cape Town City you may be confronted by beggars or street children, do not give them anything, rather look them firmly in the eye and say, “NO, I have nothing” and continue walking.
- We have had some incidences where criminals dress up as policemen and approach tourists and ask them to pay a tourist Tax (believing you are ignorant), there is no such thing as tourist tax, so do not entertain this request.
- Preferably move around in groups than on your own.
- If going out, do not leave your drink unattended.
**Taxi safety**

- I recommend using Uber instead of the metered taxi’s.
- If Ubering at night I would recommend, if possible, rather avoid doing it alone.
- We have had some minor issues with ‘UberX’, so when selecting your ride rather go with ‘UberBlack’, it is more expensive but what I would recommend.
- Make sure when booking the Uber that the registration number of the vehicle and name of driver matches your booking.
- Sitting in the front of an Uber makes you look less like a tourist.
- If the Uber driver is driving with the windows open, ask to use the aircon instead.

**Sightseeing**

- If you intend doing some sightseeing, most tourist destinations are very safe, just look out for possible pick pocketing.
- Going hiking without having local knowledge is not advisable.
- If you want to go to the top of Table Mountain rather use the cable car than hiking to the top.

---

**Civil protest safety**

Civil Protests occurs from time to time in South Africa where peaceful rallies/marches may turn violent and unfortunately can result in a riots which at times could affect innocent bystanders.

**Prevention is better than cure!**

**Safety guidelines**

- If protests are taking place, make sure before leaving your location and moving to the next one that you check to see if there are any protests taking place en-route, if there are rather change the route you’re taking.
- If protests are taking place and you are not familiar with the area, it would be safer to take a Taxi/Uber/Bolt than to rent a vehicle and using its GPS. Your Taxi/Uber/Bolt driver will avoid high risk areas, whereas your GPS will not know which areas to avoid.
- If protests are taking place, make sure before leaving your location and moving to the next one that you check to see if there are any protests taking place en-route, if there are rather change the route you’re taking.
- If you are in a vehicle and suddenly see a large group of people ahead of you and find you cannot backtrack due to traffic congestion, rather get out of the vehicle and swiftly move in the opposite direction.
- Should you be in a vehicle or on foot and you suddenly see a large group of people, immediately backtrack to where you came from and keep heading in the opposite direction.

**How to respond if caught up in a riot**

If you could not avoid a riot and find yourself in a highly unlikely situation where you are caught up in the group - do not attract attention, try to stay calm, avoid eye contact, keep loved ones close by linking arms, move with the group, meander to the side, slip down a side road and move to a safe haven.
if at any stage...

you are confronted by an armed criminal, just comply with his or her demands.

For your entire stay I will personally be available on my mobile at any time should you need advise on any security related matters, or places you would like to go or things you would like to do.

Aubrey Pieterse
Independent Security Advisor

083 753-4454
tbs@iafrica.com
www.tbsservices.co.za
www.aubreypieterse.com

About TBS Services

TBS Services over the past thirty years has developed specialist training courses to address the fears we face on a daily bases, confronting our concerns, finding solutions and living in harmony. Our professional facilitators run courses on Crime Prevention topics ranging from hijack prevention, rape prevention, home safety, becoming streetwise, etc. and psychosocial topics such as stress management, anger management, dealing with blame and guilt, team building, conflict resolution, etc. Now more than ever, individuals; companies; organisations and our country need to be living with a positive outlook and TBS Services can equip you with the tools to not only face any ordeal, but to look toward the future with confidence.