



26th June 2020

Off the back of the Presidential announcements of an Advanced Level 3 and the communication from the Financial Sector Conduct Authority (FSCA), we should be holding more answers about what relief and recovery will look like for the tourism and hospitality industry. And yet, there still seems to be more questions than answers.

To that end, we have implored the FSCA to give further clarity on their [communication](#) so that we may confirm the implications on your individual policy wording and claims.

In pursuit of more answers, we are also watching closely the progress of legal proceedings against insurers here in South Africa and internationally.

The Western Cape High Court will hear the country's first legal challenge on Covid-19 Business Interruption claims. The hearing, set for 1 September, will see two claimants from the hospitality industry go up against Santam.

Further ahead in this process, the Financial Conduct Authority (FCA) in the UK has its second case management conference today during which the court will deal with any outstanding procedural matters prior to the final hearing beginning 20 July.

While these legal precedents will likely influence how the rest of Insurers responds, we will continue to advocate for the insurance industry to adopt a socially responsible approach that benefits all stakeholders in tourism and hospitality.

We are striving to strengthen our collective voice by collaborating with our competitor brokers in the tourism and hospitality space, lobbying the FSCA, and providing input to the Financial Intermediaries Association's (FIA) Covid-19 task team who will be challenging Insurers on various points.

We're also leaning into what risk transfer could look like in the future as part of SATSA discussions around reimagining the value chain. While we sail through this storm, it's important that we start thinking about what our new normal will look like, what challenges lie in store and how we need to de-risk ourselves for our future world order.

Talking about the future, while there remains some uncertainty around what the revised Level 3 regulations ultimately mean for our tourism and hospitality industry, each easing of the lockdown restrictions is an encouraging step in the right direction.

What we do know from a Department of Co-operative Governance and Traditional Affairs gazette issued last week is that, in line with the President's announcement, conferences, cinemas, theatres, casinos, museums and restaurants are permitted to operate given strict adherence to all relevant protocols and social distancing measures. We await clarity on accommodation establishments for leisure purposes, but encouragingly these categories are beginning to overlap with the tourism sector.

Time has been strange during lockdown – the passing of it feeling both fleeting and drawn out, regarded with both unease and eagerness. But, now, with the prospect of getting back to business looming on the horizon, it may be time to start taking some small, albeit active steps towards recovery.

To ensure that you are back in business as soon as the restrictions allow, it is essential for you to start implementing the required health and safety [protocols](#) and train your staff in advance of opening.

The Tourism Board Council of South Africa (TBCSA), with input from various member associations, has developed this set of protocols which has been approved by the National Department of Tourism.

Additionally, here are some key actions you should consider as your business embarks on the road to recovery:

1. **Perform the housekeeping.** Service your vehicles, clean your chimneys, and check all your appliances, cables, and plugs. These little things can have a big impact on reducing your risk.
2. **Test your safety equipment.** Make sure that your alarms, fire extinguishers, and first aid kits are all stocked, operable and accessible.
3. **Refocus on your customers.** Their needs, like your own, may have changed over the course of the last few months. It is more important than ever for your services and products to be aligned with these needs.
4. **Touch base with your broker.** If some of your cover and costs have been reduced during the lockdown period, speak with your Account Executive about what essential cover you should reinstate as you resume operations.

SATIB24 Crisis Call can also offer added peace of mind as you reopen. There for you in the event of an emergency, SATIB24 is a 24-7 operations centre that coordinates an integrated response from emergency medical, security and incident management specialists.

Particularly now, with the real and present threat of Covid-19, SATIB24 can assist you if there is a suspected case on your premises. This service will assist in identifying the nearest test centre and guide you in following protocol. Please understand though that the cost of transporting a *suspected case* of Covid-19 will not be absorbed by the SATIB24 insurance policy, which is reserved for *sudden, unforeseen, and immediately life-threatening incidents*. The team will however advise you as to whether a case needs to be escalated from primary health care to this critical emergency response, in which case the policy will trigger.

SATIB24 ensures that all our clients – as well as your staff and guests – have access to the right resources when there is no time to spare.

SATIB remains steadfastly by your side, to advocate unequivocally in your best interests and assist you in any way we can.

Kind regards,

A handwritten signature in black ink that reads 'Dewald Cillie'.

SATIB Insurance Brokers, Executive Head – SATIB