



3rd July 2020

"Build a longer table, not a higher fence"... These words leapt out at me on one of those memes you usually scroll past on Facebook at 2am when you're struggling to sleep. Insomnia anyone?

This Sunday marks 100 days of lockdown in South Africa. Our resilience has been well and truly tested in ways we could not have imagined four months ago – no more so than in tourism and hospitality.

Many businesses, which have bravely held on over the course of these 100 days, are fast exhausting their options. The sacrifices and appeals for relief that could be made, have been made. And despite the allowances the Tourism Business Council believes have been made for intra-provincial leisure travel this week, our industry is at a precipice with a long road yet to walk.

We really have to dig deep and find ways of doing more if we are to meaningfully preserve our businesses and an industry that supports 1,5 million jobs, countless SMMEs across sectors, and the local communities and conservation that define South Africa as a destination.

When you're behind the eight-ball, the last thing you want to think about is collaboration. But we are stronger together and as tough as it's been, we're going to need to be even more resilient and collaborate even more in the coming months to survive this.

There's been a lot of media coverage around Business Interruption claims and Tourism over the past month. There will be a lot more to come. And with the earliest date for litigation on the matter only set to be heard in September, it's simply not a timeline that is feasible for the survival of our tourism industry. We need action now.

Our best chance is to use every avenue available to us – whether through the FIA, directly with Insurers or group actions that are being driven by Tourism stakeholders – to appeal to Insurers to do the right thing and launch a relief fund for the Tourism Industry. That's what's on my mind at 2am.

Our commitment to you is that we are and will continue to do everything in our power to make that happen because we know you need help now, not after a protracted legal battle that will leave both industries well and truly decimated. Those plaintive pleas you're getting from your staff for support are happening today. That electricity bill needs to be paid today. September, October, November – they're just too far away.

### **But beyond today...**

We've heard more than one of you ask what will happen when we do reopen eventually only to have our businesses disrupted by having a Covid-19 case on our premises, in our vehicles or engaging with our staff and other guests.

It seems a long way off, but we have to start thinking about these things now, and we've done so by ensuring that our [SATIB24 Crisis Call](#) is integrated with the Tourism Industry Standard [Protocols](#). This 24-7 service includes immediate access to a medical team, monitoring and case management, evacuations and repatriations. (if required).

If there is a suspected case of Covid-19 on your premises, the SATIB24 team of experts will guide you through the necessary protocol. This may involve initial medical advice in handling the immediate situation, isolation, locating testing facilities, preparing transport, and assisting staff and later the cleaning of vehicles and guest rooms. We can advise and guide you and your staff in the use of PPE and the monitoring of individuals with Covid-19 symptoms.

If required, they will assist you with the preparation of your transport to a facility where definitive diagnostic tests can be performed. If critical and immediately life threatening our standard crisis response will be activated. 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 a 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 during these trying times.

Balancing lives with livelihoods is a greater responsibility than policy wordings and interpretations. This is about what is best for South Africa; what is ethical and just; and about acting in true solidarity. We will never let the human factor – the lives, livelihoods, families, and communities – be overlooked.

We pledge to do better today.

Kind regards,

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

**SATIB Insurance Brokers, Executive Head – SATIB**