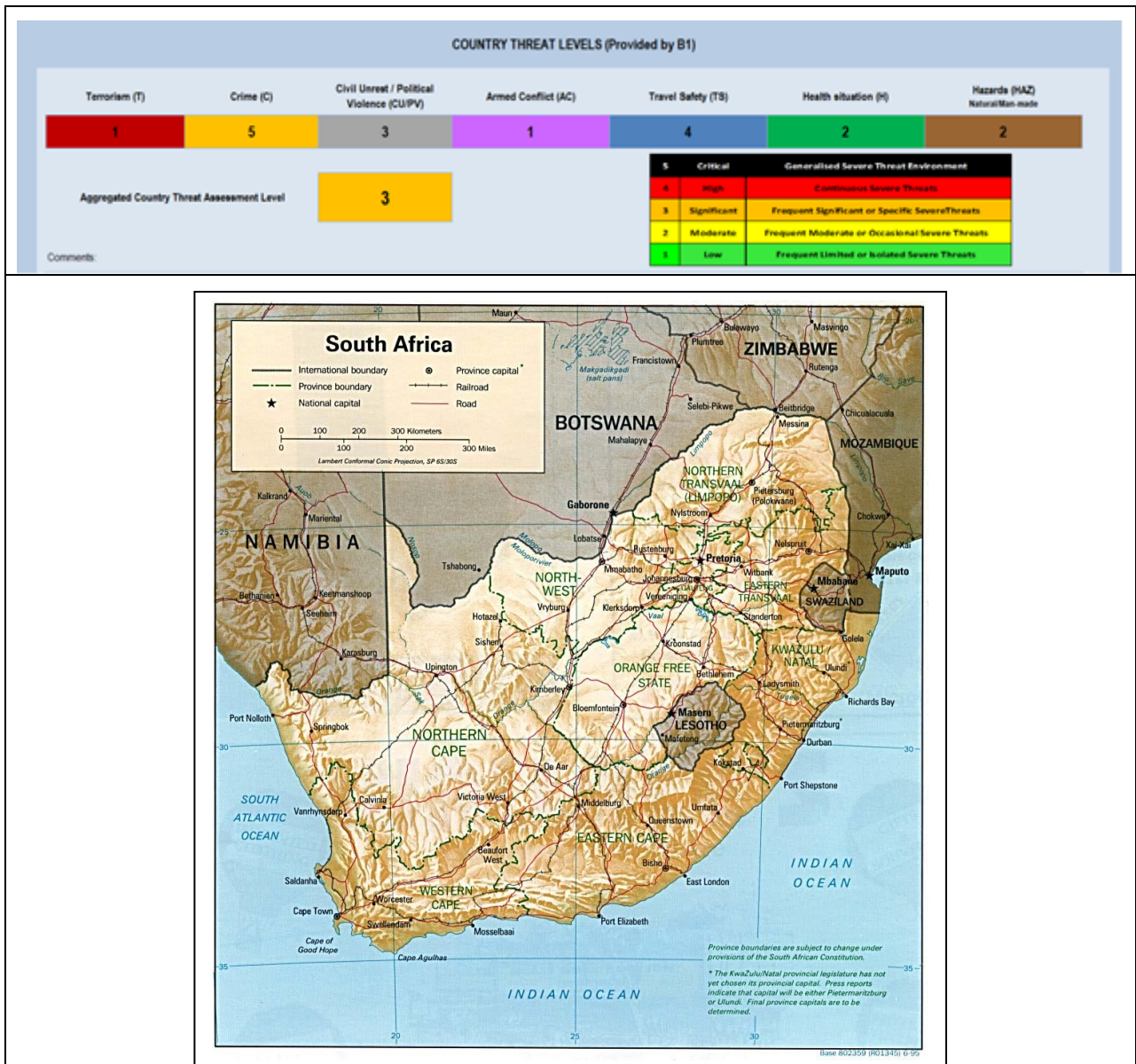


# EEAS BA IBS 2

## BRIEFING FILE

### SOUTH AFRICA

HOD : MARCUS CORNARO  
DSC: SOFIA MOREIRA DE SOUSA  
HOA : NOËL HENDRICKX  
RSA : JOSE CARBAYEDA



## EEAS BA IBS 2

TRAVEL CLEARANCE APPLICATION	REGION	LEVEL
SOUTH AFRICA	NONE	HoD

### **KEY ISSUES AND SECURITY RULES**

#### **CRIME**

The crime threat is considered critical

#### **General**

Criminal activity, often violent, is prevalent throughout the country. The government has in place a number of strong anti-crime initiatives. Despite the significant decrease of crime rates during the last years, violent crimes such as armed robbery, carjacking, mugging, "smash-and-grab" attacks on vehicles, and other incidents are still common and do affect visitors and residents.

Crimes against property, such as carjacking, have often been accompanied by violent acts, including murder, when victims resist or are slow to respond to attackers' demands.

Criminal activity, such as assault, armed robbery, and theft, is particularly high in areas surrounding certain hotels and public transportation centres, especially in major cities. Theft of passports and other valuables is most likely to occur at airports, bus terminals, and train stations.

South Africa also has one of the highest incidence of reported rape in the world. Foreigners are not specifically targeted, but some have been the victims of rape. Victims of violent crime, especially rape, are strongly encouraged to seek immediate medical attention, including antiretroviral therapy against HIV/AIDS.

Staff is advised of ongoing criminal activity involving organized crime gangs targeting individuals at shopping centres and other public places. Once a victim has been identified, he/she is sometimes followed back to his/her residence and robbed, usually at gunpoint, although the use of force is generally reserved for those offering

## EEAS BA IBS 2

some form of resistance. These gangs tend to target people appearing to be affluent, including those driving expensive cars, wearing eye-catching jewellery, flashing large amounts of cash and/or making high-value purchases. Criminals also gravitate towards “soft” targets – people who appear preoccupied and do not pay attention to their immediate surroundings. Staff who believe they are being followed should travel directly to a police station or other public location, but never back to home.

Cash-in-transit (armored vehicle) robberies are common. You should avoid traveling near these vehicles and personnel during a cash delivery or pick-up, particularly at shopping centers or other public locations.

There have been reported incidents of fake South African Police Services (SAPS) or other South African law enforcement vehicles masquerading as official vehicles involved in hijackings or robberies. When in doubt and as a precaution against being stopped by “bogus” police, motorists are advised to put on their hazard lights and to drive slowly to the nearest South African police station or to a well-lit or well-populated area such as an open gas station, supermarket, or hospital to establish if they are being stopped by genuine police.

### **Pretoria.**

Although recent policing strategy has reduced crime in Pretoria, it remains a potentially highly dangerous environment. The majority of crime in Pretoria involves use of a weapon (either firearm or edged weapon). The most common forms of crime in Pretoria are:

- Non-violent theft
- Theft out of motor vehicle
- Burglary
- Assault
- Credit card fraud / theft

Due to the relatively high level of crime and the frequency of violent/armed crime, all areas of Pretoria present an elevated risk.

## EEAS BA IBS 2

Even if there are not officially declared off-limit areas, the following areas should be avoided when possible, mainly at night: downtown, Sunnyside, Arcadia, Marabstad and the townships.

### **Johannesburg.**

Johannesburg is the most dangerous city in South Africa. Although recent policing strategy has reduced crime in Johannesburg, it remains a potentially highly dangerous environment.

Due to the high level of crime and the frequency of violent/armed crime, all areas of Johannesburg present an elevated risk. The visitor should remain vigilant at all times, even in apparently secure locations.

The following areas should be avoided where possible: Central Business District, Hillbrow, Yeoville, Berea, Tokoza, Katlehong, Tembisa, Townshi and Rotunda Bus Station.

### **Cape Town.**

As the most popular tourist destination in South Africa, Cape Town's law enforcement is focussed on protecting the tourism industry from the effects of crime.

The most common forms of crime in Cape Town are:

- Pickpockets
- Non-violent theft
- Credit card fraud / theft
- Theft from vehicle
- Mugging

Popular and busy areas of Cape Town are generally low-risk, although the visitor should always remain vigilant. Poor areas, down town, and unofficial settlements (townships) on the outskirts of Cape Town should be avoided, particularly at night.

### **Durban.**

## EEAS BA IBS 2

Durban remains the second most dangerous city in South Africa. Recent policing strategy has reduced serious crime in Durban. However it remains a potentially highly dangerous environment.

Due to the relatively high level of crime and the frequency of violent/armed crime, all areas of Durban present an elevated risk. The suburbs north and west of the city are generally considered to be safer than the city center, but all visitors should remain vigilant and exercise situational awareness at all times.

The following areas should be avoided where possible: Down Town, Mahatma Gandhi Road (formerly the Point), Townships

### **Smash and Grab, Carjacking and Theft of Motor Vehicle**

“Smash-and-grab” robberies are common throughout South Africa, particularly in urban areas, at traffic lights and on highway off-ramps. A criminal, sometimes posing as a vendor or beggar, will walk between lines of vehicles waiting at an intersection, surveying the contents for valuables. Once an item of value is identified, the perpetrator will quickly smash the window and grab the item off the seat before fleeing, often before the driver can determine what happened. In another scenario an individual (or two working in tandem) may indicate to a driver an apparent flat tire or other problem and wait for the driver to pull over or exit the car before grabbing exposed valuables. Drivers should avoid carrying anything of value (e.g., briefcases, purses, cell phones, etc.) inside the car that could attract potential assailants.

If your vehicle is bumped or struck from behind do not stop and get out of the car, drive to the nearest police station to report the incident. This is the most common modus operandi to target motorists.

Ladies driving alone are the preferred target.

Doors should be kept locked and windows rolled up, particularly when stopped at traffic lights.

Drivers should leave at least a vehicle space between your vehicle and the vehicle in front of you; the reference is to see the rear tyres of the car in front touching base. This will assist you in the event of having to make an emergency manoeuvre. Be ready to extricate yourself from a potential hazard as quickly as possible.

## EEAS BA IBS 2

It's advisable not to make your home address in your GPS, if you need to do so make your home address under any other name.

Less frequently, criminals, often in groups, have placed large and sharp objects in the road (rocks, bricks, shards of metal etc.) in an effort to puncture a vehicle's tires.

Another, less frequently used tactic is for thieves to throw rocks and bricks from freeway overpasses onto moving vehicles to damage cars and disorient drivers. The thieves then rob the driver once he has pulled over to inspect the damage.

Theft of motor vehicles remains one of the most prevalent crimes in Brooklin/Waterkloof (Pretoria) areas. Some of the vehicles are sold in neighbouring countries. Some others are dismantled for being sold by spare parts.

Jammers blocking the signal of your remote key have been detected in some shopping malls. When parking the vehicle, always confirm your car is locked by hand after using your remote key.

It is advised you protect your vehicle by installing a tracking system to know where the vehicle is in case of theft, and an anti-hijack system to stop the vehicle some minutes after the hijacking. In addition it is recommended to install an anti-smash-and-grab film to protect the windows of your vehicle.

### **Burglaries and house Robberies**

All areas are susceptible to burglaries, including hotels, hotel rooms, businesses, large and small and Guest Houses.

Staff members should be vigilant at all times of suspicious persons in and around their property, uninvited visitors or others claiming to be public services.

Criminals gain access to houses by tricking the domestic workers. It is of outmost importance that your domestics and dependents don't let anybody in without prior approval/confirmation. That includes City Workers for water and electricity, security companies etc.

It is also important when you have workers in the house to make sure that they don't go to areas where they are not supposed to and take valuable items away, such as computers etc, if possible. Lock rooms that they are not supposed to visit etc. Also

## EEAS BA IBS 2

avoid walking up to your gate if you are not 100% sure who it is, you might get a gun in your face.

Make security reference check before you employ you domestic workers.

It's advisable not to inform them of you daily movements or travel date and time.

If you will be on vacation it is advisable not to speak out the details where you about to unrelated person or speak over the phone about it in front of strangers.

Stop you newspapers or any post-delivery to your resident address as it will be an indicator that you are not at your home.

Request to Admin additional guards during your removal. You can request additional guards as well for your private functions for reinforcing the access control or protecting the guests' cars but it will be invoiced to you.

### **Residential Security**

- Lock all the doors and secure grills, especially at night.
- Ensure windows are secure.
- At night, all of your curtains should be fully closed.
- Secure your safe haven at night. Ensure your cell phones are in place and functioning.
- Use your alarm system.
- Report any faulty security equipment to the HOA.

In case of intruders:

- Activate the alarm using the panic button.
- Contact ZEBRA (guard at the Delegation) and request to have the intervention team dispatched to your residence.

### **ATMs and Credit Cards.**

Criminals in South Africa have targeted Automated Teller Machines (ATMs). Incidents of credit card fraud and various check-cashing scams have also been

## EEAS BA IBS 2

reported. Do not accept "assistance" from anyone, or agree to assist others with ATM transactions. Staff should try to avoid using ATMs after business hours or in remote locations. When giving your credit card to a store or restaurant employee for processing, do not let the card out of your sight. Most South African restaurants have portable credit card machines that can be brought to your table.

Criminals also loiter near ATM machines and target persons withdrawing cash. Based on these threats, the following security precautions are recommended:

- Before withdrawing money, scan the area for any suspicious persons or activity. Should anyone approach you while you are withdrawing money, immediately cancel the transaction and leave the area.
- ATMs located inside shopping malls, hotels, and banks are preferred since they are normally high-traffic areas, and monitored by security guards and cameras.
- Avoid using ATMs in dark, remote, or isolated areas.

Should you be confronted by an armed individual - immediately comply, avoid making sudden movements, and do not offer any form of resistance. Any hesitation on your part could be perceived as a threat and may result in unnecessary violence. Criminals do not discriminate. Members of the international diplomatic community have also been targets of crime.

Criminals have used commercial explosives to blow up ATMs in South Africa. ATM bombings have taken place in the early hours of the morning in remote or isolated areas although some attacks have taken place at gas stations and shopping complexes. This crime has been reduced near to zero during 2014.

### **Airport Safety**

Airports in South Africa are one of the most common places where safety issues arise as you are often distracted and tired. Make sure you keep your bags with you and only accept help if the person is from an airport company or airline.

Criminals are known to also target travellers at ATMs in airports.

## EEAS BA IBS 2

Travelers leaving O.R. Tambo International Airport (Johannesburg) have been targeted by criminals for robbery while in route to their hotels or places of residence. As such, all travellers should be extremely vigilant when leaving the airport and ensure that a reliable mode of transportation is used (such as arranging pick-up directly with a hotel, or using airport-approved modes of transport, such as Gautrain or official metered taxis from the taxi rank).

Concerted efforts have been made to reduce luggage theft and pilferage at O.R. Tambo International Airport (Johannesburg), with noticeable results. However, travellers are encouraged to lock their suitcases when possible and avoid placing valuables in checked baggage. A good practice, regardless of destination, is to make an inventory of items and contact your air carrier immediately if you experience a loss.

### **Hotel Safety**

Keep valuables and important documents in your hotel safe, or on your person. Losing a passport or other important documentation is a major inconvenience. Please take care of these items and keep them separate from your general luggage.

Ensure that your luggage is secure, just like anywhere else in the world, do not leave your luggage open or unattended.

Keep your room door locked. If someone knocks, verify who it is before opening the door to them.

Do not enter your room if you find your door unlocked. Go back to the reception and inform them;

### **Financial and Romance Scams**

Visitors should also beware of telephone, Internet, and e-mail fraud schemes, which attempt to win the confidence of unsuspecting persons who are persuaded to enter into a romantic relationship via email, or to provide financial assistance, or to travel to South Africa and assist in a supposedly lucrative business venture. Since 2008, there have been several cases of citizens losing important quantities of money and putting themselves in danger by responding to either romantic or financial scams (also known as “419 scams”). “Lonely hearts” scams are a common and growing problem,

## EEAS BA IBS 2

with “engagements” via the Internet used to lure victims into sending money to assist with supposed education, legal, health, or job problems.

### **Rape**

Sexual offences and particularly rape is a worldwide crime. Research and statistics show that in the majority of incidents the victim knew their attacker for e.g. a colleague at work, personal friend. It should be pointed out that males are also victims of this serious crime. Whilst socializing be careful. Attackers are increasingly using the “Date Rape” drug Rohypnol which produces sedative like effects including muscle relaxation and the slowing of psychomotor performance, i.e. you will begin to feel woozy and will have difficulty standing up or speaking, and when you attempt to walk you might stumble. These symptoms occur within 20-30 minutes of the drug as small as 2 mg being administered into your drink and ingested. The effects will last for anything up to eight hours. Victims of this drug have stated they have awakened to find themselves in a strange location and their clothing is disarray and/or in some physical discomfort. This drug is ALSO a favourite weapon of prostitutes who use the same to drug and rob their victims. If you will have a social drink of any type, do not accept drink from a person you have just met! Don’t leave drinks unattended! Be careful when divulging personal details, especially single females living on their own. Not everyone needs to know where you live. Do not leave any location with someone you have just met, do not act hastily in divulging your home address details and phone numbers to male acquaintances. In event of rape – person should contact nearest private hospital for assistance and the hospital will contact the specialized police.

### **TERRORISM.**

The terrorist threat is considered low.

### **CIVIL UNREST.**

The civil unrest threat is considered significant.

### **Strike and Protest Activity**

## EEAS BA IBS 2

South Africa regularly experiences protests and strike activity over wage disputes and a failure to deliver government services. Several of these incidents have resulted in significant disruption, property damage, and in many cases, violence.

### **Xenophobic Violence**

South Africa has seen a number of attacks directed at refugees or immigrants from other African nations in the last two years, and more recently during 2015. Many of the attacks were centred in Johannesburg and the province of Gauteng in low income neighbourhoods and townships, but other incidents have taken place throughout the country. Many individuals were killed in these incidents and others, both targeted victims and bystanders, were injured.

### **HEALTH SAFETY**

This threat is considered moderate

### **Malaria**

Malaria prophylaxis is not required in Pretoria, but is suggested in areas where malaria is present.

Malaria is endemic in the Lowveld of Mpumalanga and in Limpopo (including the Kruger Park and private game reserves which make these provinces so popular with travellers). In KwaZulu Natal malaria is endemic on the Maputaland coast. So if you are travelling to the far north of South Africa, please consult a health-care professional for the latest advice on malaria prophylaxis as it changes regularly.

### **HIV/ AIDS.**

South Africa is one of the countries most severely affected by the AIDS epidemic, with the largest number of HIV infections in the world. UNAIDS estimated that in 2013, the total number of persons living with HIV in South Africa was 6.3 mill. South Africa's generalised HIV epidemic is defined as being hyper-endemic due to the high rate of HIV prevalence and the modes and drivers of HIV transmission. Heterosexual sex is recognized as the predominant mode of HIV transmission in the country followed by mother-to-child transmission, and drivers of the epidemic include migration, low perceptions of risk, and multiple concurrent sexual partnerships.

### **TRAVEL SAFETY**

## EEAS BA IBS 2

This threat is considered high due to the high rate of road traffic accidents.

### **Road Traffic Accidents**

South Africa has very good roads however, the level of traffic accidents is very high and caused by over speeding and careless driving. Road Traffic Accidents rate remains one of the highest in the world with 14.000 victims every year.

It is recommended to drive always defensively, expecting the unexpected.

### **IN SUM**

**Maximize awareness/minimize risk.**

### **HELP**

If you are involved in an incident, report it immediately to **ZEBRA 24/7 0124525238** who is **your first security focal point**, tell him/her who you are, and he/she will then be able to provide assistance to you.

## EEAS BA IBS 2

# EMERGENCY NUMBERS

## European Union Delegation

SECURITY	EMERGENCIES
<b>Zebra / Delegation (24hr)<sup>1</sup></b> 012 452 52 38 - 012 452 52 00 - 012 452 52 99 <b>G4S Contract Manager (Julius Shilenge)</b> 082 377 03 97 <b>G4S Control Room</b> 010 001 45 00 (48 00). <b>Diplomatic Police<sup>2</sup></b> 012 400 64 12 - 082 778 96 56 - 079 517 03 28 - 079 517 03 17 <b>SAPS EMERGENCY LINE<sup>3</sup></b> 10111 / 112 <b>EU Regional Security Adviser</b> 073 183 86 22 <b>EU Head of Administration</b> 083 677 88 86	<b>Ambulance and Fire: 10177 (toll free)</b>  <b>Little Company of Mary Hospital</b> 012 452 94 00 - 012 347 25 70 <b>Little Company of Mary. Dr. Chantall van Uitvanghe</b> 012 346 30 83 <b>Poison Ctr. (24hr):</b> 012 931 61 29 <b>Rape Crisis and AIDS line:</b> 080 001 23 22

<sup>1</sup> **ZEBRA** is your Security Focal Point. For every security related issue Zebra must be contacted. He/she will escalate if needed.

<sup>2</sup> **Diplomatic police:** The diplomatic police provide service for EU staff. The service has been established in Pretoria with patrol team to cover Johannesburg during working hours only. If needed, call Diplomatic Police Control room and they will direct your call to the concerned person.

<sup>3</sup> South African Police Service, **SAPS**, can be contacted only in case Diplomatic Police is not reachable.