

FOR PSA MEMBERS: **NATIONAL DEPARTMENT OF TOURISM (NDT)**

30-05-2022

Update: Review of Internal Policies

Business Process Management Policy

This policy is intended to guide employees on developing, implementing and maintaining business process maps and standard operating procedures for the improvement of quality service delivery in a fast, efficient, effective, simplified, and seamless manner. It applies to all Tourism key services, all employees, including contract workers and interns. This policy further guides the development, implementation, and maintenance of business process maps and standard operating procedures in the different five (5) levels based on the required needs. It addresses the various levels of Business Process Management and how business process mapping is triggered. Roles and responsibilities of various role-players are outlined in the policy starting with the Executive Authority, the Director General, the Deputy Director General: Corporate Management, and all other role-players in the Department.

Occupational Health and Safety Policy – COVID-19 Protocols

As a result of the COVID-19 pandemic, an Addendum to the Occupational Health and Safety Policy was developed to ensure that the COVID-19 protocols are accounted for in the policy. However, the employer proposed that since the country is no longer under the State of Disaster, consideration be made to review the OHS policy so that it includes some of the critical measures in the COVID-19 Protocols, as part of the OHS to even provide guidelines for possible future pandemics. Where the policy specifies COVID-19, it will be changed to refer to the “pandemic” as a general term and the provisions will be amended to accommodate other possible health disasters. Members are urged to read through these policies and provide inputs on each policy to the PSA for the union to influence them on behalf of its constituency. Inputs should be sent to smabele@tourism.gov.za on or before 6 June 2022.

GENERAL MANAGER