

Improvement Measures to Ensure Tourist Safety

A. Creation of New Units and Deployment of Police Resources

1. The Department of Tourism and the Philippine National Police (PNP) launched in December 2010 the “National Tourist-Oriented Police for Community Order and Protection” (“TOP COP”) Training Program. Special teams of tourist police are created to enhance security for tourists and tourist areas as well as to ensure the special and proper handling of tourist-related security and safety issues. As of March 2013, 53 seminars have been conducted and 2,817 police personnel have been trained under the TOP COP Training Program.
2. 558 Tourist Assistance Centres (TAC) and 1,838 Tourist Assistance Desks (TAD) have been established in areas of high tourism traffic. Since November 2010, the Department of Tourism and Philippine National Police have trained police personnel under the TOP COP Program. Once trained, they are deployed on a 24/7 basis to the TACs and TADs all over the Philippines with support from civilian personnel.
3. In October 2010, the PNP Highway Patrol Group has created and deployed a Special Task Force to intensify its operations to neutralise robberies whose modus operandi targets those arriving from the airport, including foreign tourists by pretending to accidentally bump the vehicles of their victims.
4. With a view to upgrading individual and team capabilities in crisis management, the PNP activated on 19 June 2011 the Crisis Action Force, an interim elite unit composed of personnel from the Special Action Force, Maritime Group and Aviation Security Group.

B. Promulgation of Guidelines, Handbooks and Manuals

5. Executive Order No. 82, signed on 4 September 2012, promulgates two documents, namely the Practical Guide for National Crisis Managers and the National Crisis Management Core Manual prepared by an inter-agency committee spearheaded by the Office of the National Security Adviser following the President’s instruction to review the 2000 Crisis Management Manual.

6. The PNP issued the Letter of Instructions No. 56/2010 “Bantay Turista” (“Safeguard the Tourist” in English) in October 2010 which sets police operational guidelines to protect and ensure safety of tourists and maintain peace and order in all tourist destinations.
7. Three Handbooks were published to guide the PNP in hostage situation management: Hostage Negotiation Handbook; PNP Critical Incident Management Action Flow Chart and Checklist Handbook; and PNP National Operations Centre Incident Management and Monitoring Handbook.
8. Field Manual in Investigation of Crimes was developed and published to improve investigation policies and procedures. The Field Manual will enhance and improve the investigative techniques employed by police personnel which in turn will impact on the overall security situation in the country, including tourism safety.
9. The Department of Interior and Local Government (DILG) has implemented Workshops on Crisis Management for Local Government Officials on their roles and functions in crisis incidents.
10. The DILG has implemented procurement reforms; the criteria for purchases should be the most reliable and cost efficient equipment based on the actual needs of the recipient police unit.
11. Coordination with KBP, the national organization of the Philippine broadcast industry, to formulate a protocol on media guidelines during crisis situation.

C. Briefings for Tourism Industry Stakeholders

12. Cross cultural learning and tourist safety seminars were organized for Hong Kong tourism industry stakeholders in October 2011, November 2011 and March 2012 respectively.

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