

**INTER-AMERICAN COMMITTEE AGAINST TERRORISM (CICTE)**

MEETING OF EXPERTS TO EVALUATE THE  
RESULTS OF THE PILOT PROJECT ON SECURITY  
OF TOURISM AND RECREATIONAL FACILITIES  
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**RESULTS AND EVALUATION OF THE PILOT PROJECT**

**PRESENTATION BY MS. YVETT BURNETT,  
SENIOR TOURISM DEVELOPMENT OFFICER (ACTING)  
BARBADOS MINISTRY OF TOURISM**

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### **Introduction**

Barbados is a small island state with a land area of 432 kms and a population of approximately 265,000 persons. Like most of the islands of the Caribbean, it is heavily dependant on tourism which continues to be our major foreign exchange earner, providing direct and indirect employment for thousands and serving as a catalyst for growth and development in other sectors.

Barbados' tourism product is based on the human, built, natural, cultural and social resource base of the island. While Barbados, like most tropical destinations, is known because of the primary natural attributes such as sand, sea and sun, the other components such as its people and built, cultural and natural resources are of critical importance. Its brand elements are friendliness, cleanliness, safety and security.

The elements of participation, collaboration and conservation are evident throughout Barbados's National Tourism Policy which has as its broad objective the pursuit of sustainable tourism development through improvement and optimal use of our resources. The specific objective of Barbados' sustainable tourism policy is to create and implement a sustainable development programme that fosters a safe and secure environment and the strategy by which this is to be achieved is through the encouragement of meaningful and effective partnerships among the security forces and social partners for the efficient management and control of crime, harassment and other undesirable behaviour.

Accordingly, the following initiatives have been put in place to ensure or improve the safety and security of our visitors.

### **KEY SAFETY AND SECURITY INITIATIVES**

#### **Tourism Liaison Officer within the Royal Barbados Police Force**

In 2004 the Royal Barbados Police Force (RBPF) instituted the office of Tourism Liaison Officer. This Officer functions as the conduit between the tourism industry and the Royal Barbados Police Force on all matters affecting the safety and security of visitors to Barbados.

The Tourism Liaison Officer has also developed relationships with the Heads of the various Foreign Missions resident in Barbados, who contact him where incidents impact nationals of their countries.

The RBPF has also begun to institute a policy of establishing police outposts in Barbados' main tourist belts as it deems necessary. Police Officers and Island Constables patrol beaches and Police Officers maintain watch at places of interest frequented by visitors.

### **The Barbados Hotel and Tourism Association**

This public sector trade association for tourism has also established a Safety and Security Committee which meets regularly to discuss issues relating to the safety of our visitors. They have also provided security personnel to attractions in remote areas of the island which tourists frequent. The Ministry of Tourism sits on this committee.

### **Tourism Safety and Security Programme**

The Ministry of Tourism has developed a Tourism Safety and Security programme with the following objectives:

- To prepare safety and security standards for all operators in the tourism/hospitality sector;
- To collaborate with the relevant agencies in order to efficiently manage visitor crime and harassment and their impacts on the tourism industry;
- To highlight the need for safety and security and encourage information sharing within the tourism sector;
- To heighten the awareness of tourism stakeholders of the critical issues pertaining to safety and security in Barbados;
- To formulate and monitor measures for the prevention of new safety and security threats to Barbados; and
- To increase the understanding of tourism and its importance and role in the economy.

As part of this Programme, the following initiatives have been undertaken:

### **Visitor Safety and Security Symposium**

A Visitor Safety and Security Symposium was held on August 20<sup>th</sup>, 2004 in collaboration with the Barbados Community College Hospitality Institute (BCCHI), Royal Barbados Police Force (RBPF) and the Barbados Hotel & Tourism Association (BHTA). The purpose of this Symposium was to provide a neutral forum in which the multifaceted issue of Visitor Security could be discussed, examined and assessed with a view to developing a policy/strategy document on visitor security.

The Symposium was part of the Caribbean Human Resource Development Programme for Economic Competitiveness/Caribbean Tourism Industry Standards Project II (CPEC/CTISPII), managed by the BCCHI.

### **Annual Multi-Hazard Disaster Management Symposium**

Since 2004, the Ministry of Tourism in conjunction the Department of Emergency Management (DEM), formerly known as the Central Emergency Relief Organisation (CERO), the Barbados Tourism Authority (BTA) and the Barbados Hotel and Tourism Association (BHTA), hosted Multi-Hazard Disaster Management (MHDM) Symposia. The aim of these symposia was to provide fora in which the issues of multi-hazard disaster management planning, mitigation and recovery, with special emphasis on hurricane preparedness, were discussed, examined and assessed. The most recent symposium was held on August 24<sup>th</sup>, 2007.

### **Tourism Emergency Management Committee (TEMC)**

The Ministry of Tourism has established a TEMC which plans and co-ordinates the tourism industry's response during emergencies affecting the industry. It comprises both private and public sector entities and a representative of the TEMC sits on the National Emergency Operations Centre (NEOC).

### **Tourism Emergency Operations Centre (TEOC)**

The Ministry of Tourism in collaboration with its industry partners has established a TEOC for Barbados' tourism industry. This mechanism functions in like manner to the National Emergency Operations Centre (NEOC) in that it will be a command centre from which persons will jointly co-ordinate the management of disasters, but within a tourism context. The TEOC was operational for the ICC Cricket World Cup period and the 2007 hurricane season.

### **Top-Tip for Visitors Flyers**

In collaboration with the Safety and Security Committee of the Barbados Hotel and Tourism Association, a flyer, providing safety and security tips was produced and is being disseminated to visitors to Barbados. An infomercial based on this flyer is in the process of being developed and will be aired on the Barbados visitor channel.

### **Tourism Awareness Programmes for the Royal Barbados Police Force**

The Ministry of Tourism in collaboration with its industry partners has been conducting a Tourism Awareness Programme with members of the Royal Barbados Police Force and Tourism Safety and Security Awareness programmes for private security personnel in the tourism sector.

### **Tourism and Recreational Facility Security Pilot Project**

This regional pilot project which is an initiative of the Inter-American Committee against Terrorism (CICTE) of the Organisation of American States (OAS) has three principal objectives:

- The delivery of specialised security training;
- The development of an infrastructure and compliance code; and
- The development and implementation of security standards for tourism and recreational facilities.

### **Barbados' Involvement in Activities under the Pilot Project to Date**

- Attendance at the first Consultative Meeting hosted by the Government of Trinidad and Tobago which resulted in the refining of the program and the crafting of a draft resolution to be presented to the next CICTE meeting.
- Formation of a Steering Committee to guide Barbados' participation in the programme and the pilot project in particular, made up of representatives of the following:-
  - Ministry of Tourism
  - Royal Barbados Police Force
  - Office of the Attorney General
  - PMO – Defence and Security
  - Barbados Defence Force
  - Barbados Hotel and Tourism Association
  - Barbados Tourism Authority
- Development of a Preliminary Threat Assessment in February 2006 in which the following three major threats were identified:-
  - Terrorism
  - Crimes against visitors
  - Disaster
- Selection of a tourism product sample comprising:-
  - Accommodation
  - Attractions (land- and marine-based)
  - Amenities
  - Accessibility
- Hosted the Second Consultative Meeting of the Pilot Project
- Participation in the Pilot Project co-ordinated training

### **PILOT PROJECT TRAINING**

Barbados participated in the following training courses:

- August 21 to 25, 2006 in Grenada
- September 11 to 14, 2006 in St. Kitts
- September 25 to 29, 2006 in St. Lucia
- February 5 to 9, 2007 in Barbados

Barbados' representatives were made up of public sector security officials and private sector tourism security officials at varying levels.

### **Comments on Training under the Pilot Project**

Those participants in the training programs who reported on the training found that the instructors were very knowledgeable and professional and were able to draw on their experiences thereby making the training much more interesting

They found the training to be very informative and reported being more aware of the types of threats facing the local tourism industry today. They also have a better understanding of why terrorists perceive tourism establishments as soft targets and feel better prepared to deal with such threats.

The training was considered timely because with our open borders, we are all vulnerable to terrorists' attacks at any time. Participants therefore felt that it was important for them to be prepared and this course prepared them.

Although some participants were able to take back the knowledge gained and pass it on to their colleagues through training, others would like to see train-the-trainer workshops conducted so that they can become trained and be able to pass on the knowledge gained to their colleagues.

Generally, the course was well received by all participants. However the common complaint is that it was too short to allow the topics to be explored in much depth. The information relating to the "Search techniques" module was also deemed not to be current.

### **Benefits of Training under the Pilot Project**

The Pilot Project training is in concert with the Government of Barbados' policy on safety and security as it relates to fostering a safe and secure environment. Participants are now in a better position to do that.

The participants felt that the training which they received exposed them to new information and in some cases re-enforced current security techniques. It also made them more aware of safety and security issues facing the Caribbean.

The Pilot Project training provided an opportunity for participants to understand how security is perceived and addressed in other jurisdictions. It also highlighted areas of training that should be undertaken by security personnel.

The training helped to improve the technical skills of security personnel as they are now better placed to administer search techniques and to deal with bomb threats. The practical exercises were also found to be impactful and useful.

Participants were able to gain a greater insight into holistically viewing the security environment. The training also assisted them in the development of tools to assess the security strengths and weaknesses of tourism facilities.

Last but not least, it provided an opportunity for security personnel to interact with their counterparts in the region thereby providing networking opportunities.

### **Recommendations**

- It is recommended that surveys be done about six months after the training has taken place with a view to assessing the impact of the training on the pilot states.
- As a follow-up to the training given, that assistance be given to improve the technological capabilities of the pilot states to address safety and security issues, particularly surveillance technology.

- That more in-depth training, particularly in the areas of border control, target hardening particularly of sporting venues and media relations is needed.

### **Conclusion**

As our tourists arrivals both by air and sea continue to rise, we in Barbados cannot afford to be complacent about the safety and security of our guests. It will not matter how much sun, sand, sea or other attributes we have to offer. If people do not feel safe, they will not come to our shores. Therefore, training such as the one offered under this pilot project is very timely and will go a long way in preparing our security forces to be ready for any eventuality.

I thank you.