

## UNIVERSITY OF PRETORIA PROTOCOL GUIDELINE DOCUMENT

The purpose of this document is to provide UP staff with basic guidelines on the applicable protocol when receiving VIP guests on campus to ensure that the image of the University of Pretoria is upheld at all times.

### What does protocol mean?

Protocol is a set of official guidelines or rules in dealing with diplomatic formality, precedence and etiquette. Protocol will enable visitors to UP to receive immediate and efficient assistance upon arrival at the University. This will in turn create the impression to the visitor of professionalism and that the University considers them to be a special guest and/or a valuable stakeholder.

### What is a VIP guest?

A VIP guest is defined as a Very Important Person who is accorded special privileges due to his or her status or importance, is a person of great importance or influence, or is a dignitary who commands special treatment.

Examples of VIP guests:

- In government, for example, Ministers, MEC's, Ambassadors
- In academic institutions, for example, Chancellors, Vice-Chancellors (VC), Vice-Principals, Presidents of Council
- In companies, for example, Chief Executive Officers (CEO), Managing Directors (MD)

### When should UP consider a visitor to be a VIP guest for protocol purposes?

To determine whether an individual should be classified as a VIP guest in need of protocol attention, three basic criteria apply:

- i) The designation (or title) of the individual (is this person's rank on a high level or low level)
- ii) The purpose of the individual's visit to UP (is the visit official or non-official/personal)
- iii) The Faculty or Division responsible to host the VIP guest (is the person visiting the Faculty or Department, or is the visit to the Principal or Executive)

A combination of the above-mentioned criteria lead to seven different situations, each requiring a different level of protocol attention. Please use the matrixes below for guidance on the level of protocol needed for a particular situation.

#### SITUATION A: High protocol attention

Criteria	Higher importance	Lower importance
Designation (e.g. Minister, Ambassador, VC, CEO, etc)	High rank √	Low rank
Official or non-official visit (e.g. official visit to sign an agreement)	Official √	Non-official
Host of the VIP guest (e.g. Principal, thus on a Corporate level)	Corporate √	Faculty/Department

What to do if Situation A applies?

Step 1: Confirm the date and time of the visit, and identify the venue and type of function.

- Step 2: Inform the Office of the Vice-Chancellor and Principal of the VIP guest's visit (Phone: x4434; Email: rector@up.ac.za). Inform the Office of the Executive member (if applicable).
- Step 3: Timeously inform Corporate Communication and Marketing at least two weeks before the event or as soon as the VIP guest confirms attendance, for direct support regarding the visit. Contact person is Prudence Mohau (Phone: x3032; Email: prudence.mohau@up.ac.za)

**SITUATION B: High level of attention (not necessarily in terms of protocol)**

Criteria	Higher importance	Lower importance
Designation (e.g. Researcher from other university or guest lecturer)	High rank √	Low rank √
Official or non-official visit (e.g. official visit to discuss possible research cooperation with UP)	Official √	Non-official
Host of the VIP guest (e.g. Vice-Principal, thus on a Corporate level)	Corporate √	Faculty/Department

What to do if Situation B applies?

- Step 1: Confirm the date and time of the visit, and identify the venue and type of function.
- Step 2: Inform the Office of the Vice-Chancellor and Principal or relevant Executive member (depending on the nature of the official visit).
- Step 3: Timeously inform Corporate Communication and Marketing at least two weeks before the event or as soon as the VIP guest confirms attendance, for direct support regarding the visit. Contact person is Prudence Mohau (Phone: x3032; Email: prudence.mohau@up.ac.za)

**SITUATION C: Possible high level of protocol attention**

Criteria	Higher importance	Lower importance
Designation (e.g. Vice-Chancellor of other university)	High rank √	Low rank
Official or non-official visit (e.g. non-official visit to greet colleagues while in the vicinity)	Official	Non-official √
Host of the VIP guest (e.g. Executive member, thus on a Corporate level)	Corporate √	Faculty/Department

What to do if Situation C applies?

- Step 1: Confirm the date and time of the visit, and identify the venue and type of function.
- Step 2: Inform the Office of the Vice-Chancellor and Principal of the VIP guest's visit (Phone: x4434; Email: rector@up.ac.za). Inform the Office of the Executive member (if applicable).
- Step 3: Timeously inform Corporate Communication and Marketing at least two weeks before the event or as soon as the VIP guest confirms attendance, for direct support regarding the visit. Contact person is Prudence Mohau (Phone: x3032; Email: prudence.mohau@up.ac.za)

**SITUATION D: Protocol may be expected by VIP guest**

Criteria	Higher importance	Lower importance
Designation (e.g. Executive Mayor)	High rank √	Low rank
Official or non-official visit (e.g. non-official visit to talk about his/her own studies)	Official	Non-official √
Host of the VIP guest (e.g. Head of Department, thus on Departmental level)	Corporate	Faculty/Department √

What to do if Situation D applies?

Step 1: Confirm the date and time of the visit.

Step 2: Notify the Office of the Vice-Chancellor and Principal of the VIP guest's visit (Phone: x4434; Email: rector@up.ac.za). Inform the Office of the Executive member (if applicable).

Step 3: Contact Corporate Communication and Marketing if you need protocol advice. Contact person is Prudence Mohau (Phone: x3032; Email: prudence.mohau@up.ac.za).

Step 4: The Faculty or Department is responsible for the guest (and protocol).

**SITUATION E: High level of protocol attention**

Criteria	Higher importance	Lower importance
Designation (e.g. MEC)	High rank √	Low rank
Official or non-official visit (e.g. official visit to talk about hosting a public lecture together)	Official √	Non-official
Host of the VIP guest (e.g. Dean, thus on Faculty level)	Corporate	Faculty/Department √

What to do if Situation E applies?

Step 1: Confirm the date and time of the visit.

Step 2: Notify the Office of the Vice-Chancellor and Principal of the VIP guest's visit (Phone: x4434; Email: rector@up.ac.za). Notify the Office of the Executive member (if applicable).

Step 3: Contact Corporate Communication and Marketing if you need protocol advice. Contact person is Prudence Mohau (Phone: x3032; Email: prudence.mohau@up.ac.za).

Step 4: The Faculty or Department is responsible for the guest (and protocol).

**SITUATION F: No protocol attention**

Criteria	Higher importance	Lower importance
Designation (e.g. Head of Department)	High rank	Low rank √
Official or non-official visit (e.g. official visit to talk about Doctoral student)	Official √	Non-official
Host of the VIP guest (e.g. Co-study leader, thus on Departmental level)	Corporate	Faculty/Department √

What to do if Situation F applies?

No need to inform anyone, except the person being visited. The Faculty or Department manages the guest and related visit/function. No protocol needed.

### **SITUATION G: No protocol attention**

<b>Criteria</b>	<b>Higher importance</b>	<b>Lower importance</b>
Designation (e.g. Manager)	High rank	Low rank √
Official or non-official visit (e.g. non-official visit to talk about business idea)	Official	Non-official √
Host of the VIP guest (e.g. Professor, thus on Departmental)	Corporate	Faculty/Department √

What to do if Situation G applies?

No need to inform anyone. No protocol needed.

### **Some other important information to keep in mind**

- When luncheons are organised, it is necessary to ascertain the religious and dietary preferences of visitors prior to their arrival at the university.
- Cultural issues need to be factored in, e.g. which groups will receive particular gifts so that we are culturally sensitive on all occasions.
- Whenever a government official such as a Cabinet Minister, Director-General or an Ambassador is invited to the campus irrespective of host, Corporate Communication and Marketing must be informed of the event. For such visitors, Security Services must be involved prior to the visit in order to facilitate security as well as logistical issues such as parking arrangements.
- When cabinet ministers, ambassadors, high ranking government officials and members of the diplomatic corps are visiting the campus, it should be borne in mind that such guests appear on the official precedence list which has to be executed accurately.
- Very important visitors may afford UP some positive media attention and/or publicity. Please contact the media liaison officers at Corporate Communication and Marketing for advice on media coverage of the VIP guest's visit. Contact Nicolize Mulder (x3023; nicolize.mulder@up.ac.za) or SankuTsunke (x2276; sanku.tsunke@up.ac.za).
- Corporate publications such as the Annual Report, Research Report, Strategic Plan, UP in a Nutshell, etc. could form part of a package of literature presented to visitors upon arrival. Please contact Lynette Smith (x2278; lynette.smith@up.ac.za).
- Should time permit, a tour of main campus can be arranged for the visitor through UP Campus Tours (x5155; karen.harris@up.ac.za).
- The University of Pretoria has a wealth of invaluable resources, some of which have become national treasures/assets within the country. It is our challenge as university staff to showcase these resources to our guests with the view to position the University as a top class institution.

**Protocol checklist for VIP guests**

Item	Yes/No	Comments
Inform office of the Vice Chancellor and Principal about the VIP guest (if applicable)		
Corporate Communication and Marketing informed (if applicable)		
Campus Security informed		
Parking arranged		
Meet and greet at the parking		
Seating arrangements		
Dietary requirements		
Cultural and religious sensitivity		
Contact person in the VIP guest's office		

**Where do I go for help regarding protocol matters?**

Corporate Communication and Marketing has a Protocol Officer to assist with protocol advice and guidance. Several protocol courses are also available in the market, of which that of Helena Burger can be recommended.

Protocol contact person:

Prudence Mohau

Administration building 2-51

Tel nr: 012-420 3032

Email: prudence.mohau@up.ac.za