



PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA

Protocol and Ceremonial Section



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Definitions

• Protocol

Protocol is the official procedures or system of rules and guidelines governing affairs of the state, on official or diplomatic occasions. It is therefore the accepted way of conducting oneself (with the emphasis on the conduct of dignitaries) in any given situation. It is a system that promotes strict adherence to the correct conduct and precedence especially in official and formal settings and situations.

It further refers to a “common understanding” of how state and official business is conducted and gives structure to ceremonies, meetings, bilateral and multilateral interactions.





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Definitions cont...

- **Etiquette**

Etiquette refers to the customary code of polite behaviours in social or official life amongst members of a particular profession or group.

It should be viewed as a set of norms of personal behaviour in polite society, usually occurring in the form of an ethical code of the expected and accepted social behaviours that accord with the conventions and norms observed and practiced by a society, a social class or a social group.

In short, etiquette refers to good manners.





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Protocol and Ceremonial Services

Protocol and ceremonial services encompass a set of formalities and procedures designed to ensure proper etiquette, decorum, and adherence to established norms during diplomatic engagements and official events. These services are crucial for maintaining the dignity and respect associated with international relations and ceremonial occasions.



The International Relations and Protocol Division (IRPD) renders protocol and ceremonial support to Parliament, particularly the Presiding Officers, in the execution of their ceremonial and diplomatic duties. The services include:





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Protocol and Ceremonial Services (continued)



Rendering of Protocol and Ceremonial services and support to Presiding Officers on official engagements (local and abroad) and visiting dignitaries hosted on official occasions.



Coordination and facilitation of Parliament's protocol related to official diplomatic correspondence, e.g. with the Presidency and the Department of International Relations and Cooperation (DIRCO), correspondence with multilateral organisations, and communication with members of the diplomatic corps.



Providing general advice as needed on protocol operations, in accordance with national and international protocol practices.



Condolence book preparation.



Official gifts procurement and management and custodian of the flag bank



Initiating a protocol training programme for Parliament





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Support to Presiding Officers

- Protocol Officers assigned to the Speaker and Chairperson – to give direct and personal support in all protocol related matters
- Protocol Officers assigned to other Presiding Officers as the need arises – through the Division Manager
- Responsible for all protocol arrangements locally and abroad



Support to Delegations and Members (Secretary to Parliament and House Secretaries) Programmes of Parliament

- Protocol support when required
- Responsible for all protocol arrangements locally and abroad
- Taking Parliament to the People
- Sectoral parliaments (Youth Parliament, Women's Parliament, etc)
- Special events hosted by Parliament
- Multilateral conferences (BRICS, P20, CPA Africa, etc)



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Support defined

- Advance visit to sites and venues
- Liaising with Embassies and host – programme and courtesies
- Flags
- Gifts
- Protocol lounges and airport arrivals/departures
- Meeting request for bilateral meetings
- Protocol advisories on cultural matters and dress code
- Seating arrangements
- Amendments to programme





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Visiting delegations

- Classification of the visit
- Courtesies to be extended – guidelines and reciprocity
- Responsible for all protocol arrangements
- Identifying suitable accommodation and transport
- Liaising with stakeholders (SAPS and Dirco) for the visit
- Flags
- Gifts
- Official luncheons and dinners (venues, menus, lay-out, entertainment)
- Name cards
- Distinguished guest book
- Official photographs



Ceremonies

- State and Parliamentary ceremonies
- Table of Precedence
- Order of Proceedings
- Movement and seating plans
- Invitations
- Liaison with stakeholders (SAPS, Dirco, Presidency, Judiciary)
- Holding rooms
- Courtesies
- Official photographs



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Source documents

- Dirco (Chief of State Protocol) – Presidency
- Constitution
- Government Gazette
- Parliamentary protocol (precedence)
- Policies, Rules, Regulations, Ad Hoc
- International best practices
- Vienna convention 1815





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Documentation and correspondence

- Responsible for the capturing and directing of all incoming correspondence for the attention of Presiding Officers
- Drafting of responses and distribution thereof when signed
- Drafting of all invitations to dignitaries
- Salutations
- Forms of Address
- Signing and binding of Agreements



Other

- Custodian of the flag bank
- Training : Protocol and Etiquette
- Etiquette: Meeting etiquette, telephone etiquette, official dining, public speaking, dress code, cultural diversity



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The End

