

ABOUT THE CTICC

A WORLD-CLASS CONVENTION CENTRE WELCOMING THE WORLD

The Cape Town International Convention Centre (CTICC) is purpose-designed to accommodate global conferences, international trade shows and world-class exhibitions. It also hosts banquets, concerts, film shoots and stage productions. It has a wide range of state-of-the-art venues, services and facilities, from highly advanced technology services to large-scale auditoria and exhibition halls, fully equipped boardrooms and several hotels within walking distance, including the five-star Westin in the precinct.



OUR VISION, MISSION AND VALUES

Vision

The CTICC will become one of the world's top ten leading long-haul international convention centres by 2020.



Mission

How we will bring our vision to reality:

- Maximising economic spin-off and job creation
- Focusing on innovation and exceeding expectations
- Service excellence by building capable and quality staff
- Being a world leader in sustainability.

Values

We will achieve our mission and vision by applying ourselves with:

Passion – We live to go beyond.

Innovation – We create magic that gives us the edge.

Integrity – We are transparent in all our actions.

Excellence – We create superior experiences.



The CTICC celebrates staff diversity and attempts to ensure that the staff complement represents the richness of South African society.



Staff preparing for an event

WHO WE ARE: OUR NAME, OUR STRUCTURE AND OUR SERVICES

The Cape Town International Convention Centre (CTICC) is managed by the Cape Town International Convention Centre Company SOC Ltd (RF), also known as Convenco.

The Cape Town International Convention Centre Company SOC Ltd (RF) was formed in 1999. It is owned by the City of Cape Town (which holds the majority of shares in the company), the Western Cape Government and SunWest International (Pty) Ltd.

The main departments at the CTICC are Commercial & Business Development, Finance, Food & Beverage & Operations, Facilities & Operations, Human Resources and Company Secretariat.

The CTICC is primarily an event venue, and offers event-related services typically required to host an event or conference. The CTICC's primary products and services include:

- International conference services
- National conference services
- Food and beverage services
- Exhibition services
- Operational services
- Marketing and corporate communication services
- Event-related services such as IT, audio-visual and cleaning.

We have two facilities – CTICC West and CTICC East, the latter being under construction and opening during 2017.

CTICC West: where it all began

Our main facilities include:

- Two modern raked auditoria – which can seat 1 500 and 612 guests respectively
- A sub-divisible, multifunctional ballroom of 2 000m²
- Over 11 200m² of dedicated exhibition and trade show space
- 33 breakout rooms varying in size and able to accommodate from 25 to 320 people
- A roof terrace meeting room that seats 250 banquet-style with an independent foyer and terrace
- Three conservatories flooded with natural light and indigenous flora
- A marshalling yard of 5 000m²
- Dedicated hot, cold and pastry kitchens, with 14 satellite kitchens
- An in-house independent coffee shop – “Coffee on the Square”.

WHO WE SERVE: OUR MARKETS, OUR CLIENTS, OUR STAFF AND OUR STAKEHOLDERS

The CTICC serves several markets based on seven key event sectors: international conferences and events; national conferences; exhibitions; trade fairs; banquets; special events; as well as film shoots and other events. A total of 504 events were held during the past financial year.

In the year under review, the CTICC hosted events and serviced clients from many geographic locations, including the United States of America (USA), United Kingdom (UK), France, Netherlands, Switzerland, Germany, Kenya, Japan, Ireland, Botswana, Russia, Canada, Czech Republic and Sweden. The bulk of the events, however, were local South African clients (69%).

A total of 39 international conferences were hosted at the CTICC. This is an increase on the 32 hosted in the prior year.

Our people

A business that looks after its people looks after its business.

The success of the CTICC is built on the success of our people and the opportunities we give them to rise to their potential. The CTICC has a total of 161 employees (151 permanent and ten fixed-term contract staff), as well as a fluctuating group of contract staff managed by additional service providers.

Diversity

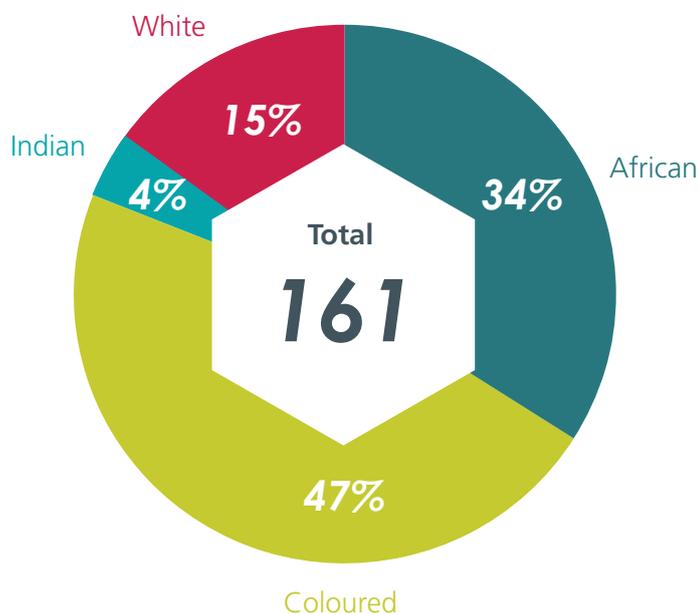
The CTICC celebrates staff diversity and attempts to ensure that the staff complement represents the richness of South African society. Our staff profile reflects our commitment to diversity, with 79 of our staff being female and 82 male.

Our employment philosophy

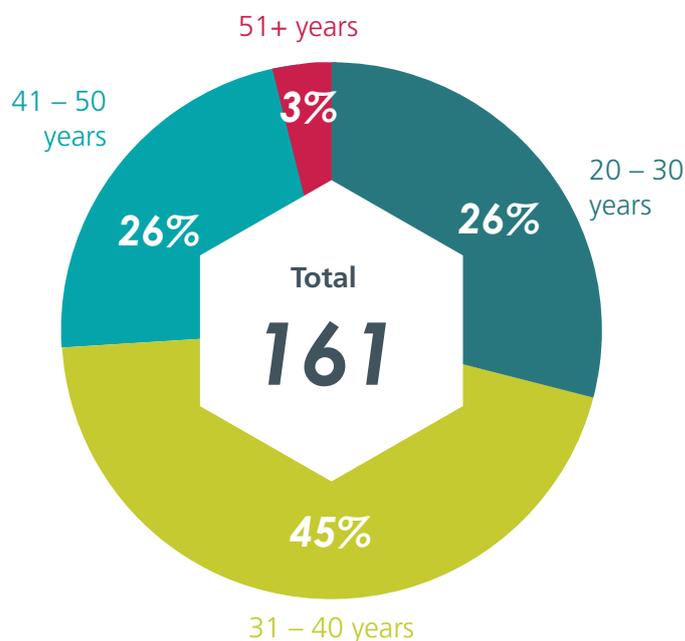
The CTICC believes diversity in terms of race, gender and disability makes a difference to the business, stimulating growth. That growth can only occur if we make an ongoing commitment to comprehensive training and skills development, mentoring and coaching.

When recruiting, preference is given to local residents to ensure that our centre contributes to job creation and the economic upliftment of local residents. Local, in this context, refers to the City of Cape Town and the Western Cape.

Ethnic groups



Age groups



Our executive management



CERTIFICATIONS: ENSURING QUALITY MANAGEMENT AT ALL TIMES

As a leader in the industry it is important for the CTICC to benchmark itself at an international level and we actively support the United Nations Global Compact (UNGC) principles. We also use an Integrated Management System (IMS) to ensure quality management and environmental responsibility, as well as health and safety.

There is a strong commitment to maintaining our work processes to internationally recognised systems standards. In line with this, the International Standards Organisation (ISO) has accredited the CTICC for the following standards:

- ISO 9001 (Quality Management)
- ISO 14001 (Environmental Management)
- OHSAS 18001 (Occupational Health & Safety Management).

The CTICC also received:

- AIPC Gold certification
- 5-star grading (Tourism Grading Council of South Africa).

The centre also holds the SANS 10330 Certification for HACCP (Hazard Analysis and Critical Control Points) and follows the seven principles as set out for food hygiene and safety.

The CTICC achieved a Mobility Level 3 with 91% for Universal Access in the Tourism Grading Council of South Africa's Universal Accessibility audit. This is a significant improvement on the 83% achieved in the previous year.

The CTICC was recertified in 2015 and successfully maintained all of the above certifications.



Top 40 Women in MICE Award

AWARDS: RECOGNITION BY OUR PEERS AND INDUSTRY

During the year under review, we received a number of industry awards, including those listed below:

- **Top 40 Women in Meetings Incentive Conference Exhibitions (MICE) Award:** CTICC CEO Julie-May Ellingson has been recognised for her contribution to the business events industry and although only being at the helm of the CTICC for a year at the time, grabbed the media's attention and received the **Newsmaker of the Year Award**. Esmaré Steinhöfel, former CTICC Business Development Manager: International and now Regional Director Africa for ICCA, also scooped a Top 40 Women in MICE Award for her influential role in the industry.
- **Top500 Companies Award:** The CTICC has scooped first place in the Top500 Companies, Exhibition and Conference Facilities category.
- **Southern African Association for the Conference Industry (SAACI) Best Venue 2016:** For a third consecutive year, the CTICC has been voted Best Venue, winning top honours and receiving the Members Choice Award for Best Conferencing and Events Venue 2016.



SAACI Best Venue Award



It is the third consecutive year that the CTICC has been voted SAACI Best Venue in the Members Choice Awards for Best Conference and Events Venue.

MEMBERSHIPS AND ASSOCIATIONS: THE POWER OF PARTNERSHIP

The CTICC is a member of the following associations:

1. International Association of Congress Centres (AIPC)
2. International Congress and Convention Association (ICCA)
3. The Global Association of the Exhibition Industry (UFI)
4. Meeting Professionals International (MPI)
5. Southern African Association for the Conference Industry (SAACI)
6. Exhibition Association of Southern Africa (EXSA)
7. Federated Hospitality Association of Southern Africa (FEDHASA)
8. Cape Town Tourism (CTT)
9. Cape Chamber of Commerce and Industry (CCCI)
10. Green Building Council of South Africa (GBCSA)
11. South African Event Greening Forum (EGF)
12. Proudly South Africa (PSA)

