

## Growth through local partnerships

One of the cornerstones of our sustainable success is our commitment to collaborating with local tourism and eventing organisations, not only to enhance our own position, but also to grow and develop the entire industry. These partner organisations include, but are not limited to, the following:

- **Cape Town & Western Cape Convention Bureau:** a strategic business unit of Wesgro, this organisation works to promote Cape Town and the Western Cape as a premier destination for meetings, incentives, conferences, events, exhibitions and trade fairs.
- **Event organisers:** Professional Conference Organisers (PCOs) and exhibition organisers are our key clients. We work closely with these stakeholders to constantly refine and enhance our offering in line with their requirements and expectations.
- **The film and media industry:** Cape Town is an appealing international filming and photography destination. The CTICC is a sought-after location for these shoots and we make every effort to promote our centre and the city to the global media industry.
- **The South African National Convention Bureau (SANCB):** SANCB plays a vital role in positioning South Africa as a world-class international meetings and events destination.

## Employee engagement and labour practices

Employees are able to raise any concerns relating to Conditions of Employment, Employment Equity and Skills Development with their line managers. The CTICC also has an Employee Relations Forum (ERF) in place, with six staff nominated ERF representatives who take a collective approach to resolve employee relations matters. Concerns can be raised through the HR department directly or via this ERF.

Fair labour practices and human rights principles are implemented at the CTICC and have also been included into the procurement of contractors and sub-contractors as outlined in the section on procurement practices. This includes protection against child, forced and compulsory labour.

The CTICC does not have employees who are covered by a collective bargaining agreement. They do however operate within a unionised environment with 21 employees (13.9%) belonging to the South African Commercial, Catering and Allied Workers Union (SACCAWU).

## Keeping in touch with our stakeholders

The following mechanisms are in place for shareholders, employees, clients and other stakeholders to provide recommendations or direction to the highest governance body (the CTICC Board):

- Clients: CTICC customer survey index (CSI)
- Employees: Employment relations forum (ERF) and CEO open door policy
- Shareholders: Strongly encouraged to attend AGM and press conference
- Media and other stakeholders: Free to attend AGM and press conference.



**CAPE TOWN  
& WESTERN CAPE  
CONVENTION BUREAU**  
a division of **WESGRO**

## A strategic alliance

Positioning the CTICC as a leading conference destination, especially in the international association event segment, requires strong partnerships and cross-industry collaboration.

We consider our work with the Cape Town & Western Cape Convention Bureau as a strategic alliance in securing international congresses and association events. The Bureau is a business unit within Wesgro – Cape Town and the Western Cape's official tourism, trade and investment promotion agency.

The Bureau is instrumental in building the reputation of Cape Town and the Western Cape as a premier business events destination and offers pre- and post-bid assistance, convention planning support and event services to business event planners.

Indeed, as a result of our collaboration, we have managed to secure prominent international association conferences for the CTICC and Cape Town, not to mention Africa.

As partners, we were proud to announce in September 2015 that the World Ophthalmology Congress will be held in Africa for the first time in 2020. This congress will bring approximately 15 000 delegates to our centre, our city and our region. The conference is one of the world's largest medical meetings and will be the biggest ever hosted at the CTICC and will occupy both CTICC West and East.

During the financial year, we also successfully hosted the 46th Union World Conference on Lung Health (featured in the event case studies section of this report). The Bureau was responsible for submitting the successful bid to host the conference.

Truly, a highly valued partnership in securing high-value conferences.