



SOCIAL CONTRIBUTION

BUILDING BETTER TOMORROWS

CREATING OPPORTUNITIES FOR COMMUNITIES

Corporate Social Responsibility (CSR) forms an integral part of our commitment to people. We encourage the development of local communities by creating opportunities that will generate jobs. We see every encounter and connection as a chance to empower someone to change their life, whether it is through thought leadership, the transfer of skills or the donation of resources.

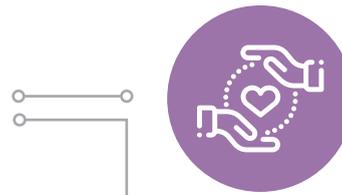
Many of these initiatives are run in partnership with our Local Community Partners (LCPs). Our CSR activations, LCP engagements and venue sponsorships are focused on empowering disadvantaged communities and providing resources to vulnerable citizens and children. In the year under review, we contributed R1.6m to CSR activities and participated in over 20 activations, which included collaborations with our LCPs and with a number of other organisations.

Through these activities and sponsorships, we positively impacted communities, predominantly in the Khayelitsha, Lavender Hill and Mitchell's Plain areas, in countless ways. Projects have included educational and income-generation initiatives; food, water and equipment donations; and assistance with urban gardening projects. Among the organisation-sponsored venues for events were the Nelson Mandela-Rhodes Foundation Trust, the National Institute for Crime Prevention and the Reintegration of Offenders (NICRO), and Jireh Community Projects.

Staff participate in all CSR programmes and internal activations, whether through the giving of their time or by donating goods. All of our programmes are voluntary, and it makes us incredibly proud and grateful to have a staff complement that is always so willing to engage and give of themselves.

This year, some of these activities were linked to Arbour Week, Mandela Day, Youth Day, International Day of Older Persons, World Homeless Day and World Water Day, while others resulted from our capacity to assist worthy causes.

In the next few pages, you can find out more about our community partners, as well as some of the activities we worked on with staff.



R1.6m
CTICC contributed to CSR



20+
Activations took place



Gardening with Abalimi Bezekhaya

HELPING HANDS: OUR COMMUNITY PARTNERS

Our contribution goes far beyond just boosting the economy. We also engage in philanthropy by strategically engaging with our five LCPs. They ensure that we are focusing on the communities across the City of Cape Town that need us most. These LCPs include Abalimi Bezekhaya, Foundation for Alcohol Related Research (FARR), Ikhaya Le Themba, Mothers Unite, and Journey of Enrichment.

Abalima Bezekhaya

Abalimi Bezekhaya, meaning 'farmers of the home' in isiXhosa, was established in 1982 as a non-profit micro-farming organisation to assist the needy with basic human necessities. Today, they also work with other community organisations, including Mzamo Women Skills Development.

The organisation works with impoverished groups and communities in the Cape Flats areas by providing them with a number of important support services. They also assist people with cultivating their own sustainable vegetable gardens. This is done by connecting these communities to the marketplace, transferring skills, supplying seeds, and financing infrastructure where needed and possible. This, in turn, supplements their food supply, helps them create livelihoods, and changes the direction their lives can take.

Over the last financial year, we donated bulk amounts of compost and cow manure for their urban community garden in Khayelitsha, as well as for the planting of windbreakers (trees and shrubs), which helps them protect their gardens.

At the CTICC, we are honoured to engage with this organisation and play a part in these transformative initiatives.



Our donation to Foundation for Alcohol Related Research (FARR)

Foundation for Alcohol Related Research (FARR)

The Foundation for Alcohol Related Research (FARR) was started in 1997 when Foetal Alcohol Spectrum Disorder (FASD) was not yet understood, however, the organisation saw the correlation and presented their findings on a global stage. Since then, they have been at the forefront of this movement to dramatically change the lives of children affected by alcohol during pregnancy.

Consequently, FARR is dedicated to uplifting South African communities and building positive futures, which mirrors our very own objectives. They do this by driving social awareness programmes, conducting world-class research and offering a range of diagnosis, management, support, training, and educational and mentorship services to those who are at risk and children who have birth defects caused by alcohol consumption.

Over time, FARR has become a hub for experts, community members and everyday South Africans who are looking for ways to uplift children and adolescents affected by FASD, in addition to their families and caregivers.

In the year under review, we supported FARR by commemorating International Foetal Alcohol Syndrome Day. We made a donation of teddy bears, blankets, backpacks, stationery and toiletries for distribution to various early childhood development crèches in the West Coast region of the Western Cape. The centre also sponsored a venue for their AGM in August 2018.

In doing so, the CTICC was able to put a smile on many children's faces, and we are further humbled by the fact that we can help impact these communities in a positive and thoughtful way.



Water awareness with Mothers Unite

Mothers Unite

Mothers Unite was founded in 2007 and is a registered non-profit organisation that operates in Seavinds, Lavender Hill. By providing nutritional, educational and emotional support, Mothers Unite is able to heal, empower, uplift and support vulnerable children and their families from this community. They also offer positive alternatives to anti-social behaviour, which goes a long way to steering the youth in the right direction.

This community initiative first started with a soup pot in Carol Jacobs's kitchen. Carol had had enough of seeing hungry children, so with the help of an oversized soup pot, she started making food to feed the youth in her neighbourhood. Soon, she realised that these children needed more than just food – they needed physical and emotional nourishment and, thus, Mothers Unite began.

Education and upliftment are close to our hearts, and we are privileged to say that during the 2018/19 financial year, the CTICC was able to make a difference. We repaired the toilets at Mothers Unite and provided new toilet seats and signage, all of which are vital to improving the dignity of South Africans. We also imparted knowledge about the importance of saving water on World Water Day.

Journey of Enrichment

Journey of Enrichment is a non-profit organisation that started as 'Joe's Feeding Scheme' in 2009, with just a few pots of food being fed to the hungry in the community of Bo-Kaap.

In 2015, the organisation registered as an NPO and changed its name to 'Journey of Enrichment', symbolising their desire to grow beyond filling the bellies of the needy. Their new hope was to feed the body, enhance the mind and empower the people by restoring dignity through outreach projects, education, sport and food security.

Today, Journey of Enrichment organises donors to come together several times a year to prepare and distribute food or food parcels to all impoverished communities, not just those in the Bo-Kaap. They also host donation drives for feminine products and blankets.

At the CTICC, we understand the importance that food security plays in the lives of impoverished communities, which is why we support and donate to food-related initiatives.



Supporting Ikhaya Le Themba

Ikhaya Le Themba

Ikhaya Le Themba, which translates to 'Community of Hope' in isiXhosa, was started in 2003 in order to make a lasting difference in the lives of the poor, vulnerable and needy who live in impoverished communities throughout South Africa.

At their core, Ikhaya Le Themba offers home-based care for terminally and chronically ill patients, provides support and assistance, including a community pantry, as well as a safe and nurturing place for orphans and vulnerable children.

Ikhaya Le Themba's services include youth and enterprise development, where they work towards addressing poverty and unemployment by improving on and equipping people with skill sets that will help them enter the job market. This is particularly exciting to us, as one of our aims at the centre is to increase job creation in the region.

The community pantry initiative was created to feed those who are physically unable to help themselves and, during this financial year, we were able to provide Ikhaya Le Themba with food items for this project and connect them to one of our suppliers who also donated to their pantry.



We care for our communities

IMPACTING CHANGE: COMMUNITY ACTIVATIONS

While we aim to make a significant change through our LCPs, there were many other opportunities and projects that we embraced throughout the last financial year, which positively impacted and uplifted communities beyond our LCPs. Our aim is to make a real difference in these people's lives, which will undoubtedly shape their futures. Below are a few examples of the type of work we do.



NICRO: Second Chance Project 27 – 29 September 2018

The National Institute for Crime Prevention and Reintegration of Offenders (NICRO) established the Second Chance Project in order to use compelling live theatre performances and collaborative art, produced and executed by Pollsmoor inmates, to challenge the public's perception of criminals. Through this social justice initiative, NICRO is literally giving these inmates a second chance at life.

This financial year, we are proud to have been able to sponsor Auditorium 1 to host NICRO's Second Chance Project.

Neighbourhood Old Age Homes (NOAH) 1 October 2018

We believe it is important to acknowledge the role that the elderly have played in our lives and to recognise how much they still have to offer the world. This is why, on International Day of Older Persons, we chose to honour them.

On International Day of Older Persons, we engaged with Neighbourhood Old Age Homes (NOAH), based in Khayelitsha. NOAH ensure social pensioners have their basic needs met, are given a sense of purpose, and are able to meaningfully contribute to their own families, the NOAH family and society as a whole.

To commemorate the day, staff interacted with and treated 75 seniors to a three-course meal and live entertainment at the CTICC. We also provided the elderly with bags filled with toiletries, treats, wool and blankets, and arranged transport to and from the event.

It was a pleasure to facilitate the celebratory activities for the day, and we are thankful for the opportunity to get to know these lovely senior citizens.



Haven Night Shelter 10 October 2018

Homelessness is a reality for many, but at the CTICC, we do our best to influence the course of these people's lives. To this end, we have frequently partnered with Haven Night Shelter.

Haven Night Shelter offers temporary shelter, rehabilitation opportunities, social welfare services, reunification services, physical care, and support to adults living on the streets who are committed to re-entering society.

For World Homeless Day, we joined Haven Night Shelter in Napier Street, Green Point, to share the importance of taking care of those struggling with homelessness. We provided patrons with lunch and care packs filled with toiletries. This small but meaningful contribution may help them feel more confident and positively affect their reintegration into society.

We also donated two much-needed fridges to the shelter, which will keep food fresh and safe for consumption.



Zeekoevlei High School 13 June 2019

As Nelson Mandela once said, "Education is the most powerful weapon which you can use to change the world." We are known as the platform for facilitating knowledge exchange, and we recognise schools as the starting point for the knowledge economy and as a place that cultivates our future leaders. With this in mind, we decided to commemorate Youth Day 2019 at Zeekoevlei High School in Lotus River.

We donated stationery to Grade 11 and 12 learners in order to provide them with just some of the tools they need on their education journey. We also supported these learners by donating lunch packs.

A touching moment was when one of our staff from the area who had volunteered for the day had a heart-to-heart with the students. The impromptu speech imparted knowledge, and ignited passion and possibilities, as the staff member shared her personal journey and life lessons, showcasing what can happen when you make the best decisions for yourself. It is instances like these that have the potential to truly change lives.



VENUE SPONSORSHIPS

During the 2018/19 financial year, the CTICC committed to 10 venue sponsorships, assisting various worthy causes. These included:

- Nelson Mandela-Rhodes Foundation Trust '100 for the 100th & Mandela-Rhodes Foundation 15' event: 13 – 14 July 2018;
- COSATU Senior Citizens: 24 July 2018;
- Women and Beyond – No Shame Campaign: 28 July 2018;
- FARR Annual General Meeting: 15 August 2018;
- NICRO – Second Chance Project: 27 – 29 September 2018;
- Jireh Community Project: 27 October 2018;
- Transformation Pioneers launch of Turning Point: 2 December 2018;
- Cape Town International Jazz Festival music career workshop: 9 February 2019;
- African Grassroots Hoop Youth Day event: 16 – 17 June 2019;
- South African Body of Dance Cape Town National Hip Hop and Performing Arts Championships: 15 June 2019.



We have chosen to focus on the following venue sponsorships to provide an overview of the type of event venue assistance we provide:

African Grassroots Hoop Youth Day event 16 – 17 June 2019

Over Youth Day weekend, Hall 7 in the CTICC 2 was transformed into a basketball court for the African Grassroots Basketball Tournament.

This event brings together community basketball enthusiasts from underdeveloped areas in order to reach youngsters, with the aim of instilling the values of determination, sportsmanship, discipline and teamwork into the hearts and minds of our youth.

This was the second year that we hosted the event, as we understand the value of making a difference at the grassroots level in someone's life. We are proud to be part of this project that uplifts and develops youth.



Nelson Mandela-Rhodes Foundation Trust 13 – 14 July 2018

This event was a testament to the vision that Mandela had of providing education and exceptional leadership development opportunities to young trailblazers from across the continent.

The foundation offers the Mandela-Rhodes Scholarship, which is a combination of financial support for postgraduate studies and a high-quality Leadership Development Programme.

The 100 scholars chosen came from 18 African countries, including the Ivory Coast, Egypt, Nigeria, Cameroon, Kenya, Zimbabwe, Zambia, Toga and South Africa. At the same time, the Foundation commemorated its 15th birthday.

We value and encourage the exchange of knowledge, thus, sponsoring a venue for a gathering of this magnitude and nature fits perfectly with our ethos and commitment.



South African Body of Dance (SABOD) Cape Town National Hip Hop and Performing Arts Championship 15 June 2019

The South African Body of Dance (SABOD) hosted their Cape Town National Hip Hop and Performing Arts Championships for the second consecutive year at the CTICC, which took place on Youth Day in support of youth development and upliftment.

This non-profit organisation aims to bring dance to the people of South Africa, irrespective of age and background, while instilling in each member a sense of discipline, competitive spirit and determination to improve and progress, all of which are beneficial characteristics.

We offer a dynamic platform of exchange and, for us, it is exciting to be the host venue of an initiative that drives the transfer of creativity. Our inclusive space allowed for culturally rich and diverse art performances to come to life, with dancers given the opportunity to showcase their abilities, build confidence and expand their repertoire. This contribution is one that has the potential to mould many a champion.

PEOPLE, PASSION AND POSSIBILITIES

OUR PEOPLE AND THEIR POTENTIAL: WORKING TOWARDS BETTER FUTURES

R3.6m was spent on training our people during the 2018/19 financial year, affirming our commitment to changing lives by providing our staff with the means to reach their full potential. This included growing the student and graduate training programmes, and training staff. There were 14 students and 11 graduates gaining invaluable experience with us over the last financial year.

These programmes, together with staff training, skills transfer and career advancement, have a direct and long-term effect on the events and hospitality sector and are critical to maintaining our status as a world-class events destination.

Additionally, it has a massive effect on our people themselves. By having this training under their belt, our students, graduates and staff are contributing to the knowledge economy.

This type of tuition also benefits our students and graduates by providing them with the work experience they need, thereby helping them complete their degrees and making them more employable.

In the same vein, it assists our staff by strengthening and maintaining their existing knowledge, ensuring that all employees have a consistent level of experience, and providing them with new skills where necessary.

Essentially, training gives our staff the tools they need to excel in their positions and grow their careers at the CTICC. This is especially important in a time when job creation and sustainability is paramount.

Our training covers four key aspects of skills development: statutory, vocational, developmental and values-based leadership. Within these categories, we focus mainly on capacity building, leadership development, team building, change management, effective employee engagement and coaching.

Due to the opening of CTICC 2 in September 2017, we have also been able to increase the number of jobs we offer, growing our staff complement from 182 in 2017/18 to 217 in 2018/19. This is in line with our commitment to job creation.



3.6m

was spent on training
during the 2018/19
financial year

We currently have 25 students
and graduates learning with us.

OUR CURRENT TRAINING FOCUS

- Advanced Trauma Training;
- Business and Systems Analysis: Principles and Practices;
- Banqueting Training;
- Basic Fire Fighting Training;
- Cost and Management Accounting;
- Employment Equity Act Amendments Workshop;
- Electrical Module M0 - M3;
- First Aid Level 1;
- Line Manager/Supervisor Training/Workshop on Employee;
- Management Development Programme;
- Minimum Competency Training – MFMA;
- Mid-Year Payroll Seminar;
- New Managers Development Programme;
- Niagara 4 Certification;
- SAMTRAC Introduction;
- SAMTRAC;
- Senior Managers Development Programme;
- Wellness Programme.

Our friendly staff delivering excellent service



Three of our dedicated staff who underwent long-term training



LONG-TERM TRAINING

Long-term training enhances the competence of staff at management level and ensures that we run efficiently, delivering quality service to our clients and colleagues, both locally and internationally. This type of training occurs over longer periods, usually six months or more.

Long-term training also assists in staff retention, upgrading skills, achieving long-standing career goals and growing the hospitality sector as a whole. 19 individual staff received long-term training, including the following highlighted staff:

MOEMEENA BEDFORD

Procurement Assistant

Training: Purchasing and Supply Management

Date completed: March 2019

Moemeena Bedford received training in Purchasing and Supply Management from UNISA. This course provided her with knowledge of and insight into the purchasing and supply environment. It also gave her a better understanding of how she can add value to the CTICC, as well as our clients.

“This course helped me become more efficient at overseeing and managing our supply networks, as well as handling tenders and RFQs. It also showed me how a more integrated approach can improve my service overall.”

She continues, “Courses like these are so beneficial. These new skills will help me become better at my job and, with time, I will be able to apply for a higher position than what I’m currently in and grow within my department, as well as the company.”

Moemeena says her goal is to be the “best me that I can be, in whatever position I hold.”

MICHAEL HENDRICKS

Event Services Manager

Training: New Managers Development Programme

Date completed: October 2018

For Michael, New Managers Development Programme (NMDP) training helped him to understand people and solve problems, as well as develop his teamwork and managerial skills. “This course has added immense value to my life, both personally and professionally,” he says.

Not only did he learn more about how to communicate effectively in the workplace, but this training has also equipped him with the confidence and capabilities to respond effectively to current and future business challenges.

Michael says his goal is to be in health and safety auditing, and believes that the CTICC, through our various training programmes, will help him reach this dream.

SIBONGILE MAGUGWANA

Sales Executive

Training: New Managers Development Programme

Date completed: September 2018

In 2018, Sibongile Magugwana took part in the New Managers Development Programme (NMDP). This course focuses on interpreting and understanding changing environments, developing self-awareness and communicating effectively in the workplace.

She told us that a highlight of her training was the discussions around the importance of effective leadership.

“I learnt that leadership is not about giving instruction or expecting people to perform the task at hand. It showed me that people tend to engage more when they feel included in the decision-making process. It revealed that good communication is very important, especially if you are a manager or the main decision-maker,” she says.

She is also more confident when it comes to her own leadership approach, her managerial decision-making processes, as well as team and managerial competencies.

Sibongile recently moved to long-term sales and wants to learn more about exhibitions and trade fairs and believes that this type of training will continue to help her grow within the company. “My goal job is to be a Business Development Manager,” she says.



19

Individual staff received long-term training

Upskilling our staff through short-term training



SHORT-TERM TRAINING

Short-term training is essential for upgrading staff skills so that the service we deliver is always 100% up-to-date and world-class. In total, 95 individual staff underwent short-term training. Examples include the following:



DENVILLE BRUSSEL

Commercial Administrator: Business and Research Development

Training: VAT Application Process, MS Word Basic, Emotional Intelligence Training, EBMS Training, ICCA AMP Training and Ethics Training

Denville Brussel says his training has allowed him to learn everything from how to use the EBMS system effectively to improving research skills, building self-confidence and embracing good business ethics.

"I have become more efficient in my job, and the training I get to do at the CTICC progressively expands on my current skill set. Learning is a lifelong journey, and you're never too old to learn," he says.

Denville's goal is to secure a position at the centre where he can continue to develop and improve himself personally and professionally. "I enjoy challenges and look forward to opportunities where I will be able to assume more responsibility."

One of the courses he would like to participate in is the training for Supply Chain Management and Human Resources.

"My long-term goal is to move into a management role" – and he believes the CTICC can get him there.



DARRIN DE VILLIERS

Junior Electrician

Training: Electrical training and trade test

Darrin de Villiers says his training has honed his skills and taught him more about the wiring of motors and transformers. Thanks to passing his trade test and completing his electrical course, he is now doing more hands-on electrical work that he previously wasn't allowed to do.

"I'm now planning on doing my wireman's licence. My goal is to be a master electrician," he says.



95

Staff members went on short-term training



SIKHULULE MBEKENI

SCM Practitioner

Training: Minimum Competency Training

Sikhulule Mbekeni enrolled in Minimum Competency Training, which enables our Supply Chain Management practitioners to make effective, efficient and economical utilisation of public funds and resources.

His training covered the interpretation of financial statements and working capital management activities, in accordance with sound financial management policy.

Improving on this expertise is essential for someone in his line of work, Sikhulule tells us. Additionally, the course addressed strategic management, budgeting implementation and performance management.

“Not only did this course improve my management style and budgeting abilities, both of which is important for someone in my role, but it also sharpened my analytical skills and critical thinking capabilities,” he says.

This type of training, says Sikhulule, will help him attain his goal of becoming a Supply Chain Management Manager.



ELVINO MACK

Sous Chef

Training: MS Word Basic, Essential Assertiveness Training and ISO 22000

Elvino Mack believes that “every course teaches you different things.” Each year for the last seven years, he has completed a training course. “These courses build on my skill set and help me grow within the company,” he says.

One of the courses that Elvino participated in was Essential Assertiveness Training. This one-day workshop explores interpersonal skills, the importance of effective communication, and techniques for developing and improving confidence.

“Essential Assertiveness Training improved my ability to communicate with my clients and peers. I’m also much more assertive, which is a good skill to have in a kitchen.”

He also took a course in ISO 22000 Food Safety Management. This is an essential course for a chef, as it proves their dedication to food safety, and teaches them about the processes and policies that need to be in place to mitigate risks.

“My aim is to keep on improving, and one day I would like to run my own business as a chef.”

This is why training is so important to us. The courses we provide will go a long way to helping him climb the career ladder at the CTICC, as well as aiding him in reaching his entrepreneurial goals.



EXTERNAL STAFF TRAINING

We are committed to training full-time staff, as well as part-time or non-permanent staff. Training for non-permanent staff included ethics training, barista training, beverage training, food safety, customer service induction, health and safety, CARE (Customers Are Really Everything) training, and waitron and usher training, amongst many others.

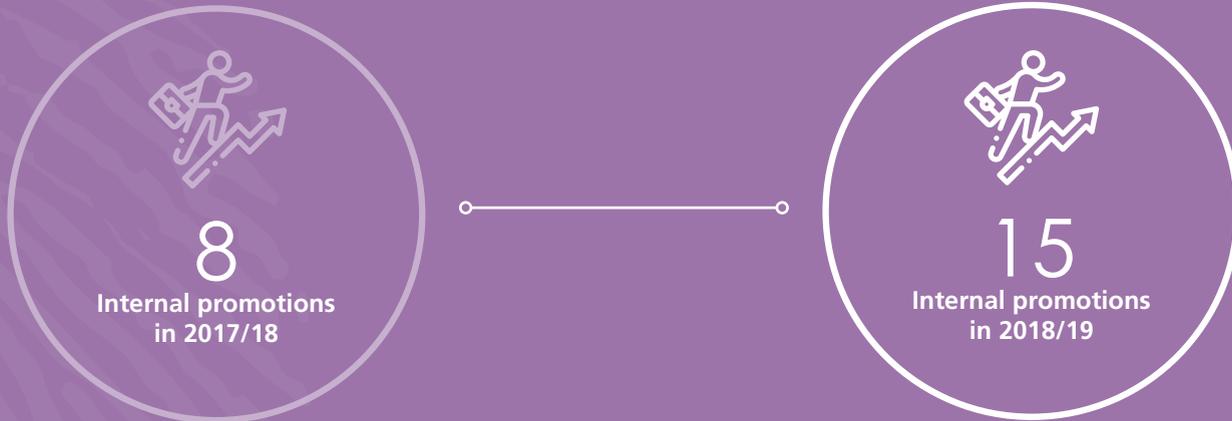
This type of training is voluntary, and our non-permanent staff can attend as many courses beneficial to their role as they like. In addition, they can join sessions that interest them outside of their role. As a result, we provided a total of 549 attendees with training, totalling 1 075 hours during the financial period under review.



PROMOTIONS: RISING STARS

We are proud to see our staff grow within the company and are very pleased to report an increase in internal promotions, from eight in 2017/18 to 15 in 2018/19, up by an impressive 88%.

Promotion is essential to both employee satisfaction and retention. It also encourages high service levels and superior productivity, while advancing our staff within the CTICC and enabling them to reach their full potential. Here our rising stars talk of their promotions in their own words:



OLIVIA BRUCE

Commercial Department

"I have always been passionate about marketing and the CTICC. It was a natural choice to work here, as I believe in the purpose of creating jobs through hosting events. At the CTICC, I get to build and shape the brand, create awareness around the business and ensure that we continue to be seen as a leading venue through various marketing and communications initiatives. I have learnt that no matter what, if you have grit, you can do anything in your personal and professional life. Perseverance and tenacity are other core traits that have served me and helped me reach my goals. I am grateful for the opportunities presented to me by the CTICC, and the value I have been able to add."

MANISH CHOKAWALA

Operations Department

"I really enjoy providing technical support to users and clients and overcoming the technical challenges that come with it. Every day is a learning opportunity at the CTICC, and it has taught me that anything is possible if you are willing to put in the effort. The CTICC's IT Infrastructure is also really well-developed and maintained."

**MICHAEL COLLINS**

Commercial Department

"Working at the best venue in South Africa gives me the freedom to create exceptional event experiences for my clients. The CTICC's innovation and flexibility accommodates for all our clients' needs and high expectations. We are in the business of over-delivering and are, therefore, able to maintain valuable client relationships."



CHANTAL CROASTER

Commercial Department

"I am driven by making a difference in the lives of our clients, staff and the greater CTICC community by working hard and making sure that the role I am playing in this industry is done to the best of my ability. I work by finding practical solutions to challenges so that we are able to work in a more efficient manner. As a service provider, we are at the forefront of making a direct impact on people's lives in the Western Cape by increasing business tourism to the region, and that excites me! The CTICC's sense of community and the willingness to assist, bring about change, and contribute to job creation and the economy is incredibly motivational. It pushes me to always think of what I can do to help, mentor, guide and support the next person, client or business."

SIMPHIWE DANTYI

Operations Department

"I strive to be the best person I can be. My motivation comes from interacting with my colleagues and improving my skill set. I have learnt a lot about how to deal and interact with different kinds of people, including clients and my colleagues."



DARRIN DE VILLIERS
Operations Department

"During my time at the CTICC, I have grown and matured in my role, especially when it comes to how I interact with my peers and clients. I have learnt patience and tolerance, and this has changed my entire outlook. I also look forward to coming to work and passing on my knowledge to my colleagues."



KEENIN HOOGBAARD
Food and Beverage Department

"I've learnt that at the CTICC, nothing is impossible. If you can imagine it, we can host it. Every event has its own story."



MAFIWA KOCK

Commercial Department

"I like challenging myself and advancing on a personal level. I am also driven by results. I work best when I have a concrete goal and time to come up with a strong strategy for achieving it. I have learnt to equip myself by building essential skills and, in doing so, I can now identify priorities and adopt a good attitude, which goes a long way to managing stress and growing emotional intelligence."

ADÈLE MARITZ

Commercial Department

"I like being able to make a difference and setting an example for others. In my role at the CTICC, I have a direct influence on economic impact and job creation by attracting events to Cape Town. However, this can't be done alone. Partnerships within your team and organisation, and the assistance of external stakeholders are essential to success. Adding to this, communication is vital. The more information that is shared, the better equipped one is to make an informed decision, which is exactly why I enjoy imparting my knowledge and experiences with my colleagues. Together, we are working to continue being a forward-thinking and solutions-driven service provider."



NONOPHA MASHWA

Food and Beverage Department

"The CTICC has shown me that if I perform to the best of my ability, I will continue growing in my career. Just believe in yourself and don't let a negative attitude stand in your way."

**SWEETNESS MATA**

Food and Beverage Department

"I've learnt that believing in people, equipping staff with the necessary skills, and unlocking minds with mentorship and job shadowing makes our vision a reality and has a positive effect on our daily work. Another important aspect is the ability to share important and relevant information. This is the key to success. By sharing pertinent information with the right people on my team, I am able to ensure that we are adequately prepared for any changes should they come up, which often happens in the conferencing industry. This is a simple skill but so effective and crucial when it comes to providing excellent customer service."





ASANDA MORGWEN

Food and Beverage Department

"I'm motivated by working under a positive, fair, professional and kind leadership team. I believe in dedicating my time to a company that gives me an opportunity to grow and exercises people's rights. I work with clients, as well as the senior executive team, who guide and support me."

ROBIN SEPTEMBER

Operations Department

"I value working alongside international clients and sharing industry experience while delivering a world-class service. Communication is fundamental in this volatile environment and is the number one driving force in achieving success."



ROBYN VILJOEN

Commercial Department

"I enjoy working in a dynamic environment that is exciting and challenging – and the CTICC offers that. In my time here, I've learnt that communication with your team is essential to ensuring that an event is carried out as best it can be. Keeping in touch with your client is just as important. You want them to know that you are taking care of them and working together with them to make their event a success."



TWO TALES OF DETERMINATION

As you'll have read, at the CTICC, we are fortunate enough to have a stellar workforce that is dedicated to both uplifting themselves and the centre. Below we highlight in more detail just two of our staff who represent the types of transformations taking place within our walls on a daily basis.

SHINING STAR

DIMITRI KOOPMAN

Dimitri started as a Commis (junior) chef 12 years ago and moved through the ranks, becoming Demi Chef de Partie (an assistant chef), then Chef de Partie (line cook). To achieve his current status in the kitchen, he underwent in-house training by the Executive Chef and Executive Sous Chef. "I learnt something new from each of the three Sous Chefs who've been here in my time," he says.

Dimitri also received training in food costings, staff management, labour cost management, and the Hazard Analysis and Critical Control Point System (ISO 22000). "I am always putting in the effort, and I always want to learn about functions and trends. I always want to try something new," he says.

Dimitri won the CEO Award for Employee of the Year. "When you get an award, you realise people are always watching, and they do recognise your input and value. I am now guiding and coaching other chefs. This, for me, has been very rewarding, as I have had two chefs win bursaries under my tutelage," he says.

The CTICC has fulfilled a long-held dream to be a Sous Chef and having seen other people around him grow in their careers, Dimitri has a new goal: "One day, becoming an Executive Chef would be great, and I want to start studying towards that."

At work in the kitchen, he often changes menus. "I never do the same thing over and over, which is what happens with general restaurants," he says. He hopes to get a few more certificates and complete a food and beverage management course to understand more about the business side of things.

He also enjoys training staff. "Training people is a passion of mine. I love to see people grow. Ultimately, I'd love to go to Front of House operations," he says.

Since he started at the CTICC, Dimitri has managed to purchase a house and a car. "My family started over here. The grown-up part of life all started here." At the end of day, Dimitri says, "I want to be part of helping the CTICC team synergise and integrate."



Former position:
Sous Chef



Current position:
Senior Sous Chef



TRUE GRIT

MANDY WHATFORD

Mandy trained in Project Management at Cape Peninsula University of Technology (CPUT) in 2013 via the CTICC, which helped her to understand Project Management and target deliveries.

“I’ve always wanted to make my management and peers proud and know that they can depend on me for doing what is required over and above. Most of all, I do it for myself and because I love what I do,” she says.

For her efforts, she has won a number of awards over the years, including Employee of the Month, the Excellence Award and Employee of the Year. “If you have a can-do attitude, anything is possible,” she says.

Mandy says she has gained enormous job satisfaction at the CTICC and is particularly grateful to Craig Barrington (GM: Facilities and Operations) for believing in her.

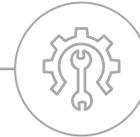
“When I started here as a storeperson, I could not drive. Five years later, I have a driver’s licence and can say that Julie-May Ellingson really encouraged me when I was struggling with this. She always told me to park with the CTICC bakkie, as on-the-job training assisted me in this problem area. The CTICC really helped me with this personal goal.”

Mandy says some of the benefits of working at the CTICC are the relationships she gets to build with other staff, and the lessons she has learnt from them. She recently achieved a long-term personal goal as well – to get her matric.

“I started my matric four years ago. I had a tough time in my first year, as I had some personal issues. My son had become addicted to drugs, but that made me more determined. I passed three subjects in my first year, and one subject in my second year, but in my third year, I finally managed to pass math literacy, which was my hardest subject. Craig Barrington helped me so much with my maths. I don’t think I could have done it without him,” says Mandy.

Mandy is now aiding two other people in her department to get their matric. “When you show that you’re determined, people notice. It’s because I was determined that I got to where I am,” says Mandy, who has now set her sights on becoming Assistant Facilities Manager.

Aside from getting her matric certificate in June, Mandy also completed a SAMTRAC course in health and safety this year.



Former position:
Technical Administrator Assistant



Current position:
Maintenance Coordinator



Recognising our loyal staff with Long Service Awards



LONG SERVICE AWARDS

Long Service Awards are one of the most important forms of recognition at the CTICC because they reward staff for loyalty to the business. Not only do these awards show our staff that we value their hard work and dedication, but it also serves to motivate, engage and retain our staff complement, which is especially important in tough economic times.

In 2018/19, 11 employees received Long Service Awards in the five- and ten-year categories.

Table 1: Long Service Awards for the 2018/19 financial year

QUARTER	EMPLOYEE	JOB TITLE	DEPARTMENT	YEARS' SERVICE
1	Amanda Van Der Heever	Credit Controller	Finance	5 Years
1	Bongani Wondo	Parking Controller	Operations: Facilities	10 Years
1	Ismail Essop	Storeroom Supervisor	Operations: Food & Beverage	5 Years
1	Katrina Stoffels	Demi Chef de Partie	Operations: Food & Beverage	10 Years
2	Moemeena Bedford	Procurement Assistant	Finance	5 Years
3	Mario Tito	Event Services Manager	Food & Beverage	5 Years
4	Kerwin Lakay	Infrastructure Handyman	Maintenance	5 Years
4	Jaclyn Petzer	Sales Executive	Commercial	5 Years
4	Keenin Hoogbaard	Event Services Manager: Beverage	Food & Beverage	5 Years
4	Dimitri Koopman	Senior Sous Chef	Food & Beverage	10 Years
4	Sharon Mfazwe	Demi Chef De Partie	Food & Beverage	10 Years

Perhaps the best example of long service goes to Hajira Essop. In February 2019, she retired after 16 years of committed service. It is safe to say that she can never be replaced, but she serves as a wonderful example of an employee with drive and kindness. She worked her way up the ranks and was part of making us the institution we are today.

HAJIRA ESSOP: AN INSTITUTION, A FRIEND AND A STALWART

Hajira Essop, fondly known as 'Aunty Hajira', started at the CTICC on 1 November 2002, a few months before we officially opened our doors. She was handpicked to join the team by the then Managing Director, Dirk Elzinga, as a tea lady, and over the years, she worked her way up to Executive Office Assistant.

But Aunty Hajira was more than just her role. She was our work mom, our friend and confidante, and a person we could go to for advice. She made everyone feel important and brought laughter to us all.

Her contribution to the CTICC over the last 16 years has been immense. She was often the first person to welcome newcomers, and she supervised the many contract workers that came through our building. She was tireless and committed, and always worked towards ensuring the company ran smoothly and effectively.

On 28 February, we said thank you to Hajira for her long service and hard work as she prepared herself for the new phase of her life – retirement.

Aunty Hajira touched each and every one of our hearts and it was with tears in our eyes that we wished her well.

Celebrating 16 years of excellent service with Aunty Hajira



FORGING BRIGHT FUTURES: STUDENT AND GRADUATE PROGRAMMES

It is crucial for us to extend our training to embrace and develop new talent in the tourism industry. This is why we run two programmes for high-performing and capable young people interested in building a career in the event management and hospitality sectors:



Student Placement Programme

Students who are studying hospitality-related courses are provided with the chance to join us on a six-month training course while they are studying. This practical placement helps students complete their studies by giving them the relevant experience they need.



Graduate Placement Programme

This placement offers graduates a full year's employment contract. These graduates learn about every aspect of our business during that year, giving them a complete overview of both the event management process and the hospitality sector as a whole.

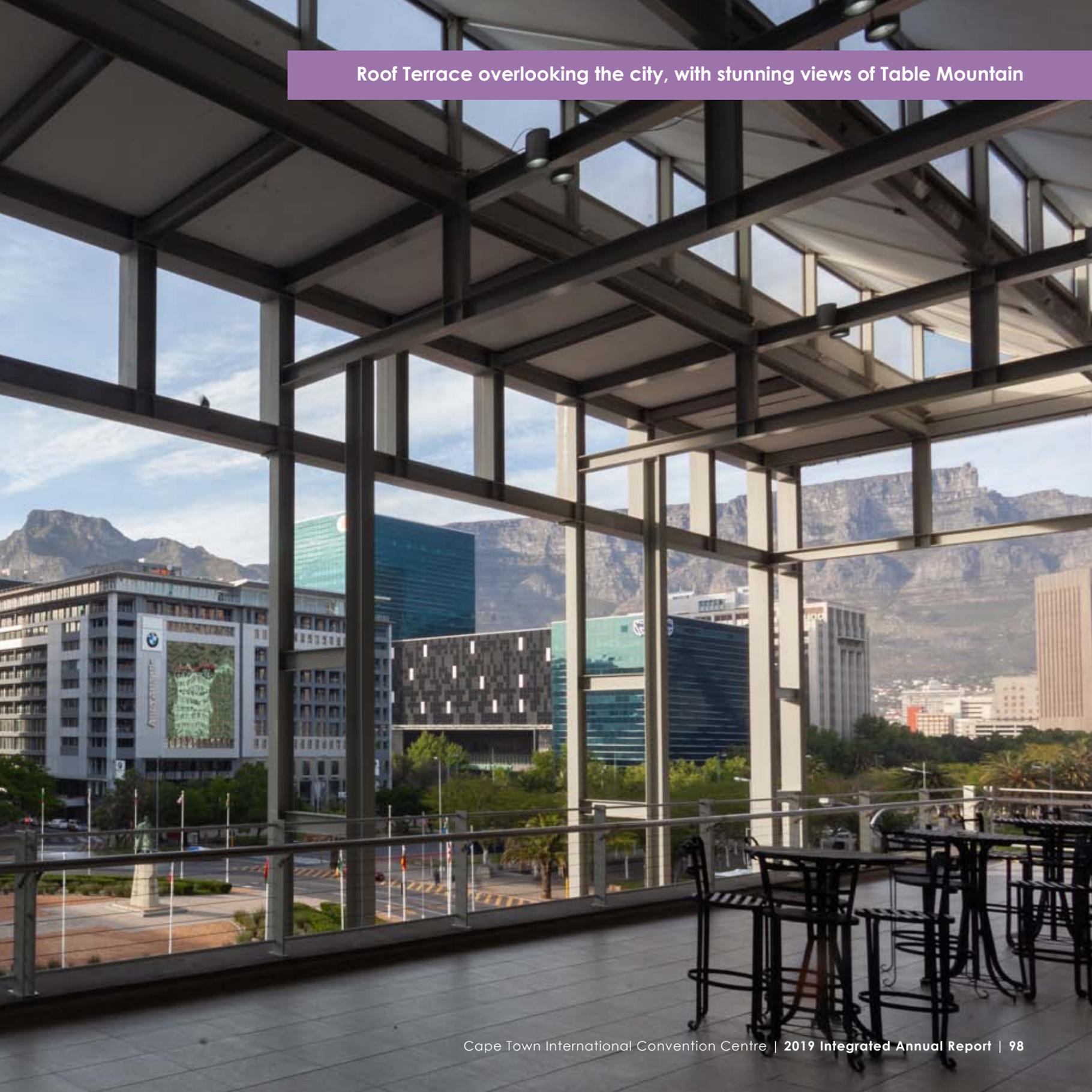
Our two programmes set up students and graduates for further study or employment opportunities.

In the year under review, we had 14 students on our Student Placement Programme and 11 graduates on our Graduate Placement Programme.

Our Student and Graduate Placement Programme candidates



Roof Terrace overlooking the city, with stunning views of Table Mountain



ANTHEA DAVIDS

Position: Financial Student

Qualification: Certificate in Business Management

Training journey: I started out as a waitron at functions during the school holidays, and when I was done with school, I started my Business Management course at college. While studying, I worked at the CTICC in the laundry room, which is how I found out about the Financial Student position.

How has being a CTICC graduate helped you in your career path?

Before I started working in the Finance department, the only thing I wanted to do was further my studies in Business Management. However, since I've been here, I've found that the financial environment is exciting, and I've realised that this is my true passion and future career path.

My colleagues are more like family to me, and although many people said, "oh finance is quiet and boring", that's so not true. We never have a dull moment here. It's truly been a huge blessing.

Ultimate goal? To further my studies within the financial field and to be successful and financially stable so that I can provide for my family in the best way that I possibly can.



JOSEPH LESHILO

Position: Supply Chain Management Graduate

Qualification: B.Com Honours in Logistics

Training journey: I joined the CTICC with a wealth of theoretical knowledge in Supply Chain Management, logistics and transport economics, but with very little experience when it came to understanding the full process of practical Supply Chain Management. At the CTICC, I was exposed to everything from registration of suppliers on the database and inventory management to evaluating requests for quotes (RFQs) and compliance checking.

I've now completed ethics training, which I found boosts morale so that employees work more effectively and harmoniously with their co-workers.

How has being a CTICC graduate helped you in your career path?

It has been so fruitful because I feel like I am now ready for any position related to Supply Chain Management, and it has equipped me with the necessary attitude needed in a work environment.

Ultimate goal? My ultimate goal is to get a permanent job with the CTICC and grow within the great leadership at the CTICC.



NKULULEKO NGCOBO

Position: Catering Graduate

Qualification: National Diploma in Catering Management

Training journey: I joined the CTICC in 2017 as a student on a six-month in-service training contract. I then went back to school to complete my diploma. I heard about the Graduate Placement Programme right after graduating and applied for it immediately because I still wanted to be part of the CTICC family. I knew there was more to learn and that I had some skills to add.

How has being a CTICC graduate helped you in your career path?

The CTICC has helped me find what I really love and enjoy doing, which is being a chef. When I first came here, I wasn't sure what I really wanted, but after all the time I've spent at the CTICC, I've fallen in love with the hospitality industry. In this place, you grow every day. I've learnt everything from prepping for a function and cooking to stock taking, and briefing and supervising the staff when the Sous Chef is not present.

Ultimate goal? At this point, I still want to grow in my field, learn as much as I can and try to be the best I can be.

JAYDON VALENTINE

Position: Marketing Graduate

Qualification: B.Com Honours in Strategic Brand Management

Training journey: I have some experience as a brand strategist and have worked as a PR and event intern. Currently, I am shadowing the Head of Marketing and Communications. On a day-to-day basis, I manage stakeholder relations, an advertising schedule, and coordinate marketing activities.

How has being a CTICC graduate helped you in your career path?

Working alongside the Head of Marketing and Communications has given me a holistic view of managing a marketing department, and the types of tasks that a marketing communications expert is expected to perform.

This has given me a better idea of what career I would like to pursue in the future. More than that, the time that I have spent at the CTICC has equipped me with more practical knowledge and skills than I could ever have imagined, and I know this will go a long way to helping me become more competitive in my role.

Ultimate goal? My goal is to be an entrepreneur. By having a vast knowledge of various industries, I have the potential to be an excellent corporate leader.



COMMENTS FROM OUR STUDENTS AND GRADUATES



NODEMOCRACY GQIZA

Catering Graduate
Food and Beverage Department

"I have learnt a lot from the CTICC team and have built great relationships with my managers. I was able to work in two kitchens, and I'm very grateful for the opportunity to learn. This will go a long way to growing my career in the industry."

KWANELE MAKHAYE

Graduate
Food and Beverage Department

"The departmental training offered was very informative and helpful in terms of growing professionally. I rotated around the Food and Beverage departments, which provided me with a lot of insight into how they operate and are interconnected, working to ensure the success of every event. The CTICC's social activities are a great way for one to come out of their shell and interact with co-workers."



SAMUKELO MICHAEL MHLONGO

Front of House Graduate
Food and Beverage Department

"I have learnt so much in the graduate programme. I now know how to maintain customer satisfaction and manage the Food and Beverage department as per schedule. I work with an amazing team that assists me in gaining more experience in the hospitality industry. This experience will help me shape my future."

**SIMONE DOS SANTOS**

Sales Graduate
Commercial Department

"My experience has been beneficial for personal and career growth. I am being exposed to conferences, exhibitions, banqueting and many other sectors in the hospitality industry, and working in such a diverse environment and demanding industry will assist my future endeavours."



Nurturing and uplifting our employees

STAFF WELLNESS PROGRAMME

We are committed to nurturing and retaining happy, well-adjusted employees who are able to perform optimally because they are balanced in all aspects of their lives. To this end, we appointed the Centre for Occupational and Wellness Services to implement a holistic Employee Wellness Programme (EWP) for our staff and their immediate family members over a period of 12 months.

The Centre for Occupational and Wellness Services is an independent, national human capital, learning and development, occupational health and wellness management service provider, established in 2008, and a B-BBEE Level 1 Contributor.

Through this wellness programme, we are able to provide our team with access to a variety of services, including counselling, trauma debriefing and defusing, chronic disease and illness strategy, health screening and awareness campaigns, substance abuse management, mental health services, lifestyle management campaigns, financial wellness and debt management, to name a few.

We are confident that this commitment is of great value to our employees and one that will positively influence them personally. In turn, these offerings will also benefit our business.



Centre for Occupational & Wellness Services
Health1st



Engaging with customers for a superior CTICC experience

IN TOUCH WITH OUR CLIENTS: CUSTOMER FEEDBACK

Customer satisfaction remains very high at the CTICC, and for the year under review, we received an overall Customer Satisfaction Index of 84%, which was 4% above our KPI target of 80%.

We use an independent company, N'Lighten, to measure its Customer Satisfaction Index. This is done on a monthly basis, face-to-face, telephonically or via email. It includes all the different types of events, namely, conferences, banquets, trade fairs, exhibitions, special events, other events and photo shoots. A range of topics are covered that are relevant to our business operations, such as audio-visual services, cleanliness of the venue, coffee shops, conference and exhibition services, food and beverage, service of event executives and event service managers, ease of doing business, IT and telecommunication services, service of reception staff, safety and security, service of sales executives, venue climate control and waiting services.

The results of these customer experience surveys are used to inform and elevate our training and quality of service, going beyond the expectations of our clients, visitors and stakeholders and to ensure we are seen as a world-class MICE destination.

