

MESSAGE FROM THE CHAIRPERSON OF CONVENCO

At its founding, the CTICC was intended to cement the reputation of Cape Town as the continent's leading business tourism destination. We have not only achieved this goal but, each year, we surpass many of our stakeholders' expectations, as well as exceed several of our KPI targets. In so doing, we are shaping a sustainable future, today.



DEON CLOETE

Chairperson, Convenco

Together, we are creating a template for the future of the meetings sector in our province. Again, thank you to all that make this possible.

Since opening, we have made significant financial and economic development contributions to the City of Cape Town, the Western Cape and South Africa as a whole. Our year-on-year revenue growth has increased by 11%, and the jobs we create, 14 620 of them in the last year, help to bring hope and make a difference in many people's lives, not only those in our employ. This, as you can imagine, has a knock-on effect. We are opening doors and helping build a brighter future for all.

Our CSR projects also deliver real benefits to the communities we work with, going well beyond our core business and reaffirming our position as a catalyst for development in the City of Cape Town. In the last year, we contributed R1.6m to CSR, predominantly in the Khayelitsha, Lavender Hill and Mitchell's Plain areas. These are the legacies we are constructing, and I am very proud to chair an operation that fulfils this task with diligence and commitment.

For a complex as big as ours, sustainability is a key focus for us, especially in terms of water, so one of our proudest achievements in the last year is switching over to our reverse osmosis plant, which is able to produce 200 000 litres of drinking water in a 24-hour cycle. With an extra storage capacity of 400 000 litres, we can cater for the centre's maximum demand scenarios without having to tap into the municipal supply.

Each year, we win a number of prestigious awards, and in the year under review, one of the most important of these was the 2019 Top 40 Women in MICE Award for three outstanding managers at the CTICC – Olivia Bruce, Head of Marketing and Public Relations, Adele Eloff, Business Development Manager: National, and Arnolette Freeks, Event Manager. These are the calibre of leaders at the CTICC who maintain our reputation as a world-class MICE destination, so a heartfelt thank you to them.

After another extraordinary year, I'd like to thank our CEO, Julie-May, and executive team, Rob, Tracy, Craig and Wayne, as well as every employee whose dedication ensures that we remain a beacon of excellence in our city. Additionally, I want to thank our shareholders for their continued support, and the Board for their hard work and commitment.

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Deon Cloete
Chairperson, Convenco