

Cape Town International Convention Centre

UFI Sustainable Development 2013 Awards Presentation

Best Reporting on Sustainability

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Background

- A culture of sustainability is entrenched in all aspects of the CTICC's business operations
- 2012 is the second year which the Centre engaged in comprehensive sustainability reporting
- CTICC is the only convention centre to be GRI Application Level B approved
- CTICC is the first convention centre in the world to obtain three management systems simultaneously:
 1. ISO 9001:2008 Quality Management
 2. ISO 14001:2000 Environmental Management
 3. OHSAS 18001 Occupational Health and Safety



Background (cont.)

CTICC is a proud member of the below forums and associations:

- United Global Compact (UNGC)
- Green Meetings Industry Council (GMIC)
- Event Greening Forum



Background (cont.)

Awards

Year	Award	Category	Status
2011	IMEX Green Supplier Award	Green Supplier Award	Won Gold
2011	UFI Sustainable Development Award	Best Sustainability Strategy	Finalist
2011	UFI Award	Innovation	Finalist
2011	Imvelo Responsible Tourism Award	Best Economic Impact	Finalist
2012	Imvelo Responsible Tourism Award	Best Economic Impact	Finalist
2012	Platts Global Energy Award	Stewardship Category- Energy- Efficiency Program Commercial End-User	Finalist
2012	Mail & Guardian Greening Awards	Greening Future Awards	Finalist
2012	Eco Logica Enviropaedia Awards	Energy Efficiency Recycling Climate Change	Commended for Sustainability Efforts

Triple Bottom Line KPI's

Category	Measurement	2012 Target	2012 Actual	2011 Performance
Economic Impact (Spin-off)	Contribution to GDP	R2.7 billion	R2.55 billion	R2.68 billion
International delegate days	No. of days attended by international delegates	200 000	233 225	225 657
Jobs created	No. of indirect and direct jobs created	7 000	7 082	7 870
Events	No. of events hosted	500	514	501
Human capital development	Actual cost of training of permanent and temporary staff	5%	6%	9%
Customer centricity and service excellence	Rating achieved by independent customer satisfaction survey	75%	81%	77%

Triple Bottom Line KPI's (cont.)

Category	Measurement	2012 Target	2012 Actual	2011 Performance
Sustainability Energy Consumption	Actual savings on electricity consumption	5%	0%	7%
Procurement	% of procurement with BBEEE-complaint suppliers	50%	73%	58%
Revenue	Actual revenue generated	98%	98%	106%
Expenditure (cost control)	Actual direct and indirect expenditure compared to budget target	98%	94%	96%
Capital expenditure budget	% of projects that have been commenced and/or completed compared to budget target	80%	92%	83%

Results (cont.)

Environmental Initiatives 2011/2012

Eco-Procurement	Energy	Water	Waste
<ul style="list-style-type: none">• The procurement of local good and services and organic food• Menus are designed to cater for local and seasonal preferences,• Seafood suppliers are all required to participate in the SASSI Retailer and Supplier Participation Scheme,• Freshwater fish, such as trout is sourced from local farmers	<ul style="list-style-type: none">• Proximity sensors on escalators• Electrical metering installed in halls• The optimisation of cooling of the IT-server room and server• The trial installation of sensor lighting in some restrooms• Energy-efficient audio-visual and lighting equipment installed by preferred contractors	<ul style="list-style-type: none">• Proximity sensor taps were installed in the public restrooms,• A cleaning service contractor is appointed to provide in-house cleaning services for back of house and the public areas• New plants or trees, whether indoors, outdoors or potted, only water-wise plants are recommended and selected.	<ul style="list-style-type: none">• An Environmental Management Plan (EMP) was introduced• On-site recycling is a critical aspect of the waste management process at the CTICC,

Results (cont.)

Social Sustainability

Internal	External
<p>The following training initiatives were hosted during the year:</p> <ul style="list-style-type: none"> • Employee Relations for all levels of management • Fire-fighting and first aid • Frontline etiquette for the receptionist team • Negotiation and presentation skills for the sales team, event executives and event services managers • Associate in Management for all selected senior staff members • A total of 94 staff members participated in training programmes over the past year, with a total of 1556 hours of training. 	<ul style="list-style-type: none"> • CTICC contributed directly to the creation of 3 103 jobs in the Western Cape and to a further 3979 jobs throughout South Africa • For Mandela Day over 30 CTICC staff donated 67mins to one of the centres four local community partners.



Results (cont.)

Social Sustainability - Social upliftment

CTICC COMMUNITY PARTNERS



Abalimi Bezekhaya Harvest of Hope



Foundation for Alcohol Related Research



Mitchells Plain School of Skills



The Haven Night Shelter Welfare Organisation

As part our Corporate Social Responsibility Programme, we have identified the following community partners using the CSR Programme criteria:

- Foundation for Alcohol-related Research
- Harvest of Hope
- Mitchells Plain School of Skills
- The Haven Night Shelter Welfare Organisation

Stakeholder Engagements

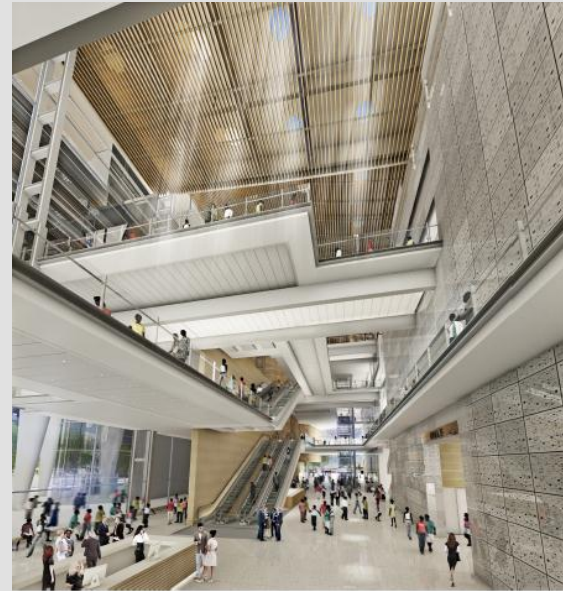
The CTICC is committed to actively engaging with its stakeholders and keeping them informed of the progress it is making, successes it achieves and challenges it faces. These are executed via:

- External newsletter
- Press releases
- Press conferences and media roundtables
- Press kits
- Media event calendar
- Advertising
- Collaborative Marketing Platforms
- Speaking engagements
- Plasma Screens
- Website
- Annual Report
- Social Media



CTICC Expansion

- Expansion will increase the Centre's capacity by 100%.
- The expansion will effectively create a "convention precinct" which it is envisaged, will contribute to the creation of more than 8 000 jobs annually by 2018
- The centre will be able to maximize space by hosting multiple simultaneous events and exhibitions
- This expansion places priority on utilising local skills and expertise to stimulate growth and development in the local building and construction industry .



Looking Ahead...

The following has been incorporated into the action plan for the year ahead

Energy:	Water:	Waste:
<ul style="list-style-type: none">• Completion of the installation of the new Building Management System (BMS)• An extensive retrofit• The purchase of renewable energy certificates (REC's) for the administration block and offer them to clients as an option• More efficient and accurate billing through internal organic network• Manual intervention of heater banks for the air-handling unit• The installation of boiler cylinder cut-off sensors• The replacement of carbon monoxide sensors in the parking garages	<ul style="list-style-type: none">• The shortage of accurate water metering is currently being investigated to assess the best way of collecting data and how best to implement water conservation projects.	<ul style="list-style-type: none">• A waste audit should be performed in each of the key areas to determine the different types of waste generated and to ensure that the bins and signage are appropriate for each key area• Staff members should receive training on waste minimisation and recycling.• Cardboard waste should be reduced through the use of reusable crates or pallets, which may be returned to suppliers through reverse logistics• Organic waste to landfill needs to be reduced through advanced separation techniques and through the implementation of a composting solution

Looking Ahead... (cont.)

Transport:	Eco Procurement:	Carbon Footprint:
<ul style="list-style-type: none">• The CTICC needs to explore ways to make the venue more accessible for non-motorised transport• More accurate statistics are required on staff transport to and from work	<ul style="list-style-type: none">• The CTICC is currently busy evaluating the City of Cape Town's Green Procurement Strategy to determine how this could also be incorporated into the existing legislation of the CTICC• The CTICC will be joining the SASSI Restaurant Participation Scheme.	<ul style="list-style-type: none">• Relevant systems have been implemented for continuous monitoring of the different factors impacting on the Centre's carbon footprint, so that accurate measure measurements may be made. The Centre's strong focus on energy-efficient retrofits will assist with the reducing the carbon footprint, while innovative ways will be explored for offsetting it.

THANK YOU