

**CAPE TOWN INTERNATIONAL CONVENTION CENTRE COMPANY (PTY) LTD
COMMUNICATION ON PROGRESS FOR THE PERIOD
1 JANUARY – 31 DECEMBER 2009**

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WITH THESE CORE VALUES AS
OUR GUIDE WE HOPE TO ACHIEVE
THE FOLLOWING BY THE YEAR

2020

- Maximise economic spin off and job creation
 - Focus on innovation and exceeding expectations
 - Achieve service excellence by building capable and high quality staff
 - Become a world leader in sustainable initiatives
- Be the best long-haul international convention centre*



**WE SHARE OUR CORE VALUES
SO THAT YOU TOO MAY HAVE THE
GUIDE TO CREATING OPPORTUNITY.**

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1. INTRODUCTION

In 1999, collaboration between the Municipality of the City of Cape Town, the Provincial Government of the Western Cape and the business sector resulted in a decision to develop a world class convention centre, the Cape Town International Convention Centre (CTICC) on 6.1 hectares of available land on the City's northern foreshore.

With the Municipality of the City of Cape Town and the Provincial Government of the Western Cape being the majority shareholders, ownership of the CTICC effectively rests with the people of the City and the Western Cape Province. CTICC exists to serve the tax- and rate payers and citizens of Cape Town and the Western Cape. CTICC continues to contribute both economically and socially to the region.

As an industry leader in sustainable initiatives the CTICC is committed to becoming a leading environmentally sustainable convention centre. The centre is committed to excellence in environmental responsibility in all facets of its business. From infrastructure and operational policies to recycling programmes, CTICC is serious about making a difference and "going green".

At its inception six years ago, the design of the Cape Town International Convention Centre was already influenced by the impact that the centre would have on environment. Environmental issues were a priority for the design professionals who developed the centre.

CTICC sees itself as a pioneer in implementing environmentally sustainable initiatives in the local events and exhibitions industry and to this end has re-looked at the way business is done. CTICC have been proactive in developing innovative new environmental strategies that will assist the centre to achieve its green goals and enhance its business performance. As a result of CTICC's environmental strategies, the

centre has enhanced its service offering by offering clients a host of sustainable event options which are outlined later in this document.

CTICC is pleased to be a member of the United Nations Global Compact (UNGC) and to submit its first Communication on Progress.



2. STATEMENT OF CONTINUED SUPPORT

"The Cape Town International Convention Centre Company (Pty) Ltd continues to embrace, support and enact, within our sphere of influence, the set of core values in the areas of human rights, labour standards, the environment and anti-corruption, developed by the Global Compact.

We have set in motion, where necessary, changes to our business operations so that the principles of the Global Compact become part of our future strategy, culture and day-to-day operations. CTICC is committed to becoming a leading environmentally sustainable convention centre and to this end strives for excellence in environmental responsibility in all facets of its business. CTICC has succeeded in impacting positively in all areas of sustainability, limiting its negative impact on the environment through green policies and contributing to the sustainable economic growth of the region via job creation, employment equity and skills transfer.

CTICC has set itself the ambitious target of being the best long-haul international convention centre by 2020. To achieve this vision it is essential that we aim to maximise economic spin off and job creation, focus on innovation and exceeding expectations and achieve service excellence by building capable and high quality staff.

CTICC's core values of passion, integrity, innovation and excellence are more than just statements; they reflect the ethos around which the organisation is built. At the core of our company's ethos is our commitment to the empowerment of persons from historically disadvantaged backgrounds, our Corporate Social Investment Programme and our preferential procurement strategy."

Rashid Toefy, Chief Executive Officer

3. COMMUNICATING PROGRESS ON THE 10 UNGC PRINCIPLES – Description of actions and measurement of outcomes

Principles 1, 2, 3, 4, 5 & 6

1. *Business should support and respect the protection of internationally proclaimed human rights;*
2. *Business should ensure that they are not complicit in human rights abuses;*
3. *Business should uphold the freedom of association and the effective recognition of the right to collective bargaining;*
4. *Business should support the elimination of all forms of forced and compulsory labour;*
5. *Business should support the effective abolition of child labour;*
6. *Business should support the elimination of discrimination in respect of employment and occupation;*

3.1 COMMITMENT

The Constitution of the Republic of South Africa, Act 108 of 1996, was adopted in 1996 as the *supreme law* of the Republic. The aim of the constitution, as stated in the preamble to the Act, states that it was adopted so as to:

“Heal the divisions of the past and establish a society based on democratic values, social justice and fundamental human rights;

Lay the foundations for a democratic and open society in which government is based on the will of the people and every citizen is equally protected by law;

Improve the quality of life of all citizens and free the potential of each person;

and

Build a united and democratic South Africa able to take its rightful place as a sovereign state in the family of nations."

CTICC is committed to entrench, in every aspect of its business, respect for human rights and freedoms as set forth in the Constitution of the Republic of South Africa as well as the Universal Declaration of Human rights.

3.2 SYSTEMS

CTICC has, since its inception, implemented an extensive set of policies and procedures which ensure the protection of human rights. These policies are divided into the following broad categories:

- Conditions of employment
- Business practices and procedures
- Security (including health & safety)
- Employee Rights and Disciplinary Code
- Employee Benefits
- Financial Policies (including supply chain management)

3.2.1 Company Council - In order to ensure the rights of staff are protected the CTICC has established a Company Council. The Company Council, which is comprised of staff representatives, exists to promote the interests of all employees in the workplace and of the employer.

The Company Council seeks to:

- Provide for representation of all employees by their duly nominated company council representatives, in dealing with the employer and to seek to establish effective communication between employer and employees.
- Enhance the efficiency of the workplace and working climate.



- Enable consultation and facilitate communication between the employer, the employees and their representatives on matters of common interest and concern.
- Identify and raise, with the employer, real and possible instances of dissatisfaction amongst employees in good time with the view to reaching consensus on remedial measures.
- Ensure that labour disputes and unrest are resolved to the mutual satisfaction of both employees and employer.
- Eliminate unfair discrimination and to address Employment Equity.
- Drive and manage the Employment Equity process under the direction of the organization's HR Manager.
- Monitor and assist the skills development process under the direction of the organization's HR Manager.
- Adhere to confidentiality agreements as may be agreed by the company council by majority vote.

3.3 ACTIONS

In order to cement its position as an industry leader, CTICC took a decision, early in 2008, to obtain international accreditation in the areas of quality management, environmental management and occupational health and safety.

Since inception CTICC has focused on investing in people. Since it employed its first staff members, the method by which the CTICC has harnessed its human capital resources has been aimed at keeping the permanent staff quota to a minimum while outsourcing non-core activities to temporary staff, sub-contractors and concessionaires.

Apart from ensuring that the centre maintains a lean and efficient staff structure whereby all employees are well equipped to handle their workload and meet the challenges they face, the outsourcing of many of the human resource requirements allows the centre to realise its objective of serving as a training ground by which the talent pool for the South African hospitality industry can be strengthened.

The key theme currently adopted by the CTICC Human Resources Department is 'Investing in People, and this sees the primary focus falling on two specific priorities:

- Attracting and retaining high-quality staff in a highly competitive labour marketplace.
- Ensuring that staff members are enabled to work at optimum productivity in a supportive and professional environment.

Some of the other highlights in terms of people development for the year included:

3.3.1 Employment Equity - The CTICC has done exceptionally well in this regard, with 90% of permanent staff comprising individuals from Historically Disadvantaged groups.

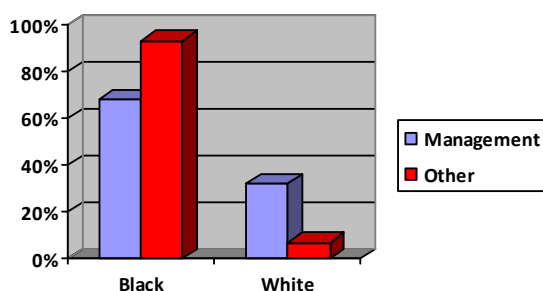
3.3.2 Staff Turnover - After peaking at an annual level of 34.57% in the 2006/07 financial year, permanent staff turnover has been reduced to only 12.12% in 2009, which compares favourably to the industry benchmark of 20%. This low annual staff turnover figure not only reflects the CTICC's growing reputation as a preferred employer in the region, but is also the direct result of a number of HR initiatives implemented during the past year, including leadership and career development, internal communications improvements, and salary adjustments.

3.3.3 Passport to Success - This five-module training programme focuses on equipping part-time waitrons working at the CTICC with the knowledge and skills required to make them highly employable within the broader South African hospitality industry. 2008 saw the first graduation ceremony for temporary employees participating in the Passport to Success training programme.

3.3.4 Absenteeism - The average amount of sick leave taken by employees at the CTICC remains very low with absenteeism as a percentage of work days at only 1.7%. In many organisations, sick leave is considered a barometer of staff morale, and this figure, which is very low compared to accepted international standards, serves as a good indicator of the overall positive attitude of staff towards the culture and environment at the CTICC.

3.3.5 Black Economic Empowerment

It is estimated that CTICC contributed R 869 million to the GDP during its construction phase with 2,700 direct jobs being created. Following the construction, empowerment contract participation achievements stood, depending on the area of contracting, at between 45% and 52%. A total of 166 Affirmative Business Enterprises were involved with the construction of the CTICC. CTICC today stands as a benchmark in employment equity as demonstrated in our current demographic profile of 90% of permanent staff falling within the historically disadvantaged category. 63% of management and 93% of the rest of our staff falls within the HDI category.



This achievement has resulted in a rich diversity of employees who contribute to an inspiringly representative mix of cultures in the work environment.

Procurement is another area that has provided the CTICC with a significant opportunity to work with locally-based suppliers from previously disadvantaged backgrounds and thus contribute to the socio-economic development of the region.

Under the BEE umbrella CTICC takes an active role in transformation in the hospitality industry through education and training via the 'Passport to Success' training programme as well as the CTICC Internship programme.

3.4 PERFORMANCE

On 16 September 2009, CTICC became the first convention centre in Africa to simultaneously receive certification for ISO 9001 (Quality Management), ISO 14001



(Environmental Management) and OHSAS 18001 (Occupational Health and Safety).

Refer to Annexure 1

To further ensure that the centre maintains these continuous high international standards, a specialised Safety, Health, Environment and Quality (SHEQ) Officer was appointed to oversee all relevant areas.

In 2008, CTICC once again set the trend, when it became the first HACCP accredited kitchen in the Western Cape. Thanks to the rigorous maintenance and refurbishment schedule, and the thorough preparation by the centre's food and beverage department, CTICC scored 298 points out of a possible 300 in its Hazardous Analysis and Critical Control Points (HACCP) inspection. The HACCP accreditation ensures the highest standards of food safety and hygiene across all business operations.

Principles 7, 8 & 9

7. Business should support a precautionary approach to environmental challenges;

8. Business should undertake initiatives to promote greater environmental responsibility;

9. Business should encourage the development and diffusion of environmentally friendly technologies

4. COMMITMENT

CTICC has recently finalised its new business strategy, which takes into account how it can progressively implement best practice sustainable initiatives into its business. Environmental aspects of the business strategy include focusing on awareness both internally and externally in terms of energy efficiency, waste management and reduction in water consumption.

CTICC is committed to continue its positive impact on many areas of sustainability, as it has done over the past six years. While a big part of this commitment involves limiting its negative impact on the environment by means of green policies and initiatives, sustainability runs far deeper - CTICC is also focused on continuing its contribution to the



sustainable economic growth of the region and country via ongoing people development and its steadily growing corporate social responsibility portfolio.

4.1 SYSTEMS

CTICC adheres to internationally recognised processes and integrated management systems which include environmental management.

CTICC has a comprehensive environmental policy that has been endorsed by both senior management as well as its key public and private stakeholders.

4.2 ACTIONS

CTICC's management and staff take a hands-on approach to all aspects of the centre's day-to-day operations – thereby ensuring that its strategic sustainability objectives are translated into tangible actions and behaviours.

4.2.1 Nurture Our World (NOW) - During the past year CTICC formalised its environmental commitment through the development of its *Nurture Our World (NOW)* initiative. Developed in collaboration with the CTICC's sustainability task team, the NOW initiative is a clear and public expression of the CTICC's environmental awareness. The NOW initiative is currently being rolled out across the organisation and it is envisaged that the 'green' principles which it advocates will ultimately become entrenched as an integral part of the CTICC's corporate culture, enabling the centre to have even more of a positive influence on its suppliers, partners and stakeholders as regards environmental awareness.

To ensure that the centre meets its sustainability goals and objectives, CTICC established a dedicated sustainability team that is tasked with exploring innovative sustainable initiatives that the centre can implement.

4.2.2 Creating awareness amongst staff members - during the year under review, CTICC, in conjunction with the Municipality of the City of Cape Town offered its staff



comprehensive 'green living' training, aimed at encouraging environmental awareness and 'green' practices both in the workplace and at home.

This training afforded Cape Town based companies with the opportunity to incorporate more sustainable operations into their organisations and the homes of their staff.

The Smart Living training incorporated practical steps that households in Cape Town can take to make their homes safer and save them money, while working to reduce their impact on the environment. Waste, energy, water and biodiversity were the four themes that the training focused on.

One of the outcomes of the heightened environmental conscious that we instilled in the centre is that in December last year, the centre made a massive saving on electricity. This saving was achieved through the concerted effort of staff to preserve their environment.

4.2.3 Enhancing energy efficiency - A significant part of CTICC's business strategy focuses on implementing energy efficient technology.

Energy saving initiatives that have been implemented include:

- Retrofitting the CTICC in order to enhance energy efficiency through utilising Compact Fluorescents (CFL) or Light Emitting Diodes (LED's) instead of conventional light bulbs. Energy saving devices are used extensively throughout the centre and 75% of light fixtures are fluorescent.
- Fitting the escalators with motion sensitive sensors.
- Installation of light sensors in the meeting suites.
- An advanced central building monitoring system.
- Adjustment of air conditioning systems to seasonal conditions.
- An insulated external building envelope which reduces energy loss and assists in off-peak cooling/heating/natural flush cooling of the facility at night.



CTICC achieves 77% compliance with the South African Energy and Demand Efficiency Standards (evaluated by Green Buildings for Africa).

4.2.4 Minimisation of Waste - CTICC is currently enhancing its recycling programme, which will ultimately see waste sorted at source before being collected for recovery and recycling purposes. This will serve to divert waste from landfill and ensure the processing or treatment of recyclable waste in an economical and environmentally sustainable manner.

Waste efficiency initiatives that have been implemented are listed below:

- Waste recycling - All glass used at the CTICC is sent for recycling. All administration offices have recycling bins for paper and exhibitors are encouraged to minimise waste generation.
- Battery boxes for recycling old batteries are used in the centre.
- CTICC favours reusable and recyclable products. The centre maximises the use of reusable items.
- CTICC reuses materials in their original form as far as possible. In addition waste is separated into different streams before it is collected for recovery and recycling purposes. Waste is diverted from landfill through appropriate mechanisms and facilities.
- During events various recycling bins are visible.
- Drainage systems are locked to prevent food and waste contamination from going into storm water system.

4.2.5 Water efficiency - CTICC is in the process of developing a water management strategy and will look at implementing effective control measurements going forward.

Water efficiency initiatives that have been implemented are listed below:

- All toilets have dual flush mechanisms as a water conservation measure.
- CTICC utilises a drip irrigation system, which minimizes the use of water.



- CTICC is currently in the process of installing motion sensor taps in all public toilets at the CTICC to reduce water wastage.
- Separate waste drainage systems for storm water and sewerage have been implemented
- Lockable drainage systems prevent food and waste contamination from going into storm water system.
- Bio-degradable soaps

4.2.6 Introduction of reusable products - the CTICC favours reusable and recyclable products. Styrofoam cups are no longer used, and maximum use of reusable items is encouraged. Biodegradable soaps and detergents are used in dispensers rather than sachets.

4.2.7 Event Greening - CTICC's environmental commitment extends beyond its own practices, and the centre assists its clients to reduce their carbon footprint. CTICC is committed to transforming the events industry to one that is socially, economically and environmentally sustainable. To this end we are continually thinking of new and innovative ways to encourage event greening - such as our green packages. *Refer to Annexure 2*

These environmentally friendly packages are designed to assist clients to host more responsible green events and responded to a growing demand in international and domestic markets. The new range of green packages allows clients to purchase green power rather than conventional power, use water jugs instead of bottled water, use recycled notepads and pencils and choose organic meal options. In addition a percentage of each delegate's fee is donated to the CTICC Green Fund, which serves to support eco- projects in Cape Town.

4.2.8 NOW Accreditation

In order to encourage suppliers of the CTICC to align themselves with CTICC's sustainability objectives, the centre developed a set of criteria that suppliers can strive



to meet. These criteria are based on international best practice in sustainability. Similarly in order to encourage event and conference organisers to host sustainable events, CTICC has developed a set of criteria and guidelines that they can implement. *Refer to Annexure 3&4*

4.2.9 My Tree in Africa Initiative

In order to reduce the centre's carbon footprint left by meetings and events, CTICC also launched the "My Tree in Africa" initiative. This initiative aims to assist conference delegates to offset their flights through purchasing trees, which are planted in disadvantaged communities in Cape Town. Through this initiative the centre aims to mobilise the meetings and events industry to follow suit. CTICC hopes to become an example to other convention centres of the effectiveness of a business strategy that doesn't merely incorporate sustainable business principles, but is built on them.

4.2.10 IT Infrastructure - the CTICC has incorporated environmentally friendly IT technologies throughout the building.

In order to reduce power consumption CTICC has consolidated and virtualised its servers. CTICC only purchases hardware that conforms to the International Energy Star rating. This ensures that power saving devices (hardware) that consume less energy are used.

The centre has implemented a greener Desktop Management Policy, where PC's are configured to go into standby mode more rapidly when it is not being used.

CTICC also plans to roll out Thin-client architecture to all administrative PC's within the convention centre. These thin-clients utilise much less energy than conventional desktop workstation. In order to further reduce the carbon footprint of conferences and exhibitions, a new product called the "Event Collaboration Portal" is being developed. The portal will ensure that all conference content is available to delegates through an internet gateway, reducing paper wastage.



The recently installed Control Room (data centre) and the renovation of IT data rooms allows for better rack configurations and more efficient air flow, thus minimising the energy needed to keep the hardware at optimal operating temperature.

4.2.11 Online Booking System – CTICC is one of the first convention centres in the world to implement an online event booking system. This innovative online system, which would allow clients to book standardised packages twenty four hours a day greatly reduces the need for paper. In line with CTICC's commitment to transforming the events industry to one that is socially, economically and environmentally sustainable, the conference packages offer clients a range of environmentally friendly options to suit their needs and budget.

4.2.12 Corporate Social Responsibility (CSR) -The CTICC takes its CSR role most seriously. The centre is committed to making a positive contribution to improving the lives of the poor and disadvantaged in and around Cape Town.

Key social responsibility projects include:

- 'Bring back the Bag', where conference bags/golf shirts/pens etc. from conferences held at the CTICC are recycled to learners in the community.
- 8 different local charities and social institutions that were selected by the staff in 2008 are supported on an on-going basis.
- Re-distribution of food over-supplies to organisations in Cape Town thus taking care of the homeless and elderly.
- Planting organic vegetable and food gardens in disadvantaged communities.

4.3 PERFORMANCE

As previously mentioned, CTICC has, during the past financial year received its ISO 14001 (Environmental Management) certification.



CTICC has conducted a comprehensive Sustainable Building Assessment Evaluation (SBAT) in order to assess ways of further enhancing environmental sustainability in the centre.

4.3.1 Cape Town Green Week - As a result of the centre's focus on sustainability, CTICC played an instrumental role in advocating change in the industry. CTICC partnered with the United Nations Environmental Programme (UNEP) to promote *Cape Town Green Week* in October 2009.

The purpose of this campaign was to highlight the green initiatives that are currently underway in Cape Town and to mobilise local industry players to make a difference and implement sustainable initiatives in their business.

4.3.2 Green Ambassador Programme - CTICC also partnered with Department of Environmental Affairs on a programme that aimed to encourage captains of industry and local government to pledge their support and make a commitment to making a difference.

4.3.3 Mail and Guardian Greening for the Future Award – CTICC was selected as one of the finalists, for the prestigious Mail and Guardian, *Greening the Future Award*, This competition aims to recognise industry leaders, who have made significant strides in effecting change in the industries they operate in. This was a great accolade for the centre as the criteria for entry is stringent.

4.3.4 Local and International Industry Platforms – CTICC played a pivotal role in creating awareness of the importance of implementing sustainable initiatives through various industry platforms. CTICC was involved in initiating an event greening forum for the South African hospitality industry. The Event Greening Forum was established to promote and embrace sustainable investment principles within the meetings, incentives, conferences and events industry in South Africa. *Refer to Annexure 5*



Principle 10

Business should work against corruption in all forms, including extortion and bribery

5. COMMITMENT

The CTICC's management recognises the fact that sound risk management is essential to the sustainable performance of the centre. CTICC, by virtue of its status as a Municipal Entity, (due to the fact that the Municipality of Cape Town is its majority shareholder), is bound to adhere to the Local Government Municipal Finance Management Act (MFMA), no. 56 of 2003, which was promulgated with the aim of securing sound and sustainable management of the financial affairs of municipalities and municipal entities.

Over the next five years, the Corporate Governance mission is to make the CTICC the 'best governed convention centre'. As the need for compliance becomes increasingly further reaching, the Corporate Governance function will strive to become more supportive to the organisation, and will focus on streamlining reporting functions where possible, creating a department that will service the organisation in a professional and efficient manner. Furthermore, it is CTICC's goal to instil in the organisation a sense of 'collective conscience' in all areas of compliance and risk management.

5.1 SYSTEMS

The MFMA requires each Municipal Entity to have and implement, as the CTICC does, a Supply Chain Management Policy that gives effect to section 217 of the Constitution which states the following: "217 (1) When an organ of state in the national, provincial or local sphere of government or any other institution identified in national legislation contracts for goods or services, it must do so in accordance with a system which is fair, equitable, transparent, competitive and cost effective."

In terms of the MFMA, a Municipal Entity is furthermore required to have and implement



a Code of Conduct for its employees and directors aimed at preventing extortion, bribery and corruption. Municipal Entities in South Africa are furthermore required to comply, as the CTICC does, with the strict principles of the King Report on Corporate Governance.

5.2 ACTIONS

Compliance with all relevant legislation, codes and policies is closely monitored. Any exceptions to the Supply Chain Management Policy must be reported to the Audit Committee and the Board.

5.2.1 Internal audit -In terms of MFMA section 95 (c) an entity must ensure that an effective, efficient and transparent system of financial and risk management and internal control exists. The CTICC internal audit function is outsourced to an independent audit company as the size of the organisation does not warrant for an internal audit department. However, with further growth the possibility of in-sourcing this function could prove beneficial and will be investigated.

5.2.2 Asset management - The introduction of a comprehensive magnetic tracking system will greatly enhance the management, cost control and usage efficiencies of the organisations assets.

5.2.3 Supply Chain Management - The finance department is split into two key areas - accounting and supply chain management. These two divisions function independently and duties amongst staff members are adequately segregated.

The supply chain unit has grown in size in the past year due to the increased focus of adherence to legislation which governs this unit. With increasing direct and indirect costs the supply chain unit should be seen as a 'watchdog' to control all the organisations expenses. The five pillars of supply chain are to be:

- Fair



- Equitable
- Transparent
- Competitive
- Cost Effective

5.3 PERFORMANCE

CTICC is subject to an annual audit by the Auditor General of the Republic of South Africa and an audit report is submitted to National Treasury.

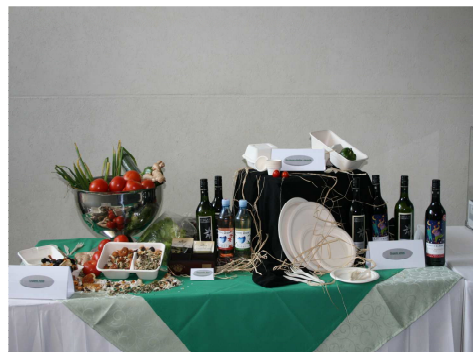


5.4 NOW Collage



Bio -degradable Takeaway Containers

CTICC Green Training Session



CTICC Waste Sorting Area

Bio degradable utensils and crockery



CTICC NOW Team planting an organic food and vegetable garden in a disadvantaged community in Cape Town



