

INTERNATIONAL OPERATIONS GROUP

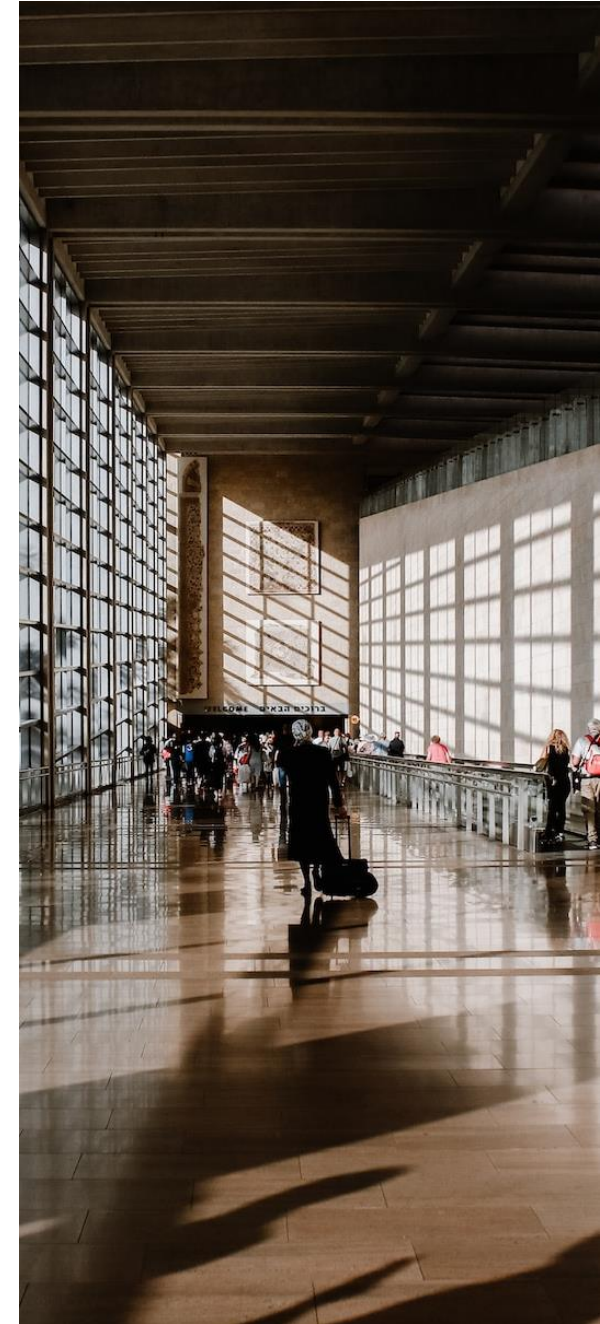


Spotlight on South Africa

From a Cape Town perspective

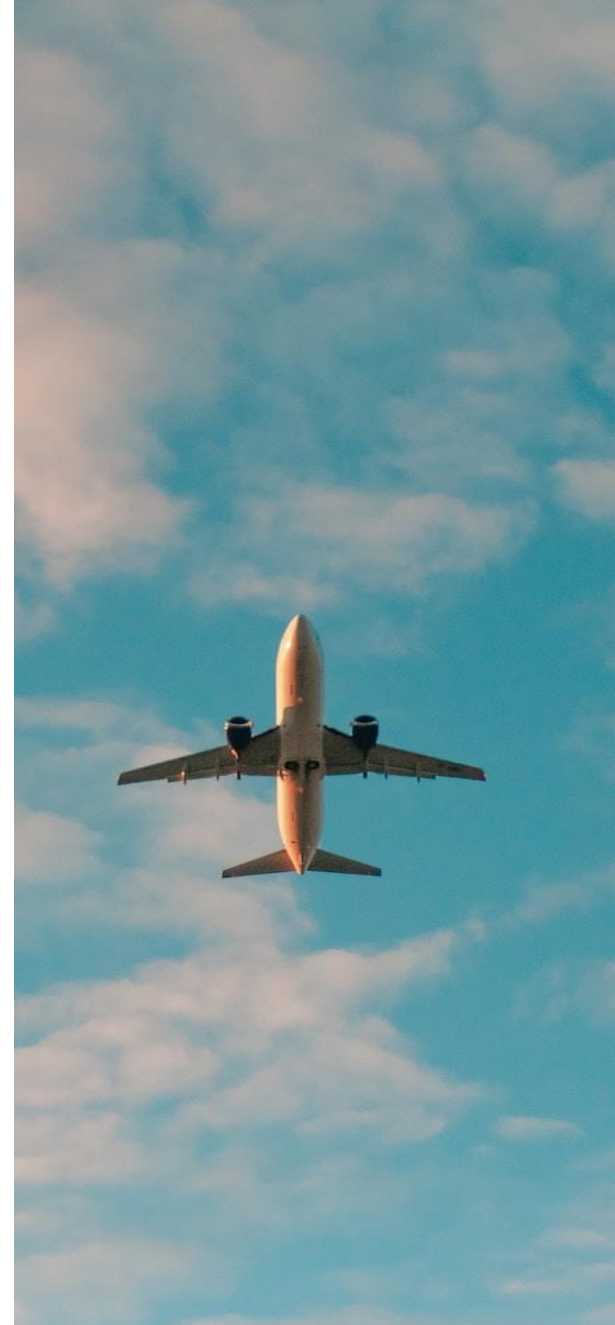
What were the biggest challenges you found at this location?

- Cape Town International Convention Centre (CTICC) – Management changes & staff turnover (up to Sept 24) – Historic knowledge been lost & delay in getting answers.
- Limited number of contractors in Cape Town or increase costs for Johannesburg crews. Some take on too much work → unfinished stands – So consider your build time.
- CTICC 2 loading bay – Ramp to level 2 never finished and reliant on lifts – hire operators & technician on site.
- Overnight working – Expectation you will allow it – Be careful of crews not being replaced.
- Use carpet tiles for aisle ways / shell scheme – Mark it is done with carpet tiles so consider as part of build time.
- All organisers implement different onsite rules & regs – confusion and assumptions made – KEEP IT SIMPLE.
- After CTICC not many other large venues – biggest hotel ballroom (Westin) 400 theatre.
- Technology can be a bit behind or not the latest innovations compared to other regions.
- Become a destination city and is getting more expensive – especially Oct – Mar.
- Load shedding – daily phased power cuts – been getting better since election in 2024.
- Weather in Cape Town especially can be 4 seasons in 1 day – Wind big issue for external events.



What local cultural aspects would be useful for someone coming from abroad to be aware of?

- **IT IS ALL ABOUT RELATIONSHIPS!**
- Really would recommend a site visit pre-event to meet with contractors to establish relationships and explain your requirements – Get more from meetings.
- Travel early to have final meetings with all suppliers to make sure everything complete and understand what is required – But is getting better.
- Some backlash against Western companies running events – “21st century colonialists.”
- Try and have a mix of ethnicities of staff working the event – especially if government involved.
- “White”, “Black” & “Coloured” are terms used and accepted – Proud of heritage.
- English one of 11 official languages – labourers etc have limited English.
- Broad-Based Black Economic Empowerment (B-BBEE) – Promoting black owned businesses – Every company will have a rating (1 – 8) – 1 is the highest rating.



Which key health and safety regulations should an organiser be aware of? This includes documents, licences, permits, stand regulations, etc.

- Very good standard of health & safety – SANS10366 – Health & Safety at Events, Sasrea Act & Occupational Health and Safety Act, 1993.
- Recommended that you appoint a safety team based in South Africa than doing it remotely due to expertise over permits and regulations.
- In Cape Town all events must have a permit issued from the City – Venue or appointed safety team can assist. Johannesburg has a different permitting process & fire safety bylaws.
- All stands over 2.4m in height – BDM12 form & must be part of the permit submission – Venue also needs to sign off stands from a H&S perspective so make sure clear on deadlines.
- Each event must have a safety officer appointed – overall responsibility for the event.
- Events can be categorised as low risk (overseen by safety officer) or medium risk (overseen by an authorised member – usually from South African Police Service, SAPS)
- Medium risk categorisation due to attendance by Heads of State, 5 or more SA ministers, large number of foreign ministers or overall event size and number of attendees.



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- If medium risk – will need to attend Event Safety & Security Planning Committee (ESSPC) meeting comprised of key agencies (Police, Fire, City & Relevant Agencies, Health, Traffic, Law Enforcement) – Run through event in detail & agencies might make recommendations that you need to put in place e.g. accreditation, security measures etc.
- Recommend you also have an independent structural engineer (arrange through safety team) to check complex stands and be on site to inspect stands. – Contractors also have to get their own structural engineer to approve plans prior to submission.
- If medium risk – final day you will have mandatory inspection by the city and fire department where all areas and stands are checked – ops need to be on that inspection as if items not changed or amended – won't open the following morning.
- Also, you will have mandatory H&S inspections each morning to check work has been completed and event is safe to open – Fire department can issue fines.
- If medium risk, you will need to have a Venue Operations Centre (VOC) where representatives from all agencies to monitor your event. Daily meetings will also be called – Keep them happy with refreshments, snacks and lunch.



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- Rigging at CTICC – safety officer is responsible and not the venue – If you allow multiple riggers and no central company checking – no one is calculating the load on the roof. Recommend you appoint one official rigging company to oversee all rigging.
- Cape Town weather and wind can play havoc with outside events, structures and signage – work with your safety team to make sure everything is tied down securely and have a wet weather plan.
- Health & Safety team at CTICC very good – will support you with external agencies like fire department – good to have on side.
- Emergency ambulances can take up to 90 minutes to arrive. You will have to medical plan as part of your event submission but consider having an ambulance on site from build through to breakdown.



What sustainability measures and initiatives have you witnessed in this location?

- Work with suppliers – for example one supplier (Jane&Paul) developed a number of sustainable wooden structures that doesn't require screws / nails and can be flat packed post event reducing transport emissions and storage requirements.
- A desk system (The Bethany) originally designed as registration counters has now been reused at 6 events across a variety of different features.
- Scan Display – shell units use fabric walls that can be fully be branded and exhibitor can pay to store to reuse the following year.
- Stopped adding dates to fabric graphics – keep it and reuse the following year.
- Any branded fabric with dates or sponsor logos – donated to Sea Land who use the fabric for the linings for luxury bags they produce
- Kept all leftover spare fabric from 2023 anniversary event and is now being used to make the linings for our 2024 delegate bags – reduced cost to us.
- Township – Managed collective of local women who produce delegate bags and provide them an income but the ability to work from home.



What sustainability measures and initiatives have you witnessed in this location?

- Donate all paper and marketing collateral at the end of the event to a local school who collects and through the funds obtained from being recycled used to build a school vegetable garden and feed 200 children.
- Donated all the wood left over to technical colleges for use in the classroom and even by the police to build structures for counter-terrorism training.
- Leftover bags, notebooks, pens etc are all donated to local schools.
- Worked with Breadline Africa to convert a shipping container into an office on the sales rebooking lounge which was then donated to a township school to be used a pre-school classroom.
- Stopped offering sponsor gifts at dinners & functions and instead make a donation to a local charity – Funded a library, part paid for a classroom conversion, feed school children.
- Notebooks and other branded items – Work with Kidz Positive who are a collective who support and provide work for local women with HIV.
- Local charities always looking for volunteer days post event – painting, building, gardening.



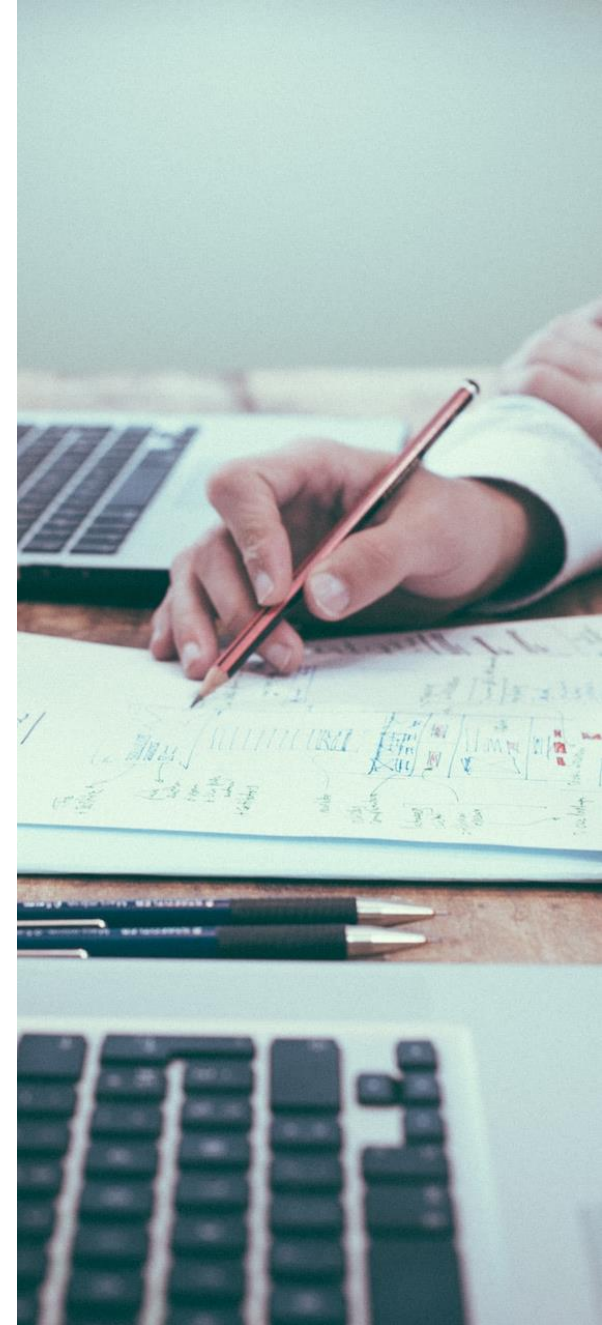
Supplier relationships – do you have any advice to ease the relationship with suppliers?

- Build a good working relationship with them.
- Be clear on objectives, what you want to achieve and your standard of work.
- Always have a final meeting pre-event and go through every detail – don't assume!
- Be clear on budget from the beginning.
- New suppliers will probably expect 100% payment in advance.
- Check everything is covered – so you don't get any late surprises.
- South Africa much busier & everyone is overstretched so can take a while for replies or need to be chased.
- From mid-December to mid-January – extended summer break & suppliers shut down.
- Be aware there are 12 public holidays.
- Like to communicate a lot via WhatsApp – especially if they are on site.



Budgeting: Identify venue specific areas with higher costs to allocate more funds, such as featured areas or catering.

- South African economy volatile and be aware of inflation – Has varied over last few years and prices previously have increased up to 10% YOY.
- Most suppliers will consider multi-year contracts and discounts.
- GBP / USD / EUR – Perform well against the ZAR and money goes further.
- Labour costs are generally quite low.
- Security is cheap and low paid – if need better security comes with a cost.
- AV costs can be expensive especially expecting best equipment & latest technology.
- If event is medium risk – agencies can request a lot of items which impact cost – stand ground on some items if don't believe are required or suggest alternatives.
- Hotels around CTICC are getting expensive especially when large events are in town – in summer months also competing with large amounts of leisure guests.



What suggestions would you provide to anyone working in this location for the first time?

- Build relationships.
- Tender for work.
- Depending on size of the event make sure you have adequate build & breakdown periods.
- Get a good safety team in place & make sure you understand the permit process and all the deadlines you need to set contractors.
- Be clear on your expectations and your budget.
- You can source everything in South Africa – you shouldn't need to bring anything from the UK.
- Exhibition and Event Association of Southern Africa (EXSA) are helpful and can put you in touch with key suppliers or provide advice.
- CTICC is the largest venue in Cape Town – Everything else is quite small.
- Consider the safety and welfare of your teams on site – SA can be dangerous.



Any other useful information to be considered?

- Great & fun place to work and also great opportunities for side or fringe events.
- Many great locations, venues and activities for delegates.
- If you can offer training to temp staff day before it is definitely worthwhile.
- Staff should receive a safety brief before going on site – don't walk after dark, use ATMs in venue or hotels etc.
- Ubers are fine and recommended – Uber Blacks are better vehicles.
- Usual illness with staff is stomach upsets.
- May want to enhance security at your events – generally a low paid & low skilled job so training & language can be very varied per company – definitely one to ask in any tender.
- Petty crime happens at events and teams should be careful of belongings.



Any other useful information to be considered?

Event run at CTICC in Cape Town which has multiple heads of state, numerous foreign ministers and around 11,000 delegates. These are the additional security measures that are put in place:

- First planning meeting – expected to be in person.
- Venue perimeter fenced.
- Daily dog sweeps.
- Accreditation with photos.
- Building under lockdown with limited entrance and exits.
- Metal detectors and x-ray machines at every entrance.
- Venue Operations Centre (VOC).
- Car parks closed (cost from the venue) & Vehicle Access Pass (VAP) for permitted vehicles.
- Forwarding meetings / visits / inspections with HoS security & protocol teams.
- Holding rooms – various requirements.

