HIGHLIGHTS 2018/19

In the past financial year, we achieved a turnover of R277m, an impressive 11% growth in revenue compared to the previous financial year. We have continued to make substantial economic, environmental and social contributions, including the generation of 14 620 jobs. We are also consistently upskilling our employees, delivering excellent customer service and uplifting locally-based suppliers.



ECONOMIC IMPACT



R6.5bn Contribution to SA National GDP



R4.5bn Contribution to Western Cape GGP



R47.3bn Cumulative contribution to SA National GDP



R39.6bn Cumulative contribution to Western Cape GGP



14 620 Total jobs created in 2018/19 financial year



87%
Of total procurement spend with locally-based

suppliers



112 out of 217 (52%)

Women employed in the business



OPERATIONS & FINANCE



560 Total events (25 events above the target of 535)



R277m Revenue (including other income)



R57.5M EBITDA (R49.5m or 622% above the target of R8m)



84% Customer Satisfaction Index (4% above the target of 80%)



ENVIRONMENTAL FOOTPRINT



86% Waste diverted from landfill (6% above the target of 80%)



SOCIAL CONTRIBUTION



R1.6m **Corporate Social** Responsibility spend



AWARDS

Winner: 2018 Lilizela **Tourism Awards** Regional Lilizela Universal Accessibility Award

Winner: 2018 Lilizela **Tourism Awards** National Lilizela Universal Accessibility Award

Winner: Finance **Monthly Award** 2018 CEO Award

Winner: Finance **Monthly Award** Game Changers Finance Monthly Award

Winner: AIPC **Innovation Award** 2019 2019 Delegate Choice

Award for Innovation

Winner: Meetings Africa 2019 - Event **Greening Forum** Medium Stand Award Winner: MEA Markets **Africa Business Excellence Awards 2019** African Business Centre of the Year 2019

Named: Top 40 Women in MICE Award Olivia Bruce, Adele Eloff and Arnolette Freeks

Qualified: Top Performing Companies & Public Sector 2019 Leading Performer

Qualified: Top Women Leaders 2019 Top Gender **Empowered Company**



ACCREDITATIONS

ISO 9001 (Quality Management) ISO 14001 (Environmental Management)

OHSAS 18001 (Occupational Health & **Safety Management)**

ISO 22000 (Food Safety **Management)**