

**FREQUENTLY  
ASKED  
SUSTAINABILITY  
QUESTIONS**



# FREQUENTLY ASKED SUSTAINABILITY QUESTIONS

Here are some frequently asked questions about sustainability at the CTICC:



## Q1: WHAT IS THE CTICC DOING TO MAKE ITS VENUES GREENER?

The CTICC adopts a holistic approach to sustainability. This includes a comprehensive environmental policy and action plan, and the input of the Centre's dedicated NOW committee, provides clear direction for the environmental sustainability of the CTICC's operations.

In addition to being committed to managing its own environmental impact, the CTICC encourages and enables its staff, suppliers, clients and visitors to flourish in their individual 'green journeys'. To this end, clients are presented with every opportunity to green their events.



## Q2: HOW CAN I GREEN MY EVENT AT THE CTICC?

There are various actions that event organisers or hosts can take to ensure their events or functions have a reduced environmental impact and embrace environmental sustainability.

By booking one of the CTICC's Full Conference, Half Conference, or Breakfast Packages, you can ensure that environmental sustainability is incorporated into your event.

The CTICC offers a comprehensive checklist designed to guide you through ways of greening your event (refer to pages 22 and 23). Start the conversation with your Event Executive early for more information.



## Q3: CAN THE CENTRE ASSIST IN MEASURING WASTE AND ENERGY FOR MY EVENT?

Yes, the CTICC collects recyclable, non-recyclable and food waste. The CTICC's service provider, in turn, measures, records and provides reports on your waste.

By prior arrangement, certain reports specific to your event can be provided.



## Q4: DOES THE CTICC HAVE A CLEAR AND EFFECTIVE PLAN TO REDUCE ENERGY?

The CTICC is committed to a baseline energy reduction, with electricity savings a priority. To do this, a highly effective building management system has been installed. Energy retrofits and energy-saving measures have been implemented and continue to be rolled out to drive energy savings. The CTICC's five-year strategy focuses on investing in more sustainable electrical generation.

Ongoing staff awareness and the inclusion of energy-efficient practices in standard operating procedures have also helped to reduce overall energy consumption.



### Q5: HOW DOES WASTE REMOVAL AND RECYCLING AT THE CTICC WORK?

The CTICC is committed to effective waste management and the reduction of waste to landfill. The centre collects recyclable, non-recyclable and food waste which is separated at source. Organic waste is removed and composted by an external contractor. Sorted recycling and landfill waste are also removed by an external contractor.

The CTICC keeps detailed waste management records, and all waste and recycling statistics are published annually in its Integrated Annual Report.



### Q6: WHERE IS FOOD PRODUCE SOURCED?

The CTICC, in terms of the mandate given by the Department of Trade Industry and Compensation, strives to source food grown and manufactured within South Africa.

The centre prides itself on purchasing the freshest organic and seasonal produce wherever possible.

To ensure local availability, the CTICC's chefs are also mandated to produce menus which are seasonally appropriate.



### Q7: HOW ACCESSIBLE ARE YOUR VENUES FOR DISABLED DELEGATES?

The CTICC is equipped with various features to ensure comfort, safety and ease of access for all clients and guests.

Wheelchair ramps and wheelchair-accessible elevators can be found throughout both buildings. All elevators are equipped with braille-inclusive buttons and voice-prompt facilities. Disabled-friendly toilet facilities are available throughout the centre. Tables and chairs used at CTICC events also adhere to universal access requirements and standards.



### Q8: WHAT PUBLIC TRANSPORT OPTIONS ARE AVAILABLE TO GET TO THE CTICC?

The CTICC is centrally located and easily accessible. A MyCiti bus stop is situated outside the main CTICC entrance. This MyCiti stop is serviced by routes 101 (green), 104 (yellow), 106 (dark blue) and 107 (dark pink). For more information on the MyCiti routes, click here: [www.myciti.org.za](http://www.myciti.org.za).

The City Sightseeing Red Route bus stops outside CTICC 1 on Walter Sisulu Avenue (bus stop 3). For more information on the City Sightseeing Cape Town routes, click here: [www.citysightseeing.co.za](http://www.citysightseeing.co.za).

A water taxi on the Roggebaai Canal – a waterway that joins the V&A Waterfront with Cape Town Harbour and ends outside the CTICC entrance – is a novel alternative.



### **Q9: WHAT PUBLIC BICYCLE PARKING OPTIONS ARE AVAILABLE AT THE CTICC?**

Secure and lockable bicycle parking is available in three key areas of the CTICC, at the main parking facility (P3) and parking areas off Walter Sisulu Avenue and on Convention Square.



### **Q10: DOES THE CTICC MAKE IT POSSIBLE FOR VISITORS TO GIVE BACK TO LOCAL COMMUNITIES?**

The CTICC is committed to uplifting and empowering the communities in which it operates. To this end, it supports local community partners who contribute to social upliftment and education. For more information, see page 11.

The CTICC is able to facilitate socially conscious volunteer initiatives with, or donations to, the centres LCPs, should you wish to include local community engagement into your event.

Please email the CTICC's Sustainability Officer at [now@cticc.co.za](mailto:now@cticc.co.za) for ways to contribute.



### **Q11: WHAT CAN WE DO WITH EXCESS FOOD AFTER OUR CONFERENCE OR EXHIBITION?**

As part of its social investment commitment, the CTICC makes it easy for clients, delegates and guests to contribute to worthy causes, either via the CTICC or directly. While health regulations prohibit external distribution of leftover food, this food can be made available and served to CTICC staff at internal cafeterias, in line with the Centre's ISO standards and COVID-19 protocols.



### **Q12: CAN WE REPURPOSE UNUSED CONFERENCE GIFTS AND/OR EXHIBITION BUILDING MATERIALS?**

Leftover goodie bags, stationery or other event materials can be donated to the CTICC's local community partners or any other organisation of your choice. Arrangements can be made with the CTICC's Sustainability Officer, who can be reached at [now@cticc.co.za](mailto:now@cticc.co.za).



### Q13: WHAT IS THE CTICC'S WATER CONSERVATION STRATEGY?

The CTICC recognises its responsibility as a water-consumer in the Western Cape, where water is a scarce resource. It is committed to responsible water stewardship and has numerous water management strategies and initiatives in place.

These include:

- Reducing the use of plastic water bottles by offering reusable glass bottles filled from the CTICC's own water filtration plant;
- Planting water-wise plants and using drip-irrigation;
- Installing soft-touch taps and dual-flush systems in restrooms, and water-saving taps in kitchens;
- Installing 265 000-litre rainwater storage tanks for various in-house uses;
- Reducing washing machine and dishwashing loads by using disposable napkins, biodegradable coffee cups, and offering clients this type of tableware for their events;
- Monitoring operations and events to proactively detect and repair water leaks; and
- Installing a reverse osmosis plant to our own potable water.



### Q14: HOW CAN I MEASURE AND OFFSET MY EVENT'S CARBON FOOTPRINT?

The CTICC has an energy usage measurement system that measures and evaluates the direct energy consumption of events. Speak to your Event Executive about accessing this energy consumption information.

At present, the CTICC does not offer specific carbon emissions data per event, but is in the process of assessing options to make this possible.

You can be put in touch with one of the CTICC's recommended affiliate carbon consultants should you wish to have your carbon emissions calculated based on your energy consumption data.

Feedback or suggestions can be made by e-mailing [now@cticc.co.za](mailto:now@cticc.co.za).



### Q15: CAN I GIVE FEEDBACK OR POSE QUESTIONS TO THE CTICC ON ENVIRONMENTAL ISSUES?

Yes. The CTICC views clients and visitors as valued partners on its sustainability journey and values their input.