

TABLE
MOUNTAIN



new7wonders.com

Table Mountain
Aerial Cableway
Co (Pty) Ltd

2013 ANNUAL REPORT



TABLE MOUNTAIN
AERIAL CABLEWAY







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IN MEMORIUM

John G. Harrison

01 VISION, MISSION & COMPANY VALUES

VISION We aspire to be the leading attractions management company in Africa.

MISSION Our mission is to provide access to the awe-inspiring Table Mountain experience in an environmentally responsible manner.

COMPANY VALUES Our actions as a company, and as individuals, are informed by five values:

1

IT'S ALL ABOUT THE EXPERIENCE.

We are passionate about what we do and approach it with a 'can do' attitude, which means visitors come first.

2

TMACC CARES.

Because we care, we take responsibility for everything we do, including putting safety first and being environmentally responsible.

3

STRENGTH IN DIVERSITY.

We value differences and recognise that each member of the company has a contribution to make as we discuss, decide and do.

4

THAT'S EXCELLENCE.

We believe in what we do and in doing the right thing. This makes us accountable in all we do.

5

REALISE DREAMS.

In creating growth opportunities for all, we're open to sharing knowledge and skills through a mind-set that says 'We can.'



02 TABLE MOUNTAIN CABLEWAY CO (PTY) LTD



FROM
LEFT
TO
RIGHT

Collette Van Aswegen (*Marketing Manager*), Eugene Labuschagne (*Food & Beverage Manager*), Michael Williams (*Operations Manager*), Sabine Lehmann (*Managing Director*), Louis De Waal (*Chairman*), Rianda Williams (*Sales & Merchandise Manager*), Kevin Blignaut (*Financial Manager*), Andries De Vries (*Technical Manager*), Tasneem Rajie (*Human Resources Manager*).

DIRECTORS

L de Waal (Chairman)#	F H Stroebel*#
S Lehmann (Managing)	M N Skade
R Fenner*	T Adams (Alternate)
C Gooden*	P de Waal (Alternate)
A Pillay#	B Moore*# (Alternate)
B Makalima-Ngewana	D Parker (Alternate)
A Ray*#	

* Member of the Audit & Risk Committee

Member of the Remuneration & Nomination Committee

SECRETARY

L. Paterson
Lower Cable Station, Tafelberg Road
Cape Town 8001
PO Box 730, Cape Town 8000

REGISTERED OFFICE

Lower Cable Station, Tafelberg Road
Cape Town 8001
PO Box 730, Cape Town 8000

AUDITORS

Moore Stephens Chartered Accountants

BANKERS

First National Bank Southern Africa Limited

COMPANY REGISTRATION NO.

1926/002949/07

03 CHAIRMAN'S FAREWELL NOTE



This is a bittersweet time for me - retiring from the Board of directors after 40 years is not easy, but looking back over the decades, I leave a company that is well run, a world leader in tourism and one that is ready for new blood.

Without a doubt the crowning glory for me was when Table Mountain

was voted one of the New7Wonders of Nature. I am extremely proud that Sabine Lehmann, our MD, and her team spearheaded this campaign, which catapulted us even further in international tourism.

During my 40 year tenure on the Board I have seen more than 20 million visitors use the Cableway. In my first year on the Board in 1973, we had just recorded 3 million visitors since opening in 1929 and took 240 000 visitors up that year. This year, my last on the Board, we have had a record year with almost 856 000 visitors - a 3.5 fold increase - and also celebrated the 22nd millionth visitor.

FORTY YEARS OF HIGHLIGHTS

I have observed many strides to increase visitor safety and deliver a world-class service during my 40 years with the Company.

During the 70's our visitors were mainly domestic visitors and the cable car could easily cope with the

on average 250 000 visitors per annum. However, the Christmas period then, as now, was our busiest period with people queuing up to 6 hours to get into the cable car.

During the 80's I began to see more and more international tourists arrive and our average annual visitor numbers jumped to 350 000. As someone who enjoys the outdoors and the pristine nature of Table Mountain I realised that it necessitated improving facilities at the Top Station. The ablution block was improved; viewing platforms erected and a new fresh water reservoir was built.

Eventually by the 90's, annual visitor numbers were in the 400 000's. Queues were now averaging at 4 hours almost daily, even out of the Christmas period. Many times I would arrive at the Lower Station to see a queue stretching down the road with frustrated visitors. I had great faith in South Africa's future and the then Board made a brave decision in 1993 to invest R105

million in upgrading the cable cars and Top Station so as to be a world class facility.

John Harrison, the then MD of TMACC, and I travelled to France, Italy, Germany and Switzerland to find the most suitable cable cars, capable of withstanding the fickle Cape Town wind and weather. The cabins with rotating floors ensuring all had a great view were deemed most suitable and in early 1997 the Cableway closed for a major upgrade, taking 9 months to complete. As an engineer, the upgrade was a particularly interesting time for me to be part of TMACC. The Cableway is an engineering feat both in design (for which we have won many awards) and in the efficiency of installation. I have a vivid recollection of the gigantic crane that had to be installed at the top station. The crane was taken apart and laid out on UCT's sports fields like a puzzle. I then watched with trepidation as each piece was flown by helicopter to the top station and assembled

on site at the Top Station. The new system was so much more efficient, resulting in visitor numbers increasing dramatically to 700 000 per annum after the upgrade.

It has always been important for me to ensure that Table Mountain Aerial Cableway is cognisant of the responsibility that comes with running a busy attraction in a National Park and World Heritage Site. Thus when looking for B-BBEE partners, local partners based in Cape Town were approached and 25% shareholding sold. I am very proud of our current level 4 B-BBEE rating.

PROUD OF OUR ACHIEVEMENTS

The original Board established in 1929 and led by Sir Alfred Hennessy and then his son, Denis Hennessy, always loved Table Mountain and even in its early days the company operated in a manner that was environmentally friendly.

However, we have come a long

way since then. We are the only attraction in South Africa whose environmental management system, as well as health and safety management system, have been externally audited and certified by the South African Bureau of Standards (SABS). Responsible Tourism means that we are conscious not only of the resources we use, (water, electricity and waste) but also of the social and economic impact we can and should have on those around us. Our safety record over almost 85 years is impeccable and we will continue to invest in the very best Swiss equipment and international and local expertise. Our partnership with SANParks, and the good working relationship that we have, ensures we are able to manage the site efficiently and effectively. I was reminded again of the power of partnerships when TMACC led the New7Wonders campaign working closely with the City of Cape Town and SANParks. And what a result! An accolade that will remain in perpetuity.

It's not easy saying goodbye after 40 years, but the time has come to hand over the reins to a person who will come with rejuvenated ideas and who will take this amazing company to the next level.

I would like to praise Sir Alfred Hennessy for his foresight and the financial risk he undertook back in the 1920's to construct the Cableway. Even the depression in the early 30's or the Second World War (1939-45) did not deter him.

Lastly, my grateful thanks to the Board members, MD Sabine Lehmann, Managers and all the staff who have been part of creating a five star tourist attraction.

Louis de Waal
Pr Eng

04 MANAGING DIRECTOR'S LETTER



In the past financial year a total of 855 595 visitors used our facilities – surpassing the previous record set in 2007.

This is attributable to good weather when we need it, the top-of-mind value that the N7W of Nature has

brought to Table Mountain as a destination, and the fact that our domestic market is growing every year.

TABLE MOUNTAIN WAS RECENTLY DECLARED ONE OF THE NEW7WONDERS OF NATURE AND AS A RESULT, THE EYES OF THE WORLD ARE NOW ON THIS ICONIC LANDMARK.

We remain focussed on the three pillars of responsible tourism:

- Environmental responsibility (how we manage and reduce waste, water and energy).
- Social responsibility (our Class in the Clouds school programme, concession tickets, free tickets offered and skills development for our staff).

- Economic responsibility (our contribution to SANParks, our funding of the New7Wonder's campaign and our procurement initiatives).

We ensure that the Upper Cable Station area, as well as the very busy Lower Station area, is managed as efficiently, safely and responsibly as possible. To this end the company has invested in a R3.3 million boardwalk at the Lower Station, as well as a R1-million upgrade of the Top Station ablutions facilities.

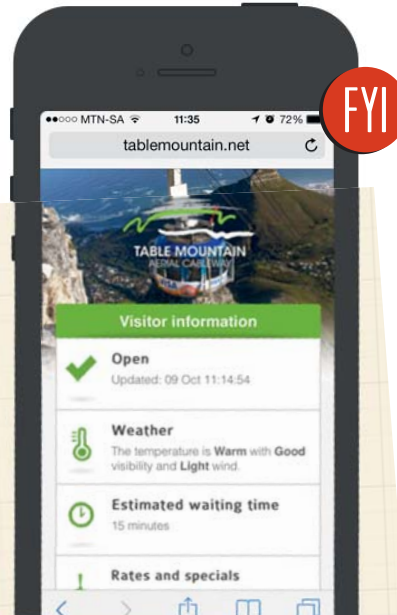
Our Chairman, Mr Louis de Waal, retires after 40 years on the board of TMACC, of which he served 20 years as Chair. During his tenure he has seen 20 million visitors use the cable car to get to the top of Table Mountain. His depth of experience and his ability to hear a wide range of voices will be sorely missed.

05 HIGHLIGHTS 2012/2013

- Table Mountain inaugurated as a New7Wonder of Nature
- Hosted 855 595 visitors - a record number of visitors
- We received the SANParks Business Partner of the Year Award
- Attained Level 4 B-BBEE rating
- In order to improve visitor safety, Table Mountain Aerial Cableway (TMACC) opened a boardwalk on Tafelberg Road.
- We welcomed our 22nd millionth visitor November 2012
- Responsible Tourism video launched during Responsible Tourism Week
- Finalist: Imvelo Awards for Responsible Tourism: 'Single resource management' - Waste
- Social media following increased significantly. We now have more than 20,000 Facebook fans and more than 10,000 Twitter followers
- Our website records a 30% year-on-year increase in visitor numbers, with the highest number of website visitors recorded in December 2012: 87, 209
- We were shortlisted as a finalist in the SKAL International Award for Responsible Tourism

ACCESS TO INFORMATION

We launched our brand new mobi site to give mobile phone users a better user experience when accessing our website via their mobile phones. The mobi site has all the features of our main website, including displaying our operating status and a facility to buy tickets online.



PEDESTRIAN SAFETY

In order to improve pedestrian safety and ease traffic flow, we invested in a R3.3 million upgrade on Tafelberg Road.

This included a new turning circle, pedestrian boardwalk and increased parking for tour operators.



06 VISITOR MILESTONES

Visitor numbers have been meticulously recorded since Table Mountain Cableway started operating on 4 October 1929. In 1957 the Cableway recorded its millionth visitor 28 years after it started operating. By the time that the rotating cable cars were introduced in 1997, the Cableway had hosted 11 million visitors. The 22nd millionth visitor, recorded on 6 November 2012, marked the shortest time taken, 15 months, to reach a million visitors.

1 MILLION - 1957
 2 MILLION - 1968
 3 MILLION - 1972
 4 MILLION - 1977
 5 MILLION - 1980
 6 MILLION - 1983
 7 MILLION - 1986
 8 MILLION - 1989

9 MILLION - 1992
 10 MILLION - 1994
 11 MILLION - 1997
 12 MILLION - 1999
 13 MILLION - 2000
 14 MILLION - 2002
 15 MILLION - 2003
 16 MILLION - 2004

17 MILLION - 2006
 18 MILLION - 2007
 19 MILLION - 2008
 20 MILLION - 2010
 21 MILLION - 2011
 22 MILLION - 2012



Terche April was the 22nd millionth visitor to the Cableway

RECORD VISITOR NUMBERS

Table Mountain Cableway hosted a record breaking 855 595 visitors during the last financial year (July 2012 – June 2013). The previous highest number of annual visitors was recorded in 2007, which was South Africa's biggest tourism year to date. These record-breaking visitor numbers can be attributed to the heightened awareness created by the New7Wonders of Nature campaign. This has resulted in not only great interest from international visitors but also domestic travellers who have made use of our many special offers aimed at them. Other N7W Nature sites have all seen an increase in visitor numbers.

07 CABLEWAY SPECIALS & PROMOTIONS

TMACC PROVIDES A VARIETY OF SPECIALS AND PROMOTIONS SPECIFICALLY AIMED AT THE DOMESTIC MARKET:



BIRTHDAY SPECIAL

Local visitors 18 years and older are given an opportunity to ride the Cableway free of charge on their birthday. *(SA ID is required)*



KIDZ SEASON SPECIAL

This promotion, specifically aimed at families, allows two children to travel free of charge when an adult return ticket is purchased. *(Only valid on weekends, public and school holidays)*



SUNSET SPECIAL

The ever-popular Sunset Special runs from 1 Nov to 28 Feb. Adults and children pay half price on return tickets from 6pm. *(Not valid 21 Dec 2013 – 5 Jan 2014)*

60+ SENIOR CITIZENS

South African seniors (60+) pay R95 on Fridays. *(SA ID is required)*



STUDENT SPECIAL

On Fridays local and international students pay R130 on presentation of a valid student card.



CABLE CARD

Popular with hikers and climbers, the Cable Card, the Cableway's frequent user card, provides access to the Cableway for a year.

00 RESPONSIBLE TOURISM

Responsible tourism aims to maximise economic, social and environmental benefits and minimise costs to destinations. It also aims to make positive contributions to conserve natural and cultural heritage, and minimise environmental and social impacts.



TABLE MOUNTAIN CABLEWAY & RESPONSIBLE TOURISM

Working within a World Heritage Site and a National Park, the Cableway is fully committed to balancing high volumes of visitors (800 000+ per year) with the need to protect the unique environment within which it operates. The Cableway takes its role as a custodian of Table Mountain very seriously. However, the Cableway's responsibility is not only limited to protecting the environment within which it operates. It also extends to other realms of responsible tourism: i.e. social responsibility and economic responsibility.

To this end, we are committed to applying best practices and ensuring that all of our operations adhere to our Environmental Policy. In recognition of our responsible tourism practices, the Cableway was named the overall winner of the Imvelo Awards for Responsible Tourism in November 2011. The awards recognise tourism and hospitality businesses that make a real, measurable and sustained contribution to Responsible Tourism.

09 ENVIRONMENTAL RESPONSIBILITY

As a custodian of Table Mountain, we are always looking for ways in which to balance high visitor numbers with the sensitive environment within which we operate.



40k

2013

RECYCLING

Since 2009, our initiatives have seen the amount of material recycled increase dramatically, to the extent that in 2013 more than 40 tons of waste have been recycled.

5k

2009

2010

2011

2012

TONS OF WASTE RECYCLED

10 RESOURCE MANAGEMENT

REDUCING WATER USAGE

Thanks to our range of water saving-measures, the volume of fresh water used per visitor is being reduced year on year, with the amount per visitor dropping from almost 8 litres in 2009 to just under 6 litres per visitor in 2013.

Water usage at the Top Station is managed very closely and we are proud of the fact that less than 1.7 litres of fresh water is used per visitor. This includes water used for cleaning, the ablution facilities and in the café. We transport fresh water to the top of the mountain using a tank that is fitted below the rotating floor of each cable car. A special clip-on tank was designed to remove wastewater and sewage off the mountain after hours and feeds into the municipal sewage system at the Lower Station.

OUR WATER SAVING MEASURES INCLUDE:

- Having meters installed to regularly monitor our water usage
- Using sensor-operated taps throughout our ablution facilities
- Changing all flush toilets other than in the disabled facilities to a dual-flush mechanism
- Fitting all men's toilets with waterless urinals
- Reducing the amount of grey water generated by a massive 1 million litres per annum by moving the production kitchen to the Lower Station, and using compostable cups, lids, cutlery and straws in our food and beverage facilities
- Installing recycling toilets which require 90% less water than conventional toilets



In August 2012 we opened new ablution facilities at the Top Station that have a more modern look than the previous 'Boeing' toilets. They are also more water efficient than the previous toilets. A set of 4 toilets recycles water from one central tank, bringing the use per visitor down to just 0.25 liters. In addition to recycling the water from a central tank, water from the hand basins is also added to the central tank and re-used to flush the toilets. The new recycling toilets generate less waste water resulting in an 18% reduction in the number of cable car night trips to remove waste water and sewerage.

ENVIRONMENTALLY FRIENDLY CHEMICALS ARE ADDED TO THE TANKS TO HELP WITH THE BREAKDOWN OF THE WASTEWATER BEFORE IT'S TRANSPORTED TO THE LOWER STATION.

OLD TOILETS

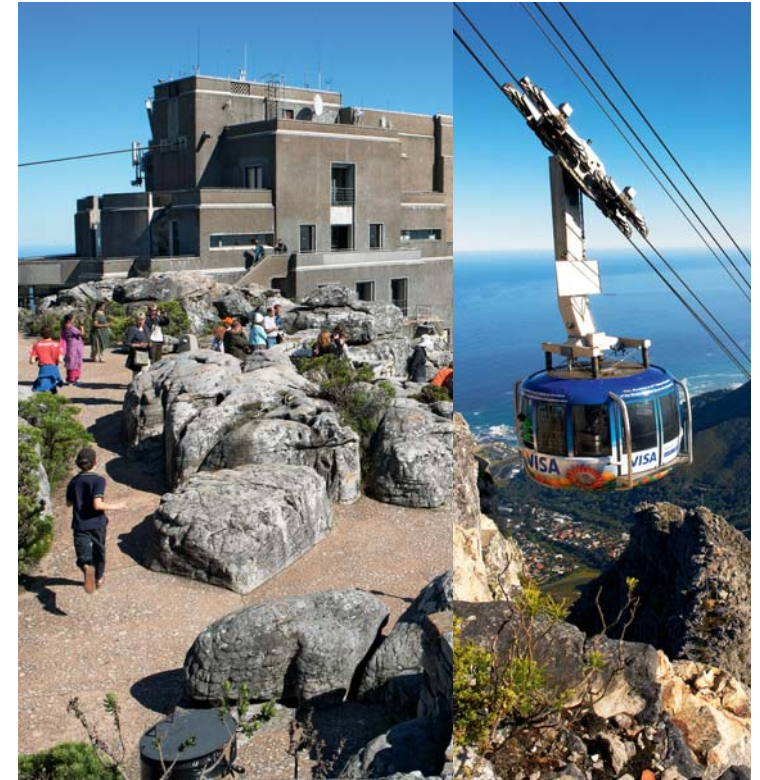
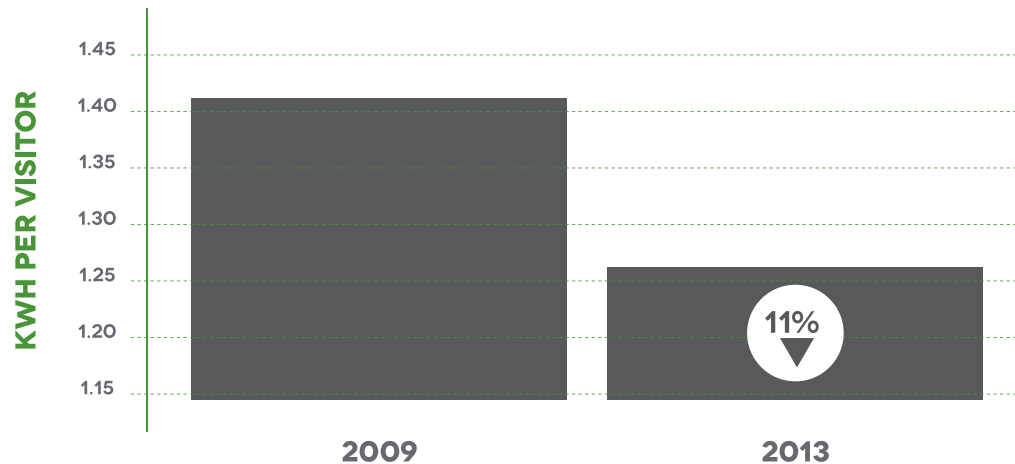
331 500 litres freshwater
400ml/visitor

NEW TOILETS

217 300 litres freshwater
250ml/visitor

ENERGY MANAGEMENT

11% REDUCTION IN ELECTRICITY USE IN 5 YEARS



ENERGY

Electricity consumption has been reduced by introducing the following measures:

- Timers and blankets being fitted to all essential geysers
- Switching off all non-essential geysers
- Using energy saving bulbs in all our light fittings
- Fitting timers to all outside lighting circuits
- Regulating air conditioners in our offices to between 18 and 21°C to save energy whilst still providing comfortable working conditions
- ISKHUS PowerFix system installed to aid power management



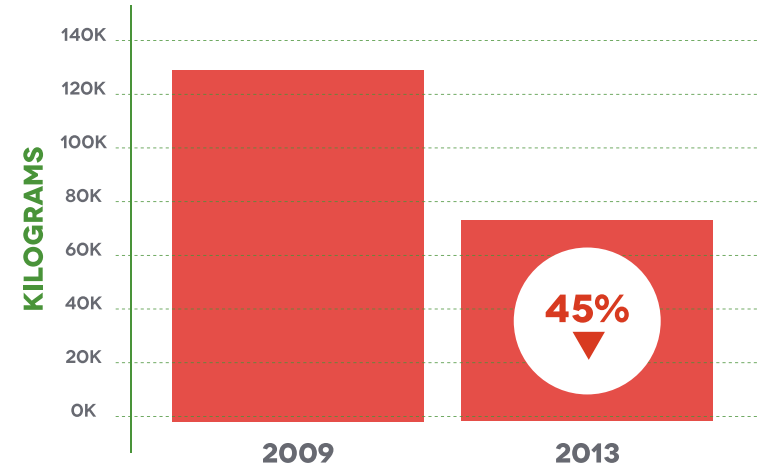
WASTE MANAGEMENT

Our waste strategy is to reduce the amount of waste produced, to ensure that there is less waste to recycle and less waste sent to landfill. Our mantra here is 'reduce, re use, recycle!' We are proud of the fact we are sending half the amount of waste to landfill, whilst our recycling has increased by 950% in the last 5 years.

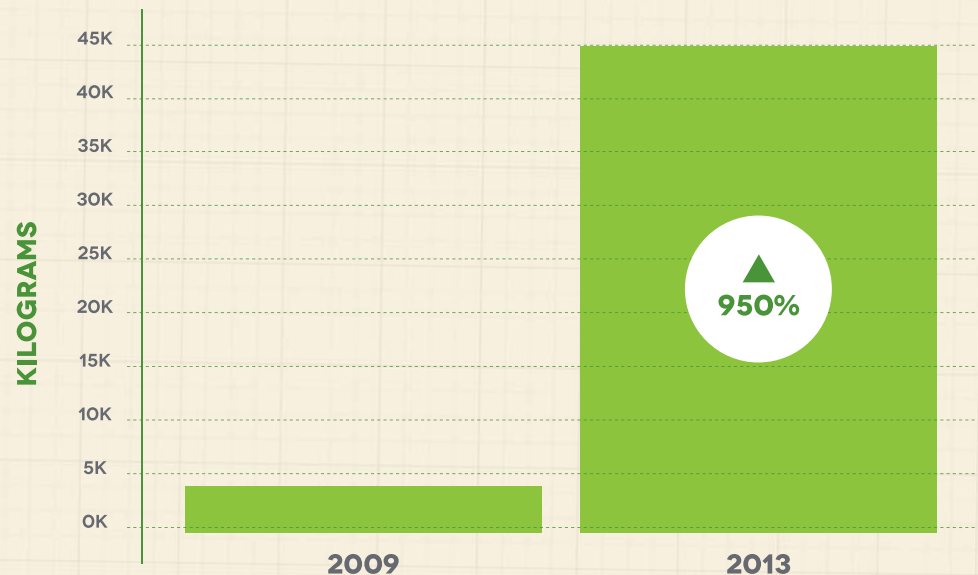
Improvements in Waste Management have been achieved by the following measures:

- Employing a fulltime in-house recycler to ensure that the maximum possible amount of recyclable waste is removed from the general waste stream
- The number of recycling bins has been increased to ensure that more separation of waste is taking place at source
- Soda fountains and beer on tap have been installed in the Table Mountain Café, resulting in a drastic reduction in glass, soft drink cans and plastic bottles. All soft drinks from the soda fountain and beers from the beer on tap are sold in recyclable PLA (polylactic acid) cups
- All hazardous waste (e.g. printer cartridges, fluorescent lights, medical waste, batteries, etc.) are being removed by specialist waste removal companies
- Suppliers have been contacted and requested to reduce their packaging when delivering to us

45% REDUCTION IN WASTE TO LANDFILL OVER 5 YEARS



950% INCREASE IN RECYCLING OVER 5 YEARS



SOCIAL RESPONSIBILITY

CORPORATE SOCIAL RESPONSIBILITY

We recognise the need to contribute positively to communities and organisations in need. Every year the Cableway supports a number of underprivileged and non-profit organisations by way of a day out on Table Mountain, or by providing tickets that may be used as a competition prize to raise funds for a good cause.

ORGANISATIONS THAT RECEIVED TICKETS INCLUDE:

Alexandra Society for the Care and Welfare of the Aged
Alta du Toit Centre
Amy Biehl Foundation
Baby Reef Fundraiser
BADISA Welfare Organisation
Beyond Education
Bnai Brith International For Mentally Handicapped
Cape Kidney Association
Cape Town Interfaith
Cart Horse Association
Cedarberg Underprivileged Children
Children's Hospital Association
Christel House
Christine Revell Children's Home
City At Peace
Common Good Foundation
Community Chest
Department of Social Development
Domestic Animal Rescue Organisation
Dreamworker Organisation
Du Noon Primary School
Durbanville Children's Home
Epilepsy South Africa
Fireball Ministries
Good Hope Education Trust & Welfare Organisation
Habitat for Humanity
Hawequa Community Disadvantaged Forestry Community
Helderberg Hospice
Home of Hope
House Esperanza
Hout Bay Circle for Life
I Am Somebody
Imkamva Youth
Izandla Zethemba HIV/AIDS Organisation
Jubilee Sailing Trust
Khula Development Group
Lawrence House Children's Home
Lelieblom Children's Home
Lifechoices Youth Organisation
Lighthouse Association for the Blind

Little Lambs Charity
Live, Laugh, Love Cancer Foundation
Living Through Learning
Louis Botha Children's Home
Magda's Soup Kitchen
Mama Africa Care Centre
Mamre Community Development Trust
Masonic Home for Quadriplegics & Paraplegics
Nazareth House
Newborns Trust Groote Schuur Hospital
Out of Africa Foundation
Pollsmoor Prison Female Correctional Officials
Reach For A Dream
SA National Defence College
Salesian Institute
SANZAF
SAS Saldanah
Senecio - Support for people with Disabilities
SHAWCO
St Anne's Home
St Lukes Hospice
St Michaels Children's Home
Street Smart
TCD Trust
The Chaeli Campaign
The Deep Brain Stimulation Foundation The Chaeli Campaign
The Homestead
The Salvation Army
Toy Run
Vukuzenzele Wash Underprivileged Youth
W D Hendricks School
Waterfront Rotary Club
Western Cape Firefighters Assoc.
Western Cape Youth Rehabilitation
Western Province Care Centre
Woodside Special Care Centre
Working on Fire
Wynberg Society for the Aged
YABONGA Supporting Children & Women with AIDS



TMACC's Corporate Social Responsibility programme includes the Class in the Clouds schools programme, requests for complimentary and concession tickets from registered NGOs, NPOs and various community organisations.

The Class in the Clouds programme runs weekdays from 1 March to 31 October every year, including school holidays, but excluding public holidays. Learners explore Table Mountain via a guided tour.



12 SIYAFUNDISA, TMACC'S ACADEMY OF LEARNING

SIYAFUNDISA

At Table Mountain Cableway we are privileged to operate in one of the most beautiful places on earth. Table Mountain's New7Wonders of Nature accolade sets high expectations from our visitors. It is therefore imperative that we have people who are not only passionate about their work, but also have the right service tools to provide an awe-inspiring experience to our visitors. We focus on finding people with an attitude of passion for service excellence, and then through focused training and development, we mould this passion into a set of transferable skills.

This investment in our people empowers them to shape their

own future, building skills they can employ in opportunities wherever they arise.

The approach to investing in employees is driven by our People Brand:

- We recognise that the quality, motivation and performance of our employees are the key enablers in achieving our success.
- We are dedicated to assisting the right employees in reaching his or her full potential in both performance and reward.
- We want our structures and culture to promote employee involvement, employee relations, transparency and cooperation.

Our key vehicle to delivering our People Brand is through 'Siyafundisa' – our Academy of Learning. Siyafundisa is made up of various learning components, namely:

1. On-the-job training
2. Skills Development
3. Formal Training
4. Leadership Development
5. Leadership Tertiary Education
6. Bursaries
7. Learnerships
8. Partnerships

As an indication that the Cableway is totally committed to supporting learning and development and investing in people, we allocate 3% of our payroll for training each year.

BURSARIES

In support of TMACC's People Brand, we offer staff members the opportunity to apply for bursaries. In 2012 we offered bursaries to the following employees:

NAME	DEPARTMENT	QUALIFICATION
Candice Steyn	Finance	BCom: Financial Management
Ragmah Adhikari	Human Resources	BCom: Human Resources
Raafiq Salie	Operations: Frontline	BCom
Zukiswa Ncukana	F&B: Café	Higher Certificate in Tourism Management
Kahshiefa Rykklief	Marketing	Marketing Management Diploma
Esperance Tumaini	F&B: Café	Retail Business Management
Gertruide Mentoor	Retail	Financial Management
Gail Adams	Retail	Spanish: Level 1
Neal Mitchell	Food & Beverage	Bachelor of Consumer Science
Lindsay Bester	Finance	Bachelor of Accounting Science
David Yoli	Operations: Security	Security Training (Grade A-E)
Marie-Jean Ingabire	F&B: Café	Diploma in Human Resources
Ayanda Voko	Ticket Office	Health & Safety Officer
Thembela Mdimali	Operations: Security	Computer Literacy



STAFF
MEMBER
SPOTLIGHT

WASEELAH SALIE

A LIFELONG LEARNER

Waseelah Salie, a shop assistant in our Shop at the Top has been with the Cableway for 4 years. In this time, she has mesmerised and charmed visitors from all over the world. She has used her exposure to our visitors and staff to learn and grow; teaching herself catch phrases in many languages to welcome and warm our visitors' hearts.

Despite only having a grade 11 qualification and at a ripe age of 51 years, after almost 35 years out of a learning environment, she succeeded in completing a very challenging year-long learnership in Retail. Although hectic at first Waseelah rose to the challenge and was able to learn, understand and apply the learnership to her work and home environment. She has plans and aspires to take this learning further and hopefully someday carry it into her very own business.

Thank you for showing us "you're never too old to learn" and "age is nothing but a number" - Waseelah, Table Mountain salutes you and your energetic zestful outlook on life!

13 ECONOMIC RESPONSIBILITY

PREFERENTIAL PROCUREMENT

In practicing responsible tourism we support local communities and suppliers wherever possible aiming to grow and develop the relationship with suppliers to produce successful, long-term and mutually beneficial relationships. We are recognised as a Level Four B-BBEE Contributor with a procurement recognition level of 100%. TMACC works closely with the following service providers who contribute to community upliftment:



INFLUENCE CLOTHING

Influence Clothing is a specialist clothing designer and manufacturer based in Cape Town that has been in business since 1989 and employs 40 staff members. Influence Clothing supplies our retail outlets with sweatshirts, t-shirts, peak caps and beanies.



SYNERGY

Supplying the Shop with a selection of sweets, Synergy provides employment to 50 people, many of whom had previously been unskilled. In 2009 Synergy partnered with Cape Mental Health's Skills Development and Employment Programme to provide staff for Synergy that assemble the rings and ribbons on all the dummy sweets. More than 23 000 sweets supplied by Synergy are sold annually via our retail outlets.



LITTLE LAMBS

The key aim of Little Lambs, a Non-Profit Organisation, is to reduce child poverty. The organisation helps a Safe House that looks after destitute children ranging in age from newborns to 12 years. The organisation also employs a group of crafters who make products in order to raise funds for orphaned children and babies suffering from HIV and TB.

Look out for the range of crochet jackets that serve as tin mug covers, specially produced by the Little Lamb crafters.



E'YAKO ENTERPRISES

E'Yako Enterprises specialise in the supply of promotional items and corporate gifts. Initially the company sold non-eco products, but in 2009 it decided to focus on manufacturing, sourcing and supplying environmentally friendly products made from recycled billboards, drink bottles, plastic, paper and hessian. The company supports local small businesses, job creation initiatives and community projects in order to create local employment and upskill disadvantaged people. E'Yako Enterprises supply our retail outlets with PVC handbags made from recycled billboards.



ROOTS OF CREATION

Roots of Creation was established 21 years ago and has a factory in Salt River, Cape Town. The company produces a variety of handmade South African curios such as jewellery, bottle openers, fridge magnets etc. The company employs 49 people and provides continuous training, ensuring that they stay in touch with new technology and methods in order to excel in the field that they have chosen. The company also contributes towards organisations that support children in need, the sick and homeless and often donate to schools and charities.

Roots of Creation has been supplying TMACC's retail outlets with a wide range of curios since 2006.

4 OUR PROUD ACHIEVEMENTS

- 2013** SANParks Cape Regional Achievement Award (Business Partner of the Year)
Imvelo Award for Responsible Tourism;
Best single resource management – waste (finalist)
-
- 2012** Attained Level 4 B-BBEE rating
SKAL International Award for Responsible Tourism (finalist)
-
- 2011** Attained level 5 B-BBEE rating
Table Mountain was named one of the New7Wonders of Nature
Overall winner of the 2011 Imvelo Award for Responsible Tourism
Health and Safety Management System is OHSAS 18001 certified
-
- 2010** SANParks Cape Regional Achievement Award (Business Partner of the Year)
Heritage Environmental Rating – Platinum
-
- 2009** Mail and Guardian's 'Greening the Future' Awards (finalist)
South African Tourism's Attraction of the Year (finalist)
Re-certified as ISO 14001-compliant
-
- 2008** Imvelo Award for Responsible Tourism;
Best single resource management – water (winner)
Heritage Environmental Rating – Silver Class
ISKHUS Power Achievement Award, in recognition of energy savings
SANParks Cape Regional Achievement Award (Business Partner of the Year)
- 2005** Finalist in the Imvelo Awards for Best Overall Environmental Management Programme
-
- 2004** Table Mountain becomes a World Heritage Site
-
- 2003** Our Environmental Management System is awarded ISO 14001 certification
-
- 2000** The Green Globe Achievement Award: a commendation for Environmental Management and Awareness in our first year of membership.
-
- 1999** The EPPIC (Environmental Planning Professions Interdisciplinary Committee) National Premium Award for Integrated Environmental Management, in recognition of the environmentally sensitive manner in which the Cableway was built and is being operated.
-
- 1998** Fulton Commendation: for excellence in use of concrete

15 NUTS & BOLTS

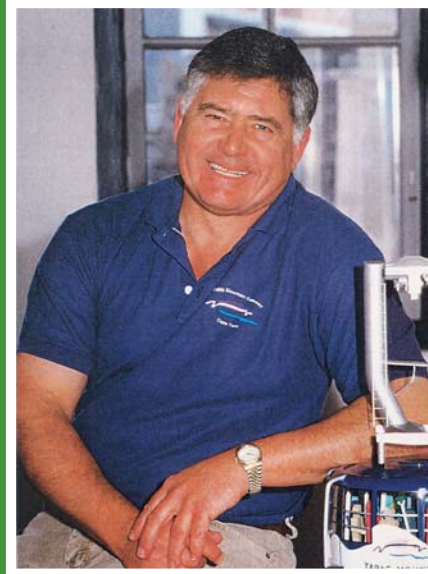
EVERY YEAR, WE TRANSPORT APPROXIMATELY 800 000 VISITORS TO THE TOP OF TABLE MOUNTAIN. TRANSPORTING SUCH A GREAT NUMBER OF PEOPLE IS NOT A SIMPLE TASK, BUT REGULAR MAINTENANCE ENSURES AN ENJOYABLE EXPERIENCE FOR ALL.



Throughout the year daily, weekly and monthly checks, tests and maintenance are done at the Cableway. Additional maintenance is done on closed days (days when the Cableway is unable to operate because of strong wind) and after hours. These include lubricating the cables, checking electricity supply to the Top Station and maintaining back-up generators and engines.

The Cableway is required to complete specific annual maintenance to meet the highest global Cableway standards set by the Swiss Governing Body for Cableways (BAV). The 2012 annual maintenance plan included repairs to the top station generator, servicing of the power lines, hydraulics, main drive motor and gearbox, and general maintenance and testing.

16 IN MEMORIAM: JOHN G HARRISON



would be ideal for Table Mountain Cableway's upgrade.

John's dream, which he achieved, was to provide a world-class facility for all. The opening of the Rotair Cableway in October 1997 drew many curious and excited local and international visitors. Not only had the carrying capacities of each of the cable cars increased from 25 visitors to 65, but the pathways at the top station were redesigned, the Table Mountain Café was built and sophisticated, state-of-the-art toilet facilities that use minimal water were put into place.

It is testament to his foresight that the Cableway celebrated its 22nd millionth visitor in the week of his passing. In the 15 years since John Harrison envisioned the Cableway upgrade, the company has taken 11 million people to the top of Table Mountain, the same number the Cableway had previously transported over a period of 68 years, from 1929 to 1997, before the upgrade.

"Mr H" was a character larger than life and all of us at Table Mountain Cableway have fond memories of working with him over the years.

John G Harrison, or "Mr H" as he was known to all staff, passed away on Saturday, 3 November 2012, after a strong-willed battle with cancer.

John Harrison was the MD of Table Mountain Cableway from February 1993 until October 2006. During this period he ensured that the old Cableway was upgraded into the world-class facility that it is today. On a visit to Switzerland, John came across the rotating cable cars and instinctively knew that these

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