



2021/2022 ANNUAL REPORT

TABLE MOUNTAIN
AERIAL CABLEWAY
CO (PTY) LTD



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TABLE MOUNTAIN
AERIAL CABLEWAY

TABLE OF CONTENTS

02

Company
Purpose

03

Table Mountain
Aerial Cableway Co
(Pty) Ltd

04

From our
Managing Director

05

Highlights
2021/2022

06

Cableway Specials
and Promotions

07

Partnerships and
Sponsorships

08-09

Marketing
Highlights

10

Cableway
Online

11-12

Responsible
Cableway

13

Caring
Cableway

14-19

Team
Cableway

20

Nuts and Bolts
Maintenance

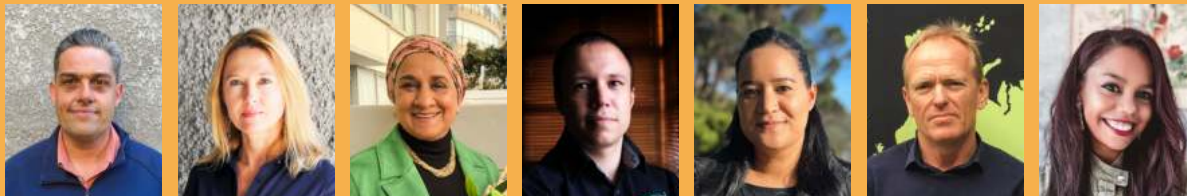
21

Our
Achievements

COMPANY **PURPOSE**

Our purpose is to
share our **passion** for
Table Mountain by
giving everyone an
authentic experience
of an iconic natural
wonder.

TABLE MOUNTAIN AERIAL CABLEWAY CO (PTY) LTD



Executive Management: From top-left to bottom-right: Neil Arbous (IT Services), Rianda Williams (Retail Operations), Wahida Parker (Managing Director), Emile Streicher (Engineering & Maintenance), Selma Hercules (Director: Finance), Michael Williams (Operations), Giselle Esau (Marketing and Brand)

DIRECTORS

R Fenner (Chairman)*#•
W Parker (Managing)
D Parker*
S Hercules (Financial)
B Moore*#

A Pillay#
F H Stroebel*#•
M N Skade•
T Adams (Alternate)
P de Waal (Alternate)

*Member of the Audit and Risk Committee

• Member of the Social and Ethics Committee

#Member of the Remuneration and Nomination Committee

REGISTERED OFFICE

Lower Cable Station
Tafelberg Road
Cape Town
8001

Lower Cable Station
PO Box 730
Cape Town
8000

AUDITORS

Moore Stephens
Chartered Accountants

BANKERS

First National Bank
Southern Africa Limited

COMPANY REGISTRATION NUMBER

1926/002949/07

BOARD COMMITTEES

*Audit and Risk Committee

*Audit and Risk Committee
Constituted in terms of Section 94 of the Companies Act and comprises of at least three members who are independent non-executive Directors.

#Remuneration and Nomination Committee

Constituted in accordance with the recommendations of King III and comprises of not fewer than three non-executive Directors, of whom the majority must be independent.

•Social and Ethics Committee

Constituted in terms of Section 72(4), read with Regulation 43(5), of the Companies Act and comprises of not fewer than three Directors, one of whom must be a non-executive Director.

LETTER FROM THE MD



LETTER FROM THE MANAGING DIRECTOR

I write to you today with a smile on my face. As I sit down to put pen to paper, it is Heritage and Tourism Month. The weather has turned warmer, and our city has started to welcome back more and more visitors.

It is no understatement to say the past two years have been very tough and we need to acknowledge that external global challenges such as the war in Ukraine and a lack of jet fuel at local airports may have had an impact on our operations. The socio political climate on the home front also looks bleak and a rising cost of living will no doubt add to the stresses and strains that we experience.

We're not out of the woods yet, but I genuinely believe there is ample reason to feel cautiously optimistic, and you will see in this report why I hold this view.

Over the past 12 months, the TMACC team experienced lows, and we celebrated highs.

This period saw the lowering of COVID19 restrictions and also heralded the return of the freedoms we all cherish.

Perhaps two of the most exciting highlights were the launch of the TAP bar at the lower station and the opening of our Fast Track service. The team is feverishly working on more upgrades and new exciting additions to our top station's food-and-beverage offering and I look forward to sharing these with you soon.

I need to acknowledge and honour the resilience and perseverance of our entire team – from the visitor facing ticket sellers to the behind the scenes maintenance team members. Everyone kept on keeping on steadfastly, in spite of the unavoidable retrenchments.

I am happy to report that all seems to have stabilised, and I hope our Service Guru training will be a way of our investing in the men and women who make TMACC a success. The return of visitors has also had a positive knock-on effect on our budget, and we are in a much healthier financial position than when I last wrote to you.

This optimism needs to go together with a dose of reality, and a recognition of how tough it has been over the last two-and-a-bit years. We need to acknowledge that the world is a scary and unpredictable place and that factors outside of our control can still have a real influence on our ability to do what we love to do – welcome visitors to Table Mountain.

We only succeeded as a Company because we stood together, and enjoyed the support of our shareholders and Board, who left no stone unturned to ensure we navigated our way through this taxing period.

Our survival during the pandemic was largely due to the support of the South Africans public who stood by our side. As a Company, we need to remember that we are indelibly part of the spirit of Cape Town, and of her people. We honour their support by being the best we can be as a tourism destination.

Thank you to our team who worked hard this year to make sure we exceeded all expectations. Their dedication is the reason why we continue to do well at the annual World Travel Awards. The fact that we keep winning recognition at the 'Oscars' of our industry, is purely thanks to them.

I am particularly proud of our unwavering commitment to safety, and the training that our teams undertook this year. We want visitors to have a memorable experience that stays with them for all the right reasons. In next year's Annual Report, we will provide you with feedback on the recent 5-week maintenance shutdown, which was the first full shutdown since 2019.

I invite you to study this report, as we look back at everything we did behind the scenes and how vital maintenance was carried out in full view of our visitors.

With warm wishes

Wahida Parker

2021/2022

THE PAST 12 MONTHS HAVE SEEN SEVERAL HIGHLIGHTS



Kickstarted our #TableMountainLovesLocal campaign in August 2021 with Coco Safari. This was followed with other partnerships, to help rebuild the local tourism sector after the ravages of the pandemic.



Launched Fast Track path, to improve the visitor experience.



Continued our free Birthday Month ticket promotion, to give more people access to the Mountain. In the 2021 calendar year, we made 30 000 birthday dreams come true



Celebrated our commitment to safety, with a photo exhibition at the Swiss Transport Museum.



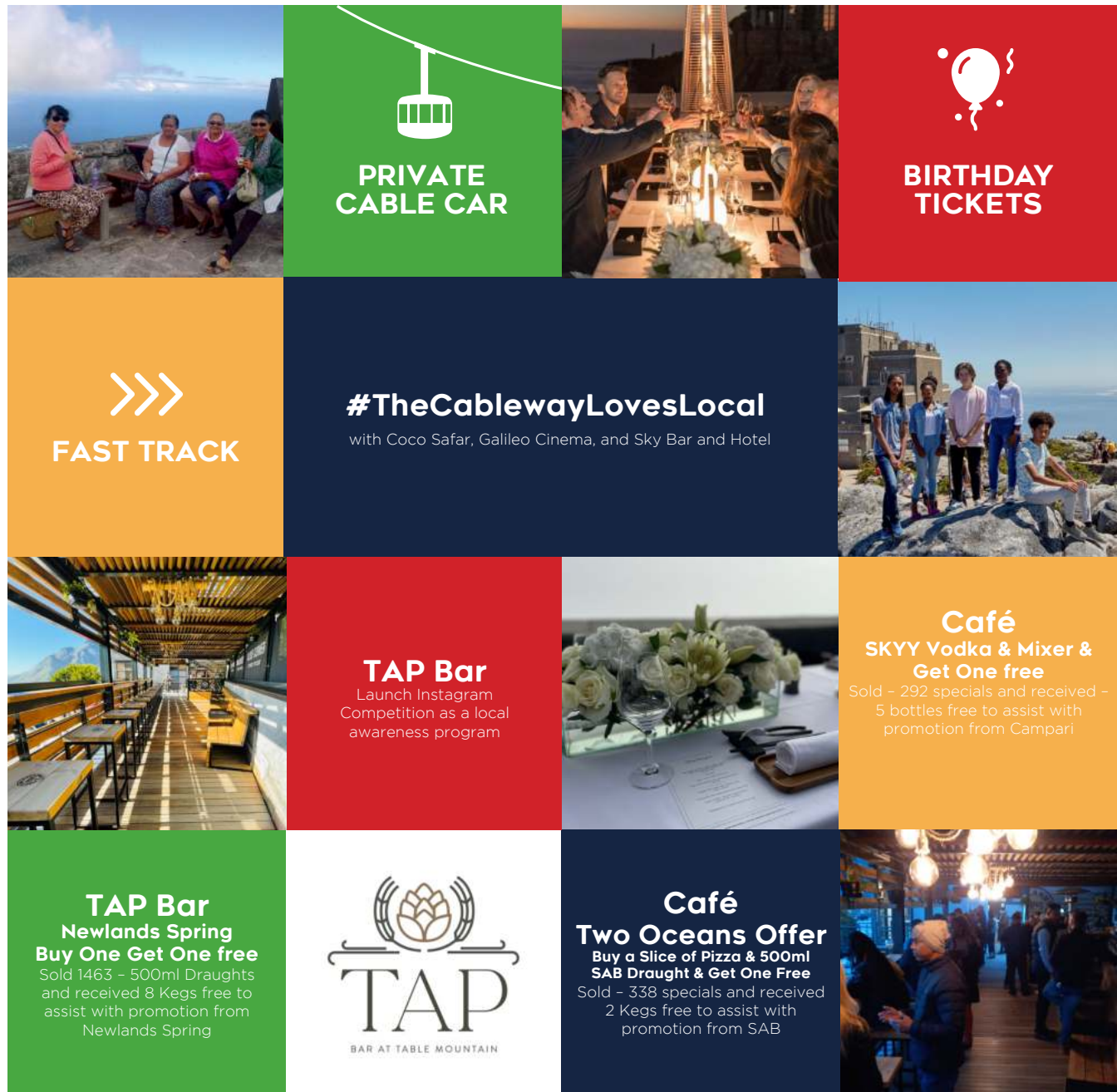
Welcomed Ola to our family as food and beverage service providers at the lower station.



Food and Beverage had an exciting year which include the launch of TAP Bar at the Lower Station in April 2022. The space has already proved to be very popular and continues to grow in popularity. We hosted two events to promote and showcase this offering to locals which was well received.

CABLEWAY SPECIALS & PROMOTIONS

During a year that was affected by a changing degree of lockdowns during 2021/22, we were able to offer a number of specials and promotions to welcome our visitors back or to entice them to our doorstep.



Increased marketing and promotions over the past six months have also increased the food and beverage offering to local and international customers. These promotions are proudly supported by our suppliers who assist us by supplying products for our various activations.

PARTNERSHIPS AND SPONSORSHIPS

The Cableway actively seeks to collaborate with tourism industry stakeholders. As such, it is represented on a number of tourism boards, and collaborates on events and projects. In 2021/2022, these partnerships were kept active through virtual meetings and events.

CAPE TOWN TOURISM

The Cableway is proud to be a long-standing executive partner of Cape Town Tourism, the city's official destination marketing organisation.



CAPE TOWN BIG 6

Cape Point, Groot Constantia, Kirstenbosch, Robben Island Museum, Table Mountain Cableway, and V&A Waterfront are the iconic destinations that form the core of the true Cape Town experience, and a trip to the city will not be complete without a visit to each Big 6 attraction. The Cableway continues to pursue cross-marketing opportunities and insight sharing through our participation in the Cape Town Big 6 marketing collaboration.



AFRICAN ASSOCIATION OF VISITOR EXPERIENCES AND ATTRACTIONS (AAVEA) CONFERENCE

The Cableway is a patron sponsor of the annual AAVEA conference and continues to share its key learnings and success in the attractions management industry with conference delegates.

CABLEWAY CHARITY CHALLENGE

Sponsorship of the Annual Cableway Charity Challenge which was held in May 2022.



2021/2022 CABLEWAY MARKETING HIGHLIGHTS



Table Mountain was announced by the World Travel Awards as Africa's Leading Tourist Attraction for the third year in a row in November 2021.



Launch of Vida e café with South African Influencers in November. We celebrated the launch with a harvest table on top of the mountain.



Celebrated 10 years as a new 7 Natural Wonder of the World in November.



A global first, we took love to a new height, with our first Valentine's Day speed dating experience on top of one of the Natural 7th Wonder for Valentine's Day 2022.

2021/2022 CABLEWAY MARKETING HIGHLIGHTS



Take a Hike Day 17 November. Doubled the number of people cleaning the mountain from the first year with over 300 people joining in the initiative. Each hiker received a free cable car ride down for their efforts.



Hosted annual sponsor, Jive Funny Festival in June 2022.

AWARDS

WORLD TRAVEL AWARDS

Africa's Leading Tourist
Attraction 3rd year in a row.

NEW 7 NATURAL WONDER OF THE WORLD

Celebrated 10 years

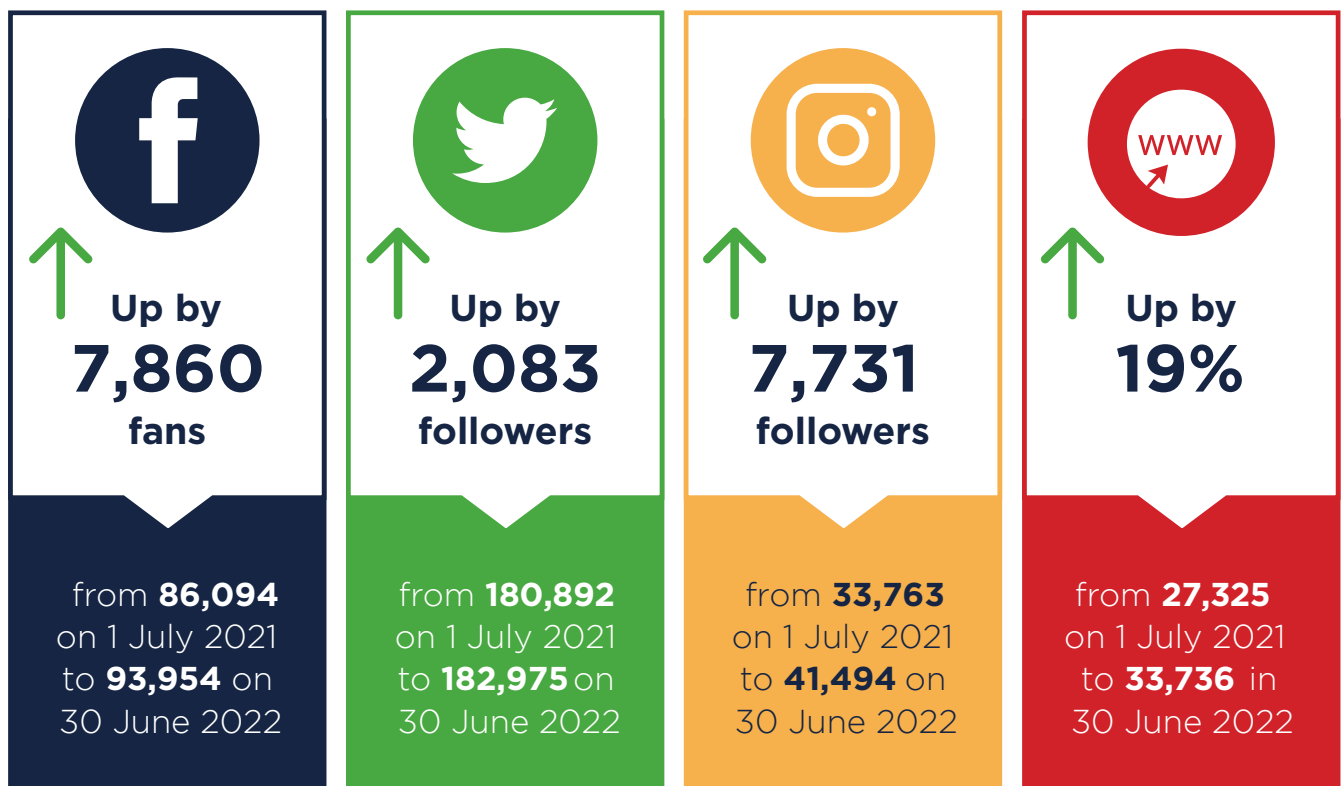
CABLEWAY ONLINE

DIGITAL TRANSFORMATION

In 2022 in line with digital trends the Cableway expanded its digital footprint by growing its social media platforms, Twitter, Facebook, Instagram, YouTube and TikTok.

CABLEWAY SOCIAL

Over the past year, the Cableway's social media accounts have grown as depicted below:



RESPONSIBLE CABLEWAY

Our emissions have been offset by our investment in the Kuyasa Housing Project. Our total CO₂ emissions was 979 600kg. We exceeded our target of 1.15kg p/person by achieving 1.89kg/per person.



Emissions Reduction Certificate

This is to confirm that on 17 January 2022

Table Mountain Aerial Cableway Co (Pty) Ltd

Retired 983.00 tCO₂ in support of the
Kuyasa (2013 vintage)
project in South Africa

The Table Mountain Aerial Cableway Company have
invested in the Kuyasa housing project in order to offset
the company's GHG emissions from their operations for
the 2021 financial year



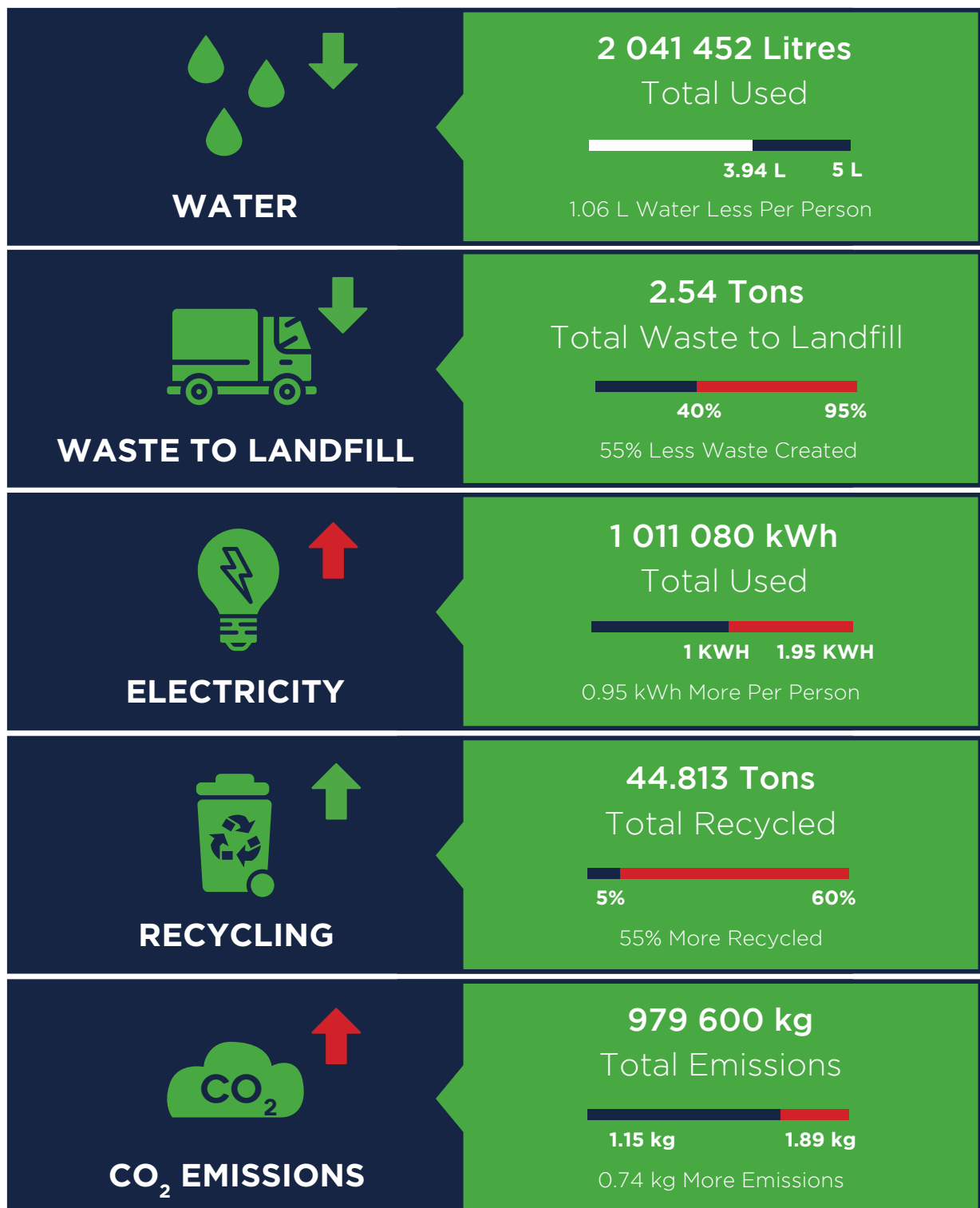
Registry Entry:
RRE_2U8AZSGA



ISSUED BY
Credible Carbon Pty (Ltd)
info@crediblecarbon.com

RESPONSIBLE CABLEWAY

As a responsible operator, we work to limit our impact on the environment. All we want to leave behind are footsteps. All our efforts (behind the scenes as well as customer-facing) have goals to be as environmentally conscious and friendly as possible. Environmental statistics for the period July 2021 to June 2022.



CARING CABLEWAY

TMACC ANNUAL REPORT – TMACC CARES

THE CABLEWAY CARES CSI PROGRAMME

Sixty organisations (NPOs, NGO's and community organisations) participated in our CSI programme in this reporting period.



Girls' Missions Camps is a NPO for girls camp experience. Empowering girls through Outdoor Experiential Learning

CLASS IN THE CLOUDS

Class in the Clouds is an educational experience for schools areas so that learners can enjoy and experience the 7th Wonder of the World, Table Mountain.

Even though Covid 19 played a huge role in our numbers which was challenging as the WCED blocked schools from having excursions during the 2021/22 period. We were still able to host more than 250 000 learners during 2021/22.



Both educators and learners were thrilled that they got to experience this interactive excursion again.

TEAM CABLEWAY

HEADCOUNT (STAFF)

As at the end of May 2022, the total headcount of permanently employed staff members at the Cableway was 159:

90 Females **69** Males

STAFF MOVEMENT

Year to date, our staff movements is as follows:

14	New appointments
12	Promotions
23	Terminations
11	Voluntary Retrenchments
4	Retrenchement
5	Miscounduct
3	Resignation

STAFF DEVELOPMENT

Permanently appointed the seconded persons to their new roles:

NDILISWA NGESI

Manager: Food & Beverage

REDAW HARRIS

Manager: Kitchen Operations

NURU JARDIEN

Manager: F&B Cost Control

RONALD RAMSAMY

Consultant F&B Executive – Long term Contract

RECRUITMENT DRIVE 2021

We onboarded seasonal staff as from 01 December 2021. All new staff went through induction and were trained on our Health & Safety protocols to ensure compliance and awareness of our culture.

In 2021 we appointed 101 seasonal workers - 15% more than our prior recruitment drive.

The increase is due to additional touchpoints – e.g., Fast Track Path.

Below is a breakdown of the number of seasonal staff hired per department.

Seasonal Recruitment 2021		
Department	Total Hired	Percentage
Food & Beverage	28	28%
Frontline Ops	56	55%
Retail	12	12%
Ticketing	5	5%
Total:	101	100%

TEAM CABLEWAY

LONG SERVICE CELEBRATIONS

We are very fortunate as a Company to have loyal employees who stick with us through thick and thin. During financial year 2021-2022 we celebrated with many staff members who reached long service milestones ranging from 5 to 30 years.

5 Years of service

First Name	Surname	Years of service
Yahya	Abrahams	5
Aphiwe	Batala	5
Nicole	Blows	5
Anthea	Botha	5
Allauddeen	Charles	5
Jennalee	Du Meyer	5
Magdalene	Grovers	5
Rieyaaz	Harris	5
Robin	Hendricks	5
Jerome	Jales	5
Wayne	Juta	5
Godfrey	Kasper	5
Muriel	Mahilihili	5
Angelica	Mazaleni	5
Nomvuyo	Mbungwana	5
Noluvo	Mrwetyana	5
Ndiliswa	Ngesi	5
Pasteur	Nkurunziza	5
Keith	November	5
Wahida	Parker	5
Siyabonga	Setong	5
Mandisa	Sitole	5
Phillip	Smuts	5
Zaida	Stemmet	5
Shaun-Douglas	Stringer	5
Vuyiseka	Tyam	5
Rudy	Van Dieman	5
Mirriam	Visagie	5

10 Years of service

First Name	Surname	Years of service
Mogammed	Brown	10
Anthea	Ferreira	10
Lorenzo	Galant	10
Tania	Geldenuys	10
Gary	Greenfield	10
Selma	Hercules	10
Awonke	Mahlasela	10
Phumla	Maqate	10
Keith	Marais	10
Jesca	Mukwesha	10
Tonderai	Musekiwa	10
Mvuyisi	Myata	10
Octavia	Nkomombini	10
Angelo	Resandt	10
Bridgette	Richards	10

15 Years of service

First Name	Surname	Years of service
Chantal	Antonie	15
Neil	Arbous	15
Phindiwe	Dalingozi	15
Noeroe	Jardien	15
Sibongile	Khuselo	15
Horatio	Letsoho	15
Ruth	Luwalala	15
Neliswa	Magazi	15
Babalwa	Mbali	15

TEAM CABLEWAY

LONG SERVICE CELEBRATIONS

15 Years of service

First Name	Surname	Years of service
Yvonne	Sakwe	15
Siyabulela	Thonjeni	15
Ntomboxolo	Vokwana	15

20+ Years of service

First Name	Surname	Years of service
Nicholaas	Kasper	20
Lulamile	Mketi	20
James	Dunjua	25
Gawaine	Manuel	25
Craig	Nothnagel	25
Patricia	Pahlane	25
Rianda	Williams	25
Flippie	Pieterse	30

TEAM CABLEWAY

LEARNERSHIPS

PROFESSIONAL COOKERY LEARNERSHIP

We are pleased to announce that 100% of our 2020 group of students for the abovementioned learnership programme graduated on 26/11/2021. Our intake for the year 2021 is currently being assessed after completing their Work-Integrated-Learning at various industry partners. This learnership ended 19 September 2022. Graduation is scheduled for November 2022.

I CAN ACADEMY Disability Project (People living with disabilities).

We ran a General Education and Training Certificate (GETC): Domestic Services NQF Level 1 Learnership for people living with disabilities in partnership with I Can Academy. The learning programme started on 19 July 2021 and ended 18 July 2022. We were very happy with this group of learners as they are eager to learn and continue to interact well in all activities.

Name and Surname	Department	Type of Learner
Boneka Moni	Offsite Learnership	Disabled Learner
Kylan Van Rhyn	Offsite Learnership	Disabled Learner
Sihle Yalezp	Offsite Learnership	Disabled Learner

BURSARIES

Ntombizanele Ndiye	✓	Amended Senior Certificate
Princess Vuyisile	✓	Amended Senior Certificate
Bonnita Classens	✓	Occupational Health and Safety Co-ordinator
Chantal Antonie	✓	Certificate in Project Management NQF Level 5
Juwairriya Groenewald	✓	National Certificate in Business Management N4
Anthea Botha	✓	Office Administration
Tania Geldenhuys	✓	Bachelor of Commerce in Human Resource Management
Candice Syce	✓	International Diploma for Health & Safety Professionals NQF Level 8
Darryn Falken	✓	Cupboard Building & Installation Course
Robin Hendricks	✓	Electrical Engineering (National Certificate: N1)
Nondzuzo Jemlana	✓	National Certificate: Financial Management N4
James Dunjua	✓	Certificate in Facilities Management
Keith Marais	✓	Certificate in Plumbing NQF Level 4
Zaida Stemmet	✓	Certificate in Home Based Care
Keith Ncube	✓	Certificate in Occupational Health & Safety
Yolo Morena	✓	Higher Certificate in Marketing
Ndiliswa Ngesi	✓	Certificate in Business Management Practices
Linda Xameni	✓	National Diploma in Human Resources Management Practices

TEAM CABLEWAY

TMACC BURSARIES

17 bursary applications were received and 17 approved with Rand value: R237 501.88

To date two employees have completed their study programmes.

The majority of the bursary recipients have passed the first semester and continue to pursue their qualifications.

Our aim is to intentionally motivate and support these employees in the improvement of their education and skills in order to obtain the best possible results.

STAFF COUNSELLING

Year to date we have assisted 12 employees with counselling which aim to help address personal, social, financial and professional issues.



TEAM CABLEWAY

MENTAL HEALTH IN WORKPLACE

The Cableway continues to establish effective ways of care and support for everyone in the Company.

FINANCIAL ASSISTANCE

Year to date the Company has granted financial assistance to 15 staff members in the form of salary advances.

MANAGERS' LUNCH

Our management team prepared a staff lunch which was very well received. All senior managers and executives cooked and served staff lunch of a fresh boerie roll, cupcake, and cooldrink.

EASTER WEEKEND 2022

To embrace the holidays, we treated our team members to easter eggs and traditional hot cross buns, to share with their families.

BRAAI AT THE CABLEWAY

As part of reinstating practices that we had foregone due to the Covid-19 pandemic and underpinning our culture of sharing, leadership hosted a boerewors braai for our staff members on 06 May 2022.

NUTS & BOLTS MAINTENANCE

Changes to the Technical Team were implemented this year.

A full integration of the “Building & Grounds” and “Technical” (plant & machinery) staff took place, forming a single Technical Department. This ensures a more effective, cohesive, and aligned method of working.

With the assistance of TMACC’s Bursary Scheme, one of our general Technical Assistants has enrolled and started his studies towards becoming a qualified Plumber.

A 3-Yearly refresher training for Fall, Arrest and Rescue Technicians was completed during this fiscal year.



Due to a relaxation in Global Travel bans, catch-ups of delayed inspection work were completed as follows:

CWA Inspection Visits

The Swiss manufacturer of the cabins.

Garaventa Inspection Visits

The Swiss manufacturer of the ropeway systems.

Frey Service Visit

The Swiss designer and manufacturer of the electrical and control systems

All routine and statutory maintenance work was completed in-house by TMACC’s internal Technical Staff. The next full maintenance shutdown was scheduled for five weeks, starting towards the end of July 2022.

OUR ACHIEVEMENTS

The past year saw a number of proud events and achievements, including:



First wedding post Covid-19 took place in April.

First speed dating event on Table Mountain (Valentine's Day)



In collaboration with FYN Restaurant we hosted a Dom Perignon evening under the stars.



Private dinners at Sunset launched.



First Cableway Charity Challenge post Covid-19.



Tim Teboww Foundation visited for a private event.

Fast Track launched in November 2021.



TAP Bar was launched in 2022.





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