



Event Safety Protocols

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Introduction

Dear Friends of CTICC

Welcome to Cape Town International Convention Centre, where ordinary events are transformed into extraordinary experiences.

In preparing our team and our facilities to welcome you back to CTICC, we have upgraded our existing operational protocols to ensure the health and safety of you, our guests and clients, as well as our employees. Our new C19Care® protocols have been developed in collaboration with health, tourism and events industry leaders, both locally and abroad, and applies the National Department of Health guidelines.

We understand that every event, just like every client, is unique and has its own individual specifications, and a dedicated event coordinator will walk you through the various options, to help you create a memorable experience, within the current regulatory framework.

Please connect with our team for a summary of our new offerings, including virtual and hybrid event options, so that you can plan your next event at CTICC.

We look forward to welcoming you through our doors at CTICC once again.

Craig Barrington

General Manager: Facilities and Operations

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Principles

Our Commitment to You

OUR C19CARE® PROTOCOLS ARE GUIDED BY THE FOLLOWING PRINCIPLES:



Complying with all **COVID-19 government regulations**, and adopting industry hygiene best practice



Providing our stakeholders with COVID-19 **focused health and safety services**



Providing a COVID-19 **safe facility** to host world-class MICE industry events



Supporting our clients to host COVID-19 **safe focused events**

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Principles



ISO Standards Certification

CTICC HAS EARNED MULTIPLE INTERNATIONAL STANDARDS ORGANISATION (ISO) CERTIFICATIONS AND SETS THE STANDARD AND QUALITY OUR CLIENTS HAVE COME TO RELY ON FOR ALL EVENTS HOSTED AT CTICC:

1. ISO 9001 Quality Management
2. ISO 14001 Environmental Management
3. OHSAS 18001 Occupational Health and Safety Management System (BS)
4. ISO 22000 Food Safety Management

THE CTICC OPERATES IN PARTNERSHIP WITH SEVERAL LEADING INDUSTRY BODIES INCLUDING:



AIPC - International Association of Convention Centres



SAACI - Southern African Association for the Conference Industry



FEDHASA - Federated Hospitality Association of Southern Africa



UFI - The Global Association of the Exhibition Industry



ICCA - International Congress and Convention Association



MPI - Meeting Professionals Association

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Your Event Experience • ON ARRIVAL

1. Before entry, guests are required to **register for contact tracing** purpose
2. All persons entering the facility **will be health screened, mask compliance** checked, **hand sanitised** and **cleared** for access
3. Every event will include **on-site medical services**
4. People-counting devices are available to **support social distancing guidelines and venue capacity calculations.**
5. Event temperature reading devices are **available for order** – Indicative costs will be provided upon request
6. Customer service team members **will be at hand to support guests**
7. Internal signage indicating COVID-19 safe measures will assist in **maintaining a safe venue**
8. Security team member(s) will **monitor and support** the safe flow of people through the venue
9. CTICC will offer venue **hand sanitiser stations** with supporting hygiene signage



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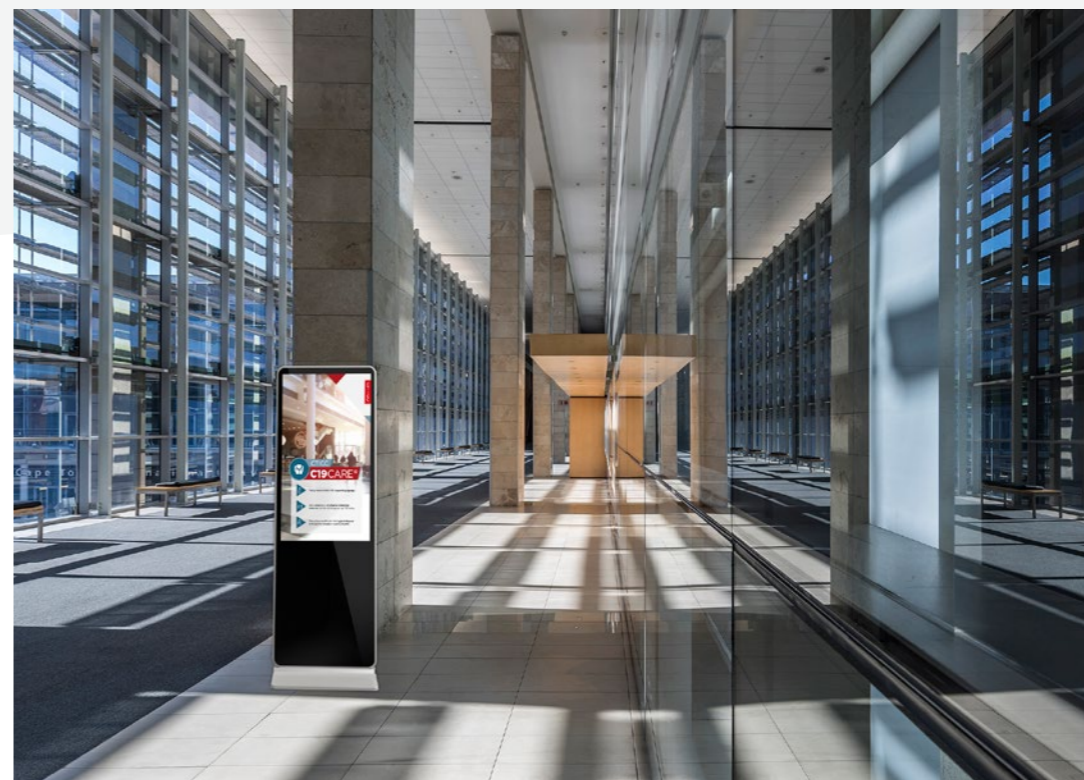


Your Event Experience

- **VENUE SIGNAGE**

Our team will provide external and internal signage to support health and safety messaging to include:

1. Digital and physical COVID-19 safe signage
2. External way-finding signage to specific events
3. Social distancing and hygiene measures
4. Event-space capacity signage
5. Public health information
6. Floor decals



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Your Event Experience

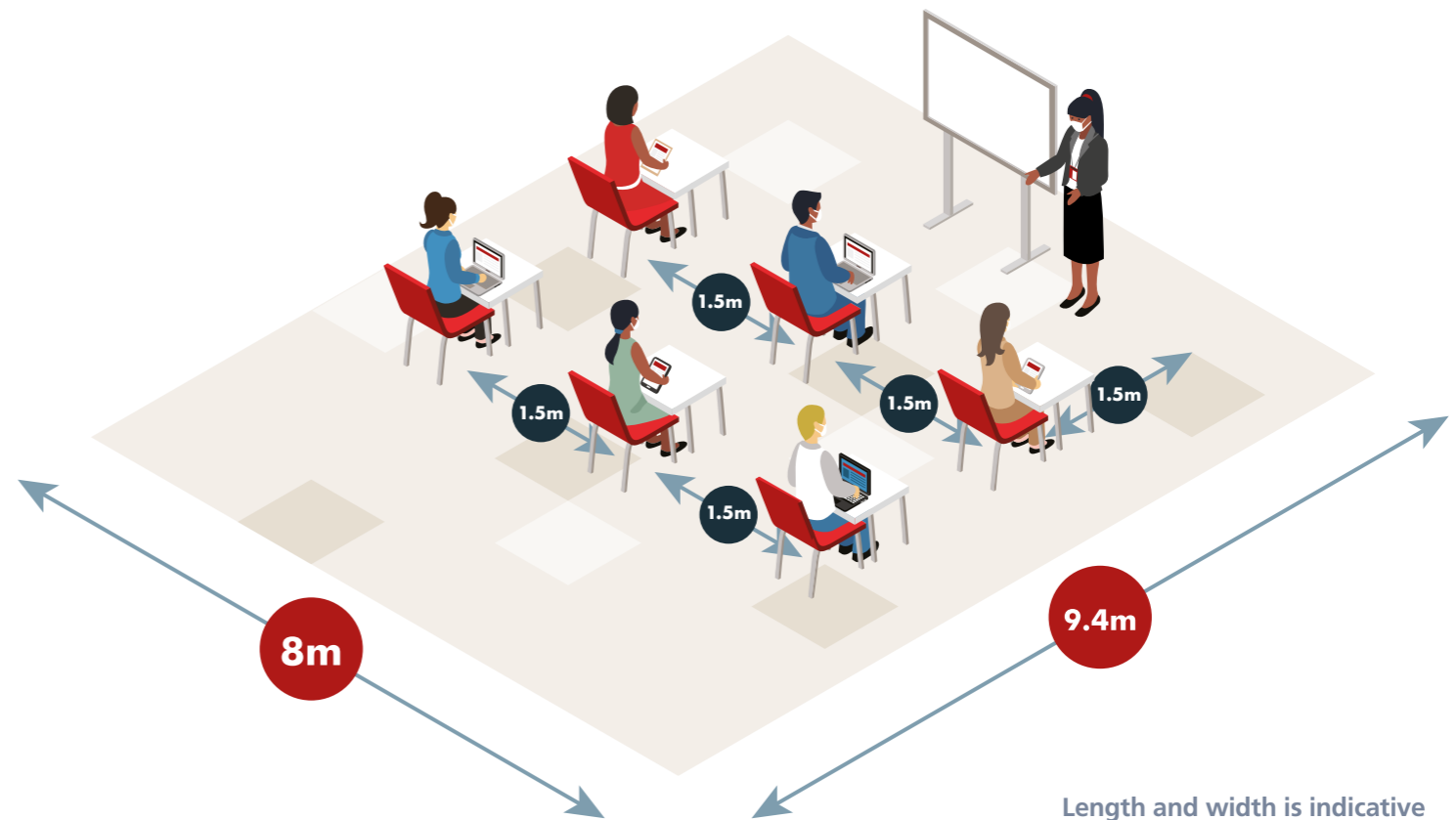
- **VENUE CAPACITY**

Current social distancing regulations specify that a 1.5 metre distance between persons is required, and CTICC has updated venue capacity information enabling clients to host events in a safe environment.

To plan for your specific event, your event coordinator will work with you to help you achieve your event objectives while meeting prescribed health and safety requirements.

Your event coordinator will provide detailed venue capacity plans, including:

1. Foyer spaces
2. Floor Level Spaces
3. Event Room Spaces
4. Building Capacity



Speak to your event coordinator to review your event-specific floor plan requirements.

1. CTICC will **display COVID-19 safe protocols** and information inside the venue
2. Digitisation, multimedia production and/or live-streaming can be incorporated to support events, as **additional services**
3. Optional **people-counting** technology will be available as an additional service
4. COVID-19 **safe procedures** are to be communicated by the client to all attendees before the start of the event
5. Hand sanitisers **will be available** at the entrance to the meeting or conference room
6. Regular **visible COVID-19 safe cleaning** and disinfecting measures will be put in place



Speak to your dedicated event coordinator to discuss your specific requirements and to explore your options.

1. Cashless and/or **contactless payment** can be made available as an additional service
2. Dedicated **event coordinator** to liaise directly with clients to discuss specific plans
3. Dedicated **exhibition entrance**
4. Calculation of the Exhibition Centre's **capacity** concerning **social distancing regulations**
5. Hand sanitisers **will be made available**
6. Signage to **communicate instructions** on COVID-19 safe behaviour
7. Queue **management system** to be implemented



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Your Event Experience

- **FOOD SERVICE**

CTICC has always maintained stringent measures to minimise food safety risks, our food service has been reviewed to ensure you are COVID-19 safe while enjoying a meal at our Centre:

1. Plated service
2. Individual pre-packed meals
3. Designated areas for coffee breaks

To discuss your food requirements and options, please contact your event coordinator.



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Your Event Experience

- **VENUE HYGIENE**

Building on our existing high standards of cleanliness and hygiene protocols, CTICC has introduced routine (frequent) measures, operational measures (during events) and deep clean measures.

C19Care® critical hygiene protocols include:



Increased cleaning and disinfecting processes throughout the venue



Provision, where applicable, of sanitising dispensers



No-touch faucets available in dedicated toilet facilities



Protocols developed for increased cleaning and waste disposal



Safe queuing and operation planning for all toilet facilities



Capacity restrictions in toilets



Increased cleaning and disinfecting in high volume areas



Implemented cleaning protocols for the delivery and receiving of items in the loading docks



Safe pre-event, during and post-event cleaning and disinfecting protocols



Hygiene advisory signage

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CTICC
C19CARE®

Your Event Experience

- **TECHNOLOGY AND EQUIPMENT**

The venue is incorporating technological devices to further enhance each client and visitor's experience starting with their event-planning phase, on arrival, during and post-event.



Temperature Reading –
Thermal Imaging Devices



Assistance with Event
App Development



People-Counting
Technology



Virtual Site
Inspection



Contact Tracing



Contactless Payment
Technology



Digital Messaging



Loading Dock
Coordination

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Your Event Experience

- **MEDICAL SERVICES**

CTICC has a well-resourced and qualified on-site incident response team that is provided with real-time information and updates.

The team has developed a client-contractor focused COVID-19 Health Response plan which includes rapid isolation, emergency response and escalation procedure. To facilitate the COVID-19 Health Response Plan, there are four dedicated first aid rooms, as well as dedicated isolation rooms throughout our facilities.



Offsite medical support is provided by emergency response and ambulance services.

Your Event Experience

- **ADDITIONAL SERVICES**

***Should you have additional safety requirements, the following services are available:**

1. Additional digital and physical **signage**
2. Additional **security personnel**
3. Additional **audio-visual (AV) support**
4. Hand-held **temperature reading devices**
5. Room **capacity monitors**
6. Additional cleaners and presentation **services personnel**
7. Additional **customer service** team members
8. Additional **mobile hand sanitisation** stations



**For all CTICC managed additional services required, indicative costs will be provided upon request. Speak to your dedicated event coordinator regarding your specific requirements.*

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Social Distancing Chart

- **VENUE CAPACITY**

CTICC



CTICC 1 Auditorium Rooms

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Auditorium 1	Room 1.10	1	1 170	12 593	47.0	Splayed	16.0	310	310	-	-	-	-	-	-
Auditorium Foyer	Auditorium Foyer	1	700	7 534	13.6	40	3.5	-	-	-	-	-	-	-	-



CTICC 1 Ballrooms

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Ballroom East	Room 1.20	1	1 064	11 452	38.0	28.0	8.0	368	264	48	60	252	252	-	-
Ballroom West	Room 1.20	1	812	8 740	29.0	28.0	8.0	272	192	38	50	196	196	-	-
Full Ballroom	Room 1.20	1	1 876	20 193	67.0	28.0	8.0	672	450	78	84	476	476	-	-



CTICC 1 Meeting Rooms

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Meeting Room 1,40	Room 1,40	1	375	4 036	23.4	16.0	4.0	104	88	22	32	88	88	-	-
Meeting Room (x2)	Room 1,41- 1,42 / 1,43 - 1,44	1	-	-	-	-	-	55	35	13	20	32	32	-	-
Meeting Room (x4)	Room 1,41- 1,44	1	75	807	9.4	8.0	4.0	30	15	9	12	-	-	-	-
Meeting Suites (x5)	Room 1,51-1,55	1	35	376	7.9	4.5	3.3	14	9	7	6	-	-	-	-
Meeting Room 1,60	Room 1,60	1	375	4 036	23.4	16.0	4.0	104	88	22	32	88	88	-	-
Meeting Room (x2)	Room 1,61- 1,62 / 1,63 - 1,64	1	-	-	-	-	-	55	35	13	20	32	32	-	-
Meeting Room (x4)	Room 1,61-1,64	1	75	807	9.4	8.0	4.0	30	15	9	12	-	-	-	-
Meeting Suites (x2)	Room 1,71 & 1,74	1	24/35	269/376	5.5/7.9	4.5	3.3	14	9	7	6	-	-	-	-
Meeting Suites (x2)	Room 1,72 & 1,73		-	-	-	-	-	11	6	5	6	-	-	-	-
Auditorium 2	Room 1,80	1	490	5 274	31.0	15.8	8.0	148	148	-	-	-	-	-	-
Meeting Suite (x2)	Room 1,91 & 1,92	1	25/35	269/376	5.5/7.9	4.5/5.0	3.3	11	6	5	6	-	-	-	-
Meeting Suite (x1)	Room 1,93		-	-	-	-	-	14	8	7	8	-	-	-	-
Meeting Room 2,40	Room 2,40	2	375	4 036	23.4	16.0	4.0	104	88	22	32	88	88	-	-
Meeting Room (x2)	Room 2,41 - 2,43 / 2,44 - 2,46	2	-	-	-	-	-	55	35	13	20	32	32	-	-
Meeting room (x2)	Room 2,41 - 2,42 / 2, 44 - 2,45	2	-	-	-	-	-	35	25	10	14	-	-	-	-
Meeting Room (x6)	Room 2,41- 2,46	2	50	538	9.4	5.4	4.0	15	10	9	10	-	-	-	-
Meeting Room 2,60	Room 2,60	2	375	4 036	23.4	16.0	4.0	104	88	22	32	88	88	-	-
Meeting Room (x2)	Room 2,61 - 2,63 / 2,64 - 2,66	2	-	-	-	-	-	55	35	13	20	32	32	-	-
Meeting Room (x2)	Room 2,61 - 2,62 / 2,64 - 2,65	2	-	-	-	-	-	35	25	10	14	-	-	-	-
Meeting Room (x6)	Room 2,61- 2,66	2	50	538	9.4	5.4	4.0	15	10	9	10	-	-	-	-



CTICC 1 Strelitzia

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Strelitzia Restaurant	Strelitzia Restaurant	0	315	3 390	21.0	15.0	4.3	-	-	-	-	88	-	80	-
Strelitzia Conservatory	Strelitzia Conservatory	0	294	3 164	21.0	14.0	17.0	-	-	-	-	-	-	46	-



CTICC 1 Jasminum

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Jasminum Restaurant	Jasminum Restaurant	0	315	3 390	21.0	15.0	4.3	-	-	-	-	88	-	80	-
Jasminum Conservatory	Jasminum Conservatory	0	294	3 164	21.0	14.0	17.0	-	-	-	-	-	-	46	-



CTICC 1 Clivia

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Clivia Conservatory	Clivia Conservatory	0	252	2 712	18.0	14.0	17.0	-	-	-	-	48	-	50	-



CTICC 1 Exhibition Halls

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Exhibition Hall	Hall 1	0	-	-	-	-	-	665	494	-	-	480	480	-	-
	Hall 1A	0	1 032	11 108	34.5	29.9	10.0-18.0	342	228	-	-	224	224	-	-
Exhibition Hall	Hall 1B	0	997	10 731	34.5	28.9	10.0-18.0	323	228	-	-	224	224	-	-
Exhibition Hall	Hall 2	0	2 118	22 798	63.6	36.3	10.0-18.0	760	550	-	-	512	512	-	-
Exhibition Hall	Hall 3	0	2 258	24 307	67.8	33.3	10.0-18.0	858	600	-	-	544	544	-	-
Exhibition Hall	Hall 4A	0	2 982	32 098	71.5	41.7	10.0-18.0	1 069	796	-	-	788	788	-	-
Exhibition Hall	Hall 4B	0	1 267	13 637	70	18.1	9	-	-	-	-	-	-	-	-
Full Exhibition Centre	Hall 1-4B	0	11 399	122 698	341.9	58.7-71.5	9.0-18.0	3500?	2500?	-	-	2400?	2400?	-	-



CTICC 1 Miscellaneous

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Boardroom Room	Room 1.30	1	73	785	9.3	7.9	3.3	-	-	-	-	-	-	-	-
Registration Foyer	Registration Foyer	0	315	3 390	21.0	15.0	4.0					88		94	-
Clivia Conservatory	Clivia Conservatory	0	252	2 712	18.0	14.0	17.0	-	-	-	-	48	-	-	-
Green Room	Green Room	0	-	N/A	-	-	-	-	-	-	-	-	-	-	-
VIP Rooms 1/2	VIP Rooms 1/3	0	60	645	9.5	6.35	2.10	-	-	-	-	-	-	-	-
Storage Room	Storage Room	0	38	409	7.7	5.0	3.20	-	-	-	-	-	-	-	-
Landing	Landing	1	104	1 119	12.3	8.47	1.8	-	-	-	-	-	-	-	-
Marshalling Yard	Marshalling Yard	0	6 110	65 767	130.0	47.0-54.8	-	-	-	-	-	-	-	-	-
Lounge	Lounge	1	165	1 776	31.8	5.2	-	-	-	-	-	-	-	-	-
Main Entrance Foyer	Main Entrance Foyer	0	775	8 342	48.9	16.9	-	-	-	-	-	-	-	-	-
Art Landing 1st Floor	Art Landing 1st Floor														
Art Landing 2nd Floor	Art Landing 2nd Floor														



CTICC 2 Exhibition Halls

Venue	Rentable Area Ref:	Floor	Area (m²)	Area (ft²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Exhibition Hall	Hall 5	0	1 569	16 889	53.88	28.47	9.00	465	336			312	312		
Exhibition Hall	Hall 6	0	1 782	19 181	53.88	32.80	9.00	620	456			384	384		
Exhibition Hall	Hall 7	0	1 586	17 072	53.88	28.54	9.00	465	336			312	312		
Exhibition Halls	Hall 5 & 6	0	3 351	36 070	53.88	61.27	9.00	957*	696*			576*	576*		* Allowing for sightlines to stage
Exhibition Halls	Hall 6 & 7	0	3 368	36 253	53.88	61.34	9.00	956*	696*			608*	608*		* Allowing for sightlines to stage
Exhibition Halls	Hall 5,6 & 7	0	4 937	53 141	53.88	89.81	9.00	1385*	1062*			1016*	1016*		* Allowing for sightlines to stage
Exhibition Hall	Hall 8	2	1 468	15 801	53.92	36.97	10.00	448	336			312	312		
Exhibition Hall	Hall 8.1	2	313	3 369	17.00	18.11	10.00	90	60	20	26	64	64		
Exhibition Hall	Hall 8.2	2	314	3 380	17.45	18.11	10.00	90	60	20	26	64	64		
Exhibition Hall	Hall 8.3	2	352	3 789	19.07	18.11	10.00	100	70	21	28	64	64		
Exhibition Hall	Hall 8.1 & 8.2	2				18.11	10.00	200	126			144	144		
Exhibition Hall	Hall 8.2 & 8.3	2				18.11	10.00	200	126			144	144		
Exhibition Hall	Hall 8.1 - 8.3	2				18.11	10.00	300	186			200	200		
Exhibition Hall	Hall 9	2	1 944	20 925	53.92	35.86	10.00	672	480			468	468		
Exhibition Hall	Hall 10 - Ballroom / Banqueting	2	1 489	16 027	53.92	27.07	10.00	448	336			312	312		
Exhibition Halls	Hall 8 & 9	2	3 412	36 726	54.00	62.62	10.00	1 152	864			832	832		
Exhibition Halls	Hall 9 & 10	2	3 433	36 953	54.00	62.93	10.00	1 184	864			832	832		
Exhibition Halls	Hall 8, 9, & 10	2	4 901	52 754	54.00	89.69	10.00	1 624	1 218			1 196	1 196		



CTICC 2 Meeting Pods

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Meeting Pod	Daisy	2	179	1 927	16.19	11.80	3.15	55	28	12	16	32	32		-
Meeting Pod	Freesia	2	146	1 572	14.88	10.99	3.15	44	30	16	20	24	24		-
Meeting Pod	Orchid	2	161	1 733	16.14	10.77	3.15	55	33	16	18	36	36		-
Meeting Pod	Daisy + Freesia	2	325	3 498	31.07	22.79	3.15	97	65	19	29	60	60		-
Meeting Pod	Freesia + Orchid	2	307	3 305	31.02	21.76	3.15	97	68	16	24	60	60		-
Meeting Pod	Daisy + Freesia + Orchid	2	486	5 231	47.21	33.56	3.15	156	94	22	36	92	92		-



CTICC 2 Lobby

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Lobby	Lobby	1	29	312	9.60	3.10	2.8	-	-	-	-	-		-	-
Lobby	Lobby	1	43	388	4.40	9.80	2.8	-	-	-	-	-		-	-



CTICC 2 Terrace Rooms

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Terrace Room	Watsonia	3	206	2 217	16.33	13.41	3.13	65	43	16	21	32	32		-
Terrace Room	Bluebell	3	192	2 067	16.30	13.29	3.13	50	32	14	18	32	32		-
Terrace Room	Watsonia + Bluebell	3	398	4 284	32.63	26.7	3.15	110	81	20	32	60	60		-
Terrace	Bluebell Terrace	3	201	2 174	15.20	14.01								-	-



CTICC 2 Miscellaneous

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Marshalling Yard	Marshalling Yard	0	1 267	13 638	-	-	-	-	-	-	-	-	-	-	-
Habour View	Habour View	4	222	2 389	17.36	12.2	-	-	-	-	-	-	-	-	-
Mountain View	Mountain View	4	561	6 038	18.55	24.12	-	120	-	-	-	-	-	120	-



CTICC 2 Meeting Pods

Venue	Rentable Area Ref:	Floor	Area (m ²)	Area (ft ²)	Length (m)	Width (m)	Height (m)	Theatre	Classroom	U-Shape	Boardroom	Banquet	Banquet Buffet	Cocktail	Exhibition Booth (3m x 3m)
Meeting Room	Pincushion	1	147	1 582	12.60	8.60	2.8				10			-	-
Meeting Room	Aloe	1	40	431	9.44	4.54	2.8	16	7	7	8			-	-
Meeting Room	Arum	1	41	441	6.73	6.12	2.7	16	8	6	8			-	-
Meeting Room	Disa	1	45	484	6.04	7.54	2.7	19	9	7	8			-	-
Meeting Pod	Nerina	1	137	1 475	14.88	11.08	4.9	36	21	11	14	28	28		
Meeting Pod	Protea	1	229	2 465	16.05	15.03	4.9	72	45	14	19	48	48		
Meeting Pod	Nerina + Protea	1	366	3 940	30.93	26.11	4.9	120	78	18	28	64	64		

CTICC 1

Convention Square, 1 Lower Long Street,
Cape Town 8001, South Africa
GPS co-ordinates: -33.915141°, 18.425657°

CTICC 2

Corner of Heerengracht & Rua Bartholomeu Dias,
Foreshore, Cape Town, 8001, South Africa
GPS co-ordinates: -33.91747°, 18.42908°

CONTACT

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Cape Town International Convention Centre



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