



# Annual General Meeting

## 13 June 2018

### Bundu Lodge



KRUGER LOWVELD  
EHLANZENI  
*it's in our nature*

11h40 KLCBT Operational Report  
Ms Linda Grimbeek,  
KLCBT COO

# Reminder of the KLCBT Mandate

As the official representative body of business and tourism in the Kruger Lowveld (Ehlanzeni District), our main mandates are:

- To promote the region as a tourism and investment destination
- To provide a diverse suite of networking and marketing opportunities for our members, and
- To represent and speak on behalf of the business and tourism community of our area.

We do this by building meaningful relationships with all spheres of government as well as likeminded organisations, and by acting as liaison between these entities and the business community.

# Promote the region

(Budget of R3,7 Million)

June 2017    Travel People workshops in Gauteng  
Maputo Spotlight

July 2017    Innibos with MTPA & Sanparks  
Z-Card Map 150 000 copies

August 17    Start new Kruger Lowveld website  
Swaziland Trade Show

Sept 17      Gauteng Getaway Show

Oct 17       Nordic & Dutch Roadshows

Nov 17       Production of 2018 Official Guide book

Dec 17       Indian Familiarisation Trip to our area

# Promote the region

- |         |  |
|---------|--|
| Jan 18  | Vakantiebeurs show in Holland<br>Getaway Magazine trip on Panorama   |
| Feb 18  | Host Durban based tour operators<br>Host Cape Town based tour operators<br>Beeld Show in Gauteng with EDM    |
| Mar 18  | Host Nordic tour operators on Panorama<br>Nordic Fam. Workshop in Stellenbosch<br>New short version KL video |
| Apr 18  | World Travel Market Africa in Cape Town  |
| May 18  | Indaba in Durban   |
| June 18 | Activities Africa workshop in Gauteng  |

# Current member benefits

- Basic listing on website(s)
- Pay-to-play participation in various marketing services and projects
- Weekly newsletter(s)
- Invitations to all KLCBT events
- Advocacy and representations made by KLCBT on behalf of members
- Access to preferential arrangements negotiated
- Brochure display at Crossing Centre office
- Various Sponsorship options
- Access to tender information

# Current Business Services

- Regular networking functions (20 per year)
- Legislative updates
- Facilitation of trade enquiries
- Certificates of Origin and Form A's
- Electronic advertising service to data base
- Website advertising
- Annual Golf Day and Annual Awards Banquet
- Facilitating events and conferences
- Administration of smaller Chambers

# Current Tourism Services

- Complete visitor information services at three offices, Crossing Centre, Casterbridge & Cape Town
- SANParks bookings
- Accommodation, Activity & Shuttle bookings
- Itinerary planning
- Free maps, brochures & guide books
- All stickers / vests needed for travelling to Mozambique
- Specialists in Kruger National Park
- Administration of most LTOs and LTO assistance

# 9 Current Key Advocacies

- Safety & Security
  - Participate in Polsec and CPF
  - Road-side anti-corruption cards – asst by MTPA & Minuteman Press
- State of Public Attractions
  - Participation in discussions with MPTA & consultants
- A solution for Pilgrim's Rest
  - Participation and initiation of various discussions
  - MEC said in budget speech that 2 documents are ready to be signed – without speculation, we are hopeful



# 9 Current Key Advocacies

- State of our Roads
  - This got off to a rocky start with as many potholes as there are in the roads – driving us to escalate the issue
  - Using our SATSA connection to get the attention of the Minister of Tourism
  - Wrote articles in the media to highlight the issue
  - Dept of Works has now acknowledged there is a crisis and that the state of the roads is a major deterrent to tourism, but they have a huge budget shortage
  - Set up a joint working committee with DEDT & DPWRT to get the repair process prioritized and funded
  - Committee is awaiting funding estimates to repair priority roads but it is going to be in the region of R4bn +
  - Once the estimates are in, we need to jointly lobby for funding
  - Another possibility is to get SANRAL involved
  - Meanwhile some work has commenced on some of the roads
  - Commenced correspondence on Ministerial level to start lobbying for funding.
  - A special thanks to Lisa Sheard who is driving this advocacy and to TJ Mare who rode all the roads in the district in one weekend to collect video material as part of our initial assessment

# 9 Current Key Advocacies

- Service delivery
  - Lots of protests as a result, get involved with communities and municipalities to try to stop them
  - Participate in every forum possible to enhance service delivery and utilize scarce budget to its maximum
- Buy Local
  - Engaged top business owners to encourage the concept
  - Engaged Mbombela municipality to encourage contracts to be given locally – this is now incorporated in policy
- Anti-Corruption and Promotion of Ethics
  - Developed code of ethics, “Hand on my heart”
  - Encouraged top companies to publicly take the pledge and promote it in the media

# 9 Current Key Advocacies

- Bulk water supply to the region
  - Limit water losses of supplied water (started at 40%!!)
    - Budget made available to inspect & replace faulty meters and detect leaks
  - Increase current capacity
    - Make dam walls higher to increase capacity of existing dams
  - Then there is the new dam... 10 years of lobbying later...
    - 3 Different sites were identified to do feasibilities on: Boshtrand, Mountain View and Strathmore
    - Feasibilities are expected to be completed by 2020 and construction by 2028.
    - Unfortunately by new regulations imposed by Environmental Affairs the date shifted from 2024 to 2028.

# 9 Current Key Advocacies

- Representing members in public consultations  
(too many to mention all but here are some):
  - NERSA, preventing electricity price hikes
  - Integrated Development Plans at Municipalities
  - Economic Growth & Infrastructure Cluster at District
  - RTO LTO Framework agreement
  - Mbombela Economic Development Partnership
  - SETA Provincial forum
  - EDM IDP Representative Forum
  - EDM Tourism Stakeholder Working Committee
  - Kruger Lowveld Ehlanzeni Business Alliance

# How do we achieve all of this

- Funding ourselves, excluding some project participation by EDM and MTPA which was:
  - Sharing a stand at the Beeld Holiday show – EDM
  - Funding for Anti-Corruption cards – MTPA
- Our main revenue is from SANParks commission
  - Commission structure reduced and will reduce further
  - Plans to implement our own booking websites and complete travel booking office for packages and safaris to Kruger Lowveld – currently engaging consultants
- And... with very few people,
  - Oupa Pilane, Lisa Sheard, Past TJ Mare, myself driving all the advocacies and running the 3 offices, with the able assistance of Zelda Wright, Noleen Pillay, Tom Vorster, Johnny Hattingh and Nomkhosi Tshabalala

THANK YOU TO ALL OF YOU AND THE STAFF AT THE OFFICES, WE ARE AND WILL REMAIN THE BEST CHAMBER AND THE BEST RTO IN SOUTH AFRICA



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THANK YOU

All for attending  
All the presenters  
Bundu for hosting us  
Zelda & Johnny for arranging  
this event

13h00 Light Lunch &  
Networking