

TURNERS CONFERENCES & CONVENTIONS (PTY) LTD



A Company Profile & Portfolio of Services



South Africa

2009

www.turnersconferences.com

Turners Conferences & Conventions (Pty) Ltd

Thank you for allowing us to introduce Turners Conferences & Conventions to you. We have prepared this document as a brief resume of our company structure and portfolio of services in an easy to follow format. A detailed presentation will be supplied with pleasure if required.

Introduction

Turners Conferences & Conventions (Pty) Ltd is a member of the Turner Group of Companies which was established in 1896. Turners Conferences was formed in 1994 to cater for the developing meetings and events industry in South Africa and has gone on to become one of the leading event management companies in the country, providing professional services at international standards to discerning clients.

Our aim is to provide our customers with a comprehensive solution to their conference or event, maximising on our experience, resources, and technology capabilities whilst minimising on costs, communications and confusion. Our one stop service allows us to streamline processes for any event, reduce challenges and ensure success for our clients.

Turners Conferences is capable of handling events of between 20 and 10 000 people. We cater for conferences, exhibitions, sports events, incentives and other volume related gatherings. Our logistics management allows us to take care of the administrative and operational processes whilst you attend to the business content of the event.

Our Contacts

Turners Conferences & Conventions (Pty) Ltd

Registration Number: **1995 / 08728 / 07**

Durban Office:

Registered Address of Company:

**Turners House
37 Jonsson Lane
Durban
4001**

Postal Address of Company:

**P. O. Box 1935
Durban
4000**

Telephone Number: +27 31 368 8000

Facsimile Number: +27 31 368 6623

Email Address: DudleyR@turnergroup.co.za

Website address: www.turnersconferences.com

Cape Town Office:

Street Address of Company:

**Unit No. 9
M5 Business Park
2A Alexandra Road
Maitland
Cape Town**

Postal Address of Company:

**Postnet Suite 42
Private Bag x21
Howard Place
Cape Town
7450**

Telephone Number: +27 21 506 6200 (multiple lines)

Facsimile Number: +27 21 510 7229

Email Address: Ingrid@turners-conferences.co.za

KEY CONTACT PERSONNEL

Managing Director	Dudley Randall
Director	Merle Dicks
Conference Manager Durban:	Gill Slaughter
Conference Co-Ordinator Cape Town:	Ingrid Unser
Administration Manager	Leonie De Lange
Conference Organiser	Virosha Bissoon
Destination Manager	Lucille Harisunker
Accommodation Manager	Bruce Rumble
Scientific Programme Administrator	Kerry De Lange
Exhibitions	Catherine Taylor

OUR TEAM

The strength of Turners Conferences can be attributed to the quality and experience of the members of the team. Most of our personnel have been with us since inception and their wealth of knowledge of the products and industry and dedication to the client enhances any event.

Turners work on a project management basis with an overall event co-ordinator who has a number of project managers reporting to him/her. This formula has proved successful and we find that specialists in crucial areas are vital to the overall success.

Flexibility

Our range of services is so comprehensive that we have found some of our clients prefer to utilise only a portion of them. We therefore offer a modular package where you can choose what you want us to assist you with and what you prefer to do yourself.

Whether you take our one stop shop service or individual module facility, you can be assured of the same quality service and dedication to providing a professional solution.

SCOPE OF SERVICES

PROFESSIONAL CONFERENCE ORGANISING

1 Assistance with Bids

- 1 Liaison with the local organisation to establish details of the event
- 2 Preparation of bid document
- 3 Travel to assist and support with presentation of bid

2 Scouting Parties

- 1 Invite international committee to visit South Africa and see what we have to offer
- 2 Inspect venues, facilities and infrastructure
- 3 Meet appropriate officials and event suppliers
- 4 Sample accommodation, tours and cuisine

3 Venue Liaison

- 1 Establish requirements in terms of facilities, services and functions
- 2 Provide liaison with marketing, operational and catering co-ordinators
- 3 Advice on financial arrangements.
- 4 Protocol, security and public relations

4 Registration

- 1 Design and supply of registration procedures, forms and badges
- 2 On Line Web registration facilities
- 3 Computers for the registration process
- 4 Accreditation on site
- 5 Design and distribution of conference bags
- 7 Preparation and distribution of forms
- 8 All stationery
- 9 Database structure, reporting and management
- 10 Receipt of delegate forms and responses thereto
- 11 Registration finance handling and controls
- 12 Messaging facilities
- 13 Other services as may be appropriate

5 Meetings

- 1 Set up of meeting rooms and seating layouts
- 2 Arrange audio visual and other IT requirements
- 3 Structure programmes, breaks and session types
- 4 Speaker care programme and orientation service
- 5 Database record of venue, rooms, speakers, chairmen,
- 6 Human resource co-ordination
- 7 Signage

6 Abstracts

- 1 Design and preparation of call for abstracts
- 3 Abstract example, guidelines, submission forms
- 4 Receipt, recording and forwarding of papers
- 5 Database management
- 6 Refereeing process and approval management
- 7 Integration into program
- 8 Coding and Printing
- 9 Turners speaker care program

7 Social Events

- 1 Ascertain requirements, type of function, theme, age group and budget
- 2 Source venues as appropriate
- 3 Entertainment
- 4 Lighting, layout, décor, presentations and speeches
- 5 Catering
- 6 Signage, invitations and printing.
- 7 Seating arrangements and table setting services
- 8 Human resources
- 9 Transport
- 10 Sports and recreational options

PROFESSIONAL ASSOCIATION SECRETARIAT SERVICES**What we can offer**

- 1 Office resources and Facilities
- 2 Experienced Personnel
- 3 Database Development and Management
- 4 Membership control and Updates
- 5 Collection of Membership Dues
- 6 Communication with Members via Email and Website
- 7 Website Development
- 8 Financial Management
- 9 Meeting and Conference Management

Advantages

- 1 Professional image to members - instils confidence
- 2 Efficiency through cost and time saving
- 3 Control over your membership data
- 4 Income through membership fees
- 5 Quality newsletters and notice to accurate addresses
- 6 Your website is kept up to date and attracts members and sponsors
- 7 Relief from day to day administration
- 8 We take responsibility and are accountable
- 9 Consistency – we don't rotate like committees do

EXHIBITION MANAGEMENT

- 1 Ascertain size and historical statistics
- 2 Assist with budget and pricing of stands/booths
- 3 Appoint exhibition stand building company
- 4 Prepare exhibition layout plans and updates
- 5 Invitations to exhibit
- 6 Exhibitor manuals
- 7 Database structure and management
- 8 Venue liaison and services
- 9 Freight forwarding and clearing and storage sub contracting
- 10 Supplier appointments for furniture, plants etc
- 11 Finance handling
- 12 Registration and controls

ACCOMMODATION

- 1 Secure allotments and contract suppliers
- 2 Obtain best rates and complimentary rooms
- 3 Deposit, balance, cancellation and release procedures
- 4 Preparation of booking forms
- 5 Structure of website on line booking services
- 6 Delegate enquiries
- 7 Receipt of bookings and finance handling
- 8 Communication, confirmation and vouchers to all individual reservations
- 9 Detailed database reporting and management
- 10 On site accommodation desk

DESTINATION MANAGEMENT

1 Travel Agency Services

- 1 Air bookings and reconfirmation
- 2 Car rental services
- 3 Visa advise and health advice

2 Transportation

- 1 Airport to accommodation transfers, prepaid or on arrival
- 2 Shuttle transport from hotels to venue
- 3 Social event transport
- 4 Preparation of schedules, routes and frequencies
- 5 Coach operator appointment and management

3 Airport Welcome Services

- 1 Liaison with South African Airports company
- 2 Notification of essential services
- 3 Welcome desk and staffing
- 4 Delayed or lost baggage assistance
- 5 Signage
- 6 Transition to transport to hotel.

4 Pre and Post Event Tours

- 1 City tours and local sightseeing attractions
- 2 Regional tours and extended itineraries
- 3 Group tours and individual services
- 4 Accompanying persons special programmes
- 5 Game parks, safaris, history, culture and geography
- 6 Appointment of tour operators and management
- 7 Database structure and reporting.
- 8 On line advertising and brochures
- 9 Internet on line tour sales

GENERAL

Turners Conferences & Conventions aim is to provide you, the client, with a well organised, financially sound, successful event with happy delegates or attendees. Our commitment to quality and service is absolute.

AREAS OF OPERATION

Turners Conferences head office is based in Durban but we manage events throughout the Republic of South Africa. We have a branch office in Johannesburg and in Cape Town.

CREDENTIALS

Turners Conferences together with Turners Travel is a member of or affiliated to the following national and international organisations:

ICCA	International Congress & Convention Association (Application Approved)
SAACI	South African Association for the Conference industry
FEDHASA	Federation for the Hospitality Industry of South Africa
SATSA	South African Tourism Services Association
ASATA	Association of Southern African Travel Agents
IATA	International Air Transport Association
ISO 9002	International Standards Organisation

EXPERIENCE

We are pleased to mention some of the prestigious events that we have managed or participated in.

Past Events

Year	Event Name	Location	Delegates
2007	ARCH AFRICA	Durban	300
2007	IUFRO	Durban	300
2007	SAAFoST	Durban	500
2007	TAPPSA Pulp & Paper 2007	Durban	500
2007	Aids 2007	Durban	3000
2007	International Fertilities Congress	Durban	2500
2006	SA Chemical Engineering	Durban	500
2006	International Blood Transfusion	Cape Town	2 000
2006	World Safety Congress	Durban	1 000
2005	International Surgeons Congress	Durban	2 000
2005	International Phycology Congress	Durban	400
2005	International Physics Congress	Durban	400
2005	South African AIDS Conference	Durban	3000
2004	International Zeolite Congress	Cape Town	600
2004	BirdLife International	Durban	400
2004	International Weed Science Congress	Durban	750
2004	SKAL International Congress	Durban	1 000
2003	Regional Conference on Disabilities	Durban	800
2003	22IMPC Mineral Processing Congress	Cape Town	1 000
2003	International Conference on Chemotherapy	Durban	700
2003	South African AIDS Conference	Durban	3000
2002	International Geographical Union Conference	Durban	1 500
2002	ICEM 15 Electron Microscopy	Durban	2 000
2001	WONCA International Conf. of Medical Practitioners	Durban	3 000
2001	15th ICOMS Maxillofacial Conference	Durban	700
2001	WCAR World conference against racism	Durban	14 000
2001	ITU Telecom Africa 2001	Johannesburg	6 000
2000	FEDHASA Congress	Durban	500
2000	X111 International Aids Conference	Durban	13 000

1998	22nd International Ornithological Congress	Durban	1 100
2008	Forest Governance	Durban	200
2008	IPVS International Pig Veterinary Society	Durban	2000
2008	International Hibernation Symposium	Namibia	120
2008	ICE International Entomology Congress	Durban	2200
2008	Efficient Consumer Response Conference	Johannesburg	550

Future Events

Year	Event Name	Location	Delegates
2009	FIGO World Congress of Gynecology and Obstetrics	Cape Town	10 000
2010	IUFoST International Union of Food Science and Technology	Cape Town	2 500

More

CONCLUSION

We see our role as that of the important event logistics facilitator, co-ordinator and administrator.

In association with our sister company Turners International Travel Services (Pty) Ltd, we are pleased to offer the complete event solution to our clients' most exacting requirements. We are proud of our past achievements and are delighted to have participated in so many successful events.

Turners look forward to working with you on your prestigious event.

We are attaching our most recent reference for your information

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XXIII International Congress of Entomology

6-12 July 2008: International Convention Centre Durban

CONFERENCE ORGANIZERS

Turners Conferences Conventions (Pty) Ltd
PO Box 1935, Durban, 4000 South Africa
Telephone: +27 31 3321451 Fax: +27 31 3686623
Email: Info@ice2008.org.za

22 July 2008



www.ice2008.org.za

To whom it may concern

Turners Conferences & Conventions were appointed by the Management Committee of ICE2008 as the preferred Professional Conference Organizers of the event. The congress, which was a resounding success and generally regarded as having been one of the best in recent years, was attended by 2 000 delegates from 83 countries around the world. The scientific programme comprised more than 1900 oral contributions, which were presented in 18 parallel sessions over six days, in addition to 840 poster displays.

Having worked closely with Turners on the arrangements of the congress during the past four years I have no hesitation in stating that they played a pivotal role in assuring the success of this prestigious international event.

Turners were responsible for all the logistical aspects of the conference, such as venue liaison with the ICC Durban, marketing, production and distribution of congress materials, registration, accommodation, abstract management, sophisticated IT requirements, financial management, destination management and, last but not least, coordination of the actual event on site. To this end the total commitment of Mr Dudley Randall and his highly competent team, who were always willing to walk the extra mile, made all the difference in assuring that the congress ran as smoothly as it did.

Of particular significance was the flawless manner in which they coordinated the hugely complex scientific programme of more than 1900 talks in 18 parallel sessions, demonstrating their outstanding ability to handle big logistical challenges in a highly capable and professional way. Likewise, the ease in which they managed to process high volumes of delegates at registration most efficiently on the opening day did much to create an excellent first impression of the congress while setting the scene for an enjoyable six day event.

It was at all times a great pleasure working with Mr Randall and his team at Turners and the ICE2008 Management Committee has no reservations in highly recommending them to any congress organizers committed to staging a truly successful world class event.

Dr Gerhard L. Prinsloo Pr. Sci. Nat
Chair: ICE2008 Management Committee



International Pig Veterinary Society Congress
22-26 June 2008: International Convention Centre, Durban, South Africa

CONFERENCE ORGANISERS
Turners Conferences & Conventions (Pty) Ltd
PO Box 1935, Durban, 4000 South Africa
Telephone: +27 31 3321451 Fax: +27 31 3686623
Email: Info@ipvs2008.org.za



www.ipvs2008.org.za

**Organising
Committee**

**Chairperson:
&
Marketing**

Peter Evans
Pevans@imagnet.co.za

**Vice Chairperson:
&
Scientific Director**

Pieter Vervoort

Financial Director:

Thomas Volker

Sponsors:

Pieter Grimbeek
Social Director:

Edgar Ortmann

Tours Director

Francois Van Niekerk



To whom it may concern

2nd July 2008

Recommendation: Turner's Conferences and Conventions

Dear Sir/ Madam

We appointed Turner's as our professional congress organisers for our congress held 22nd to 26th June 2008. The congress attracted approximately 2150 people including delegates, accompanying persons and exhibition staff. The congress consisted of a scientific portion, social functions and pre- & post congress tours.

We as organizers were extremely impressed with the professionalism exhibited by all the members of the Turners team tasked to organise this congress. We found the team to be friendly, wise and eager to ensure that our objectives were met.

This congress was sponsored by 9 of the major global animal health companies who have very discerning global marketing teams. Every company at our debriefing meeting remarked that they wished there were more PCO's like Turner's in the world. The team had exceeded there expectations.

We received many accolades and many delegates remarked that this was the best IPVS congress they had attended.

I have no hesitation in recommending Turner's to anyone.

Yours sincerely

DR. PETER EVANS
Chair: IPVS 2008 Management Committee

PS: Please feel free to contact me on my cell +27 (0)82 416 7196 for further information /detail.

International Pig Veterinary Society Congress 2008: Durban South Africa
Hosted by the Pig Veterinarians of South Africa



2 November 2007

Turners Conferences
37 Jonsson Lane
Durban
4001

Dear Dudley, Gill and team

Re: SAAFoST 19th Biennial Congress & Exhibition

On behalf of SAAFoST and especially the local congress organizing committee, Ryan and I would like to extend our thanks to Turners Conferences for the excellent support in the organisation of our 2007 congress and exhibition.

We commend the Turner's team on their competence and professionalism. It makes a huge difference to be able to have confidence in a support team, and this was certainly the case with Turners. Apart from the positive and unflustered attitude of the team, the website and database management was also outstanding. The congress website was certainly the best SAAFoST has seen to date.

I could not resist including the comments of Owen Frisby, SAAFoST Executive Director: *'The Turner's Team that dealt with the SAAFoST Congress was absolutely marvellous. I bugged them endlessly before, during and after the event and must say that every encounter, with everyone, especially Gill, Kerry, Virosha, Catherine and Antoinette has been a friendly, efficient and professional pleasure - whether over the phone or face to face. I don't know how you found them or how you can afford to keep them but please make certain that they are all on board for IUFOST 2010 because we just love professionalism and success! Very many thanks for allocating the "A" team to SAAFoST.'*

We appreciate the support and attention to detail, right to the final wrap-up, and look forward to the same excellent teamwork towards the organisation of our major IUFOST Congress in 2010.

Yours sincerely

Lizette de Fleuriot:
Chairman 2007 Congress Organising Committee
Ryan Ponqett:
Chairman 2007 Scientific Committee

Black Empowerment Status



Bee Rating Certificate

ISSUED TO

Turners Conference & Conventions (Pty) Ltd

Name of Company : Turners Conference & Conventions (Pty) Ltd
Company Registration No. : 1995/008728/07
Type of Company : Proprietary Limited
Method of Rating : Exempted Micro Enterprise

BEE STATUS	:	LEVEL 4 CONTRIBUTOR (A)
BEE Procurement Recognition Level	:	100%
Black Ownership	:	None
Value Adding Supplier (Code 500-3.3.2)	:	Yes

Verified By

:

A handwritten signature in black ink, appearing to read "W. Owen".

WINSTON OWEN

Certificate Number: **ISI0002/08**
Certificate Valid Until January 2009

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Directors: Leslie N. Owen Norman B. Adendorff Anushka Jamuna

Registration No. 2004/008645/07