

TURNERS CONFERENCES & CONVENTIONS (PTY) LTD



A Company Profile & Portfolio of Services



South Africa

2011

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 managing 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
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Durban
4001**

Postal Address of Company:

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Durban
4000**

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Cape Town Office:

Street Address of Company:

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Eastman Road, Off Upper Camp
Maitland
Cape Town**

Postal Address of Company:

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Private Bag x21
Howard Place
Cape Town
7450**

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

Managing Director	Dudley Randall
Director	Merle Dicks
Conference Manager: Durban:	Gill Slaughter
Conference Manager: Cape Town:	Ingrid Unser
Administration Manager	Leonie De Lange
Conference Organiser	Virosha Basdeo
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

The Advantages of Having a Professional Secretariat:

- 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 advice 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
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
2010	IUFoST	Cape Town	1500
2009	World Congress of Gynaecology and Obstetrics	Cape Town	8500
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
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

Future Events

Year	Event Name	Location	Delegates
2011	Pan Africa Pain Congress (DMC Only)	Durban	500
2011	SA Aids Congress (DMC Only)	Durban	3 000
2011	EHPBA European Hepato Pancreatic Biliary Association	Cape Town	2 000
2011	World Methodist Conference	Durban	3 000
2011	UCT Dept O&G Refresher Course	Cape Town	400
2012	ICEC (Quantity Surveyors)	Durban	700
2013	World Critical Care Congress	Durban	4000
2014	Architects Congress	Durban	6 000

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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Prof BG Lindeque

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KANTOOR VAN DIE SKOOLVOORSITTER
 SKOOL VR GENEESKUNDE
 FAKULTEIT GESONDHEIDSWETENSKAPPE

OFFICE OF THE CHAIR
 SCHOOL OF MEDICINE
 FACULTY OF HEALTH SCIENCES
 13 October 2009

To whom it may concern

LETTER OF SUPPORT: TURNERS CONFERENCE ORGANISERS

I have the pleasure to write a letter of support for Turners Conference Organisers.

From 4-9 October 2009 the XIX FIGO World Congress of Gynaecology and Obstetrics took place at the Cape Town International Conference Centre. I was the Chair of the Local Organising Committee (LOC) and Turners was the PCO, the Professional Congress Organisers.

The planning for this major international conference started more than 6 years ago. The LOC worked out a values based set of criteria in the appointment of the LOC. Turners was shortlisted and then appointed by FIGO, fulfilling all the values criteria that were set.

In the planning for the conference Turners had to work with both the LOC and the international organising committee. They were responsible for major parts of the organisation including registration, managing finances, transport, social programme, on site organisation, opening ceremony and many more aspects. Turners liaised continuously with the CTICC, the FIGO headquarters and the LOC. When meetings were held Turners set those up and performed the administration thereof.

The congress was a huge success with more than 8000 persons present on site and coming from more than 160 countries. The plans were so smooth that literally no glitches occurred. Much praise was given to Turners as PCO. I add my own thanks and praise to that.

As far as staff is concerned, the staff complement that we dealt with (Mr D Randall, Ms G Slaughter and Ms I Unser as team leaders) were of the highest caliber and performed at the highest levels. Interpersonal relationships were excellent and acclaim was won from a critical international organising committee.

I have enjoyed working with Turners and can support fully any new venture that they would undertake.

Yours faithfully

Prof BG Lindeque
 Chair: School of Medicine, University of Pretoria
 Chair: Local Organising Committee: FIGO XIX



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28 February 2011

TO WHOM IT MAY CONCERN:

Turners Travel and Conferences (Turners) were appointed by SAAFoST as Professional Congress Organiser (PCO) for the 15th World Congress of Food Science and Technology held in Cape Town in August 2010 that was organised by SAAFoST on behalf of the International Union of Food Science and Technology (IUFoST). A contract to this effect was signed by SAAFoST with Turners in 2005 and the local Congress Organising Committee worked very closely thereafter with Turners during the subsequent planning and execution of preparations for the Congress.

I can state without hesitation that the service we received from Turners as PCO for the IUFoST Congress was extremely good and professional and our relationship with them remained excellent throughout. The quality of their staff and systems (including specialist computer software for management of the speaker program and delegate registration) was world class and this was duly reflected in the success of the Congress itself, which has been globally praised as probably the best IUFoST Congress ever held. This was due in no small measure to the quality of service provided by Turners who combined competency and professionalism with a willingness to always go the extra mile – it became something of a catch phrase that “it’s not a problem” whenever difficulties arose, particularly during the inherently stressful final run-up to the Congress in 2010.

Turners also managed the Congress finances and did an excellent job in maintaining the necessary controls and keeping the Organising Committee informed of the financial position. The Congress was financially successful and this in turn was in no small measure due to the highly competent financial management by Turners.

In summary, the Organising Committee and SAAFoST itself were highly satisfied with the service provided by Turners for the IUFoST Congress and we can unhesitatingly recommend them as PCO’s for any similar events. I will be happy to discuss our experience personally with any organisations who are considering making use of their services.

Nigel Sunley
Chairman- IUFoST 2010 Organising Committee
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