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		5 YEAR IMPLEMENTATION PLAN		
		1st July 2024 to 30th June 2025		
MANAGEMENT & OPERATIONS 2024 - 2025				
ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	RESPONSIBLE	COMMENTS
1. Effective and Efficient Management and Office Administration	Operational AICID office Accessible to all property owners	Ongoing	AICID Manager	
2. Board meetings	Report back on AICID related functions, per portfolio	Quarterly	AICID Manager and Board	
3. Maintain NPC Membership	Up to date NPC Membership register	Ongoing	AICID Manager and Board	
4. Participate in the City’s Capital and Operational Budgets	Annual submissions to Sub council Manager	Annually	AICID Manager and Board	By January of each year
5. Interact with property owners and business tenants	Provide assistance where possible and report to Board	Ongoing	AICID Manager and Council Authorities	
6. Build working relationships with Subcouncil Management and relevant CCT officials and departments that deliver services in the ACID	Successful and professional relationships with Subcouncil management, Area Based Manager and City Departments resulting in enhanced communication, cooperation and service delivery	Ongoing	AICID Manager	
7. Monthly Progressive Income and Expenditure Report to CCT	Submit reports to the CID Branch by 15th	Monthly	AICID Manager	

8. Participate in the review/development of the City's Integrated Development Plan	Annual submissions to Subcouncil Manager	Annually	AICID Manager and Board	October to February of every year.
9. Visit members	Visit every member at least once annually	Ongoing	AICID Manager	
10. Annual feedback to members at AGM	Host legally compliant AGM	Annually	AICID Board of Director and AICID Manager	Host successful AGM before 31 December.
11. CIPC Compliance <ul style="list-style-type: none"> <li>• Directors change</li> <li>• Auditors change</li> <li>• Company Secretary</li> </ul>	Submit amendments to CIPC within 10 business days of the change	Ongoing	AICID and Board	Submit proof of submission to CID Branch.
12. CIPC Compliance <ul style="list-style-type: none"> <li>• Annual Returns</li> </ul>	Submit Annual Returns to CIPC within 30 business days of company registration date	Ongoing	AICID Manager and Board	Submit proof of submission to CID Branch.
13. Review AICID arrears list	Report arrears to Board.	Quarterly	AICID Manager	Board Members in arrears cannot participate in meetings and members in arrears cannot participate in AGMs.
14. Audited Annual Financial Statements	Audited Annual Financial Statements with an Unqualified finding.	Annually	AICID Manager and Board	Annual Financial Statements audited and signed by nominated Directors.
15. Adjustment Budget	Board approved Adjustment budget	Annually	AICID Board of Director and AICID Manager	Submit Board minutes and approved adjustment budget to the CCT by end of March.
16. Submit Annual Financial Statements to City	Signed Annual Financial Statements submitted to City	Annually	Manager	Signed AFS submitted to the CID Branch by 31 August of each year.
17. Annual approval of Implementation plan and Budgets	Obtain approval from members at AGM for Implementation Plan and Budget	Annually	AICID Board of Director and AICID Manager	

18. Annual Tax Compliance Status	Within one month after expiry date.	Annually	AICID Manager and Board	Upload Tax Compliance Status via the eServices portal.
19. Submit an extension of term application.	Submit a comprehensive extension of term application for approval by the members and the City of Cape Town Council.	In year 5	AICID Board of Director and AICID Manager	Prepare a new business plan in the last year of term.
20. Monthly Reports to the Directors	Report back on all AICID related business to be measured and signed off	Monthly	AICID Manager	Provide monthly reports to the Directors.
21. Manage and monitor the service request Process	Complete daily reports of service request and monitor outstanding issues	Annually	AICID Manager and Board of Directors	Follow up with sub-council in respect of outstanding service requests
22. Successful day-to-day management and operations of the AICID	Monthly feedback to AICID Board.	Ongoing	AICID Manager	
23. First Board Meeting Post AGM	Allocate portfolios, elect Chairperson, , sign Declaration of Interest, complete POPIA declaration	Annually	AICID Board of Directors and Manager	All Directors to receive relevant CID Documents
24. Vat reconciliation and tax returns	Bi-monthly VAT returns and annual tax returns submitted to SARS on time	Bi-Monthly	AICID Board of Directors and Manager	
25. Submit Annual Report and Annual Audited Financial Statements to Sub-council(s)	Submit AFS and annual report to Subcouncil within 3 months of AGM	Annually	AICID Board of Directors and Manager	Submit proof of submission to CID Department.
26. Implement Business Plan	% of budget spent	Annually	AICID Board of Directors	Ensure that the benchmark of 90% is attained.
<b>PUBLIC SAFETY 2024 - 2025</b>				
<b>ACTION STEPS</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>FREQUENCY Per Year</b>	<b>RESPONSIBLE</b>	<b>COMMENTS</b>

1. Appoint a Public Safety service provider(s)	Appointment of appropriately qualified Service providers	Three-year contract	AICID Board and AICID Manager	Through a fair, equitable, transparent and competitive process
2. On-site inspection of Public Safety Officials	Daily feedback to AICID Manager Bi-Monthly feedback to Board at Directors Meeting	Daily	AICID Manager and Public Safety Contractor - Security Operations Manager	
3. Weekly Public Safety Reports from Public Safety Contractor	Weekly written reports to AICID Manager with Incident and crime statistics Communicated to Members and Business Tenants by AICID. Report to Board.	Ongoing	AICID Manager and Public Safety Contractor - Security Operations Manager	
4. Weekly Security Crime Statistics from Security Contractor	Due every week detailing incidents from the previous week and health & safety issues. Report to Board quarterly	Quarterly	AICID Manager and Security Contractor - Security Operations Manager	
5. Participate in local safety forums	Every Monday at Bishop Lavis Police Station	Ongoing	AICID Manager and Security Operations Manager	Participating in SAPS Bishop Lavis Sector 4 Sector Policing Meeting and Crime Prevention Forum (CPF)
6. Promote relationships with SAPS and Law Enforcement Agencies	Establish good working relationships by attending meetings regularly, promoting assisting where possible	Ongoing	AICID Manager	
7. Liaise with relevant role players of the local SAPS	Report back to Board	Ongoing	AICID Manager	

8. Monitor SAPS Sector Visibility	Daily feedback to AICID Manager. Reporting at CPF Meeting	Ongoing	AICID Manager, SAPS Sector Captain and Security Operations Manager	
9. Joint operations with Security and SAPS, Traffic and Law Enforcement Agencies: <ul style="list-style-type: none"> <li>• High Profile Policing and Patrolling</li> <li>• Traffic Road blocks</li> <li>• Speed Analysis</li> <li>• Profiling suspects/loiterers Informal Traders</li> </ul>	Participated in joint operations	Adhoc	AICID Manager and Security Operations Manager	Report back at CPF Meeting
<b>MAINTENANCE AND CLEANSING 2024 - 2025</b>				
<b>ACTION STEPS</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>FREQUENCY Per Year</b>	<b>RESPONSIBLE</b>	<b>COMMENTS</b>
1. Appointment of Service staff	Appointment of appropriately qualified staff	When required	AICID Board and AICID Manager	Well documented recruitment and selection process.  For contracted staff, review staff contracts in last year of contract period.
2. Monitoring Cleansing staff sweeping streets in boundary and cleaning the City's green bins on lamp poles	Feedback to AICID Board at Directors Meeting	Daily	AICID Manager and Cleaning Manager	
3. Monitoring collection and emptying of the City's Black Wheelie bins / waste collection Days	Feedback to AICID Board at Directors Meeting	Weekly	AICID Manager and Business Tenants	

4. Identifying Health and Safety issues	Daily reports to AICID Manager Reporting problems to the City	Ongoing	AICID Manager	
5. Verge Cutting and Maintenance	Bi-Monthly feedback to AICID Board at Directors Meeting	Bi-Monthly	AICID Manager and Contractor	
6. Watering and general maintenance of trees: <ul style="list-style-type: none"> <li>● Replacing dead trees</li> <li>● Illegal tree felling</li> </ul> Companies to 'adopt a tree' to help watering of trees	Bi-Monthly feedback to AICID Board at Directors Meeting.  Liaising with Parks Department when services are required.	Ongoing	AICID Manager	
7. Garden Competition	Promote quarterly garden competition. Quarterly Floating Plaque given to winner	Quarterly	AICID Manager	
8. Bush Clearing initiatives	Contact Property Owners to take responsibility and clean vacant property and Parks Department	Ongoing	AICID Manager	
9. Combat Illegal dumping	Logged CCT service request resolved	Ongoing	AICID Manager and Business Tenants	
10. Removal of illegal posters	Urban infrastructure free from illegal posters	Ongoing	AICID Manager	

11. Identify problems, requiring minor maintenance to CCT infrastructure and perform relevant maintenance on: a. Water and Sanitation infrastructure b. Roads and Stormwater infrastructure c. Road markings d. Grass cutting in Public Open Spaces and removal of weeds e. Street furniture	Completed minor maintenance to CCT infrastructure	Ongoing	ACID Manager and service Provider	Engage with relevant department before undertaking maintenance
12. Identify problems, required maintenance or damage to CCT infrastructure and report to relevant department including: a. Street lighting b. Water and Sanitation c. Roads and Stormwater d. Traffic signals and road markings e. Public Open Spaces incl. Parks	Report findings to the relevant CCT department and log CCT service request	Ongoing	ACID Manager	Follow up with sub-council in respect of outstanding CCT service requests
<b>ENVIRONMENTAL DEVELOPMENT 2024 - 2025</b>				
<b>ACTION STEPS</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>FREQUENCY Per Year</b>	<b>RESPONSIBLE</b>	<b>COMMENTS</b>
1. Identify shortcoming of services from CCT	Weekly reports to CCT and report to Board on progress	Ongoing	AICID Manager	

2. Compile priority list of essential needs to enhance the objectives of the AICID	Bi-Monthly feedback to Board of Directors. Reports /Requests channeled to CCT	Bi-Monthly	AICID Manager	
3. Speed Reduction Measures	Document need for additional STOP streets to The City / Traffic Department	Ongoing	AICID Manager	
4. Improve green urban environment	Green urban environment	Ongoing	AICID Manager and Service Provider	Tree planting, maintaining of tree wells, road verges, replanting and maintaining of flower pots etc.
5. Management and Administration of Surveys: Emergency Evacuation Procedures Hazardous chemicals Community involvement Polluted Water Ways	Quarterly updates to members via e-mail and during visits to members	Quarterly	Quarterly updates to members via e-mail and during visits to members	
6. Stray dogs / animals	Call local authority to assist with removal of debris and animals wondering	Adhoc	AICID Manager	
7. Encourage maintenance of buildings, landscaping and quarterly verge competitions	Assessments / Bi-Monthly feedback to AICID Board at Directors Meeting	Ongoing	AICID Manager	
8. Monitor and report illegal signage and posters	Report findings to the relevant CCT department and log CCT service request	Ongoing	ACID Manager and Service Provider	
9.Promote waste minimization and management thereof through awareness on waste, water, noise and air pollution	Quarterly awareness campaign through newsletters or website to business and property owners.	Quarterly	AICID Manager and Service Provider	Encourage businesses to make use of the City's dumping sites to disperse of their company waste. Encourage businesses to be responsible in terms of waste management / encourage recycling.



SOCIAL AND ECONOMIC DEVELOPMENT 2024 - 2025				
ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY Per Year	RESPONSIBLE	COMMENTS
1. Winter Project	Liaise with members to donate unwanted goods to the needy during the winter months	Annually	AICID Manager and Board of Directors	
2. Blood Donor Clinic Area	Liaise with members to support this worthy course and help save a life	Every 56 days	AICID Manager and Board of Directors	
3. Heart for Children Project	Requesting our business community to donate Christmas gifts and hampers to underprivileged children. The AICID gives this to orphanages and hospitals.	Annually	AICID Manager and Board of Directors	
4. Promote Social Development awareness	Quarterly awareness campaign through newsletters or website	Quarterly	AICID Manager and Board of Directors	Partner with CCT Social Development & Early Childhood Development Directorate and social welfare organisations
COMMUNICATION 2024 - 2025				
ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY Per Year	RESPONSIBLE	COMMENTS

1. Media Coverage in local Newspapers covering: <ul style="list-style-type: none"> <li>● AICID Annual General Meetings</li> <li>● Local Development Property Development issues</li> </ul>	Monthly / when needed	Monthly / when needed	AICID Manager	
2. Newsletters / Newsflashes	Communication distributed	Quarterly	ACID Manager	
3. Memo Desk Cube Incentive with AICID Contact numbers and Emergency Numbers	Provide businesses with Memo Desk Cube	Ongoing	AICID Manager	
4. Regular interaction with property and business owners	Feedback on AICID interactions	Ongoing	AICID Manager	
5. AICID information signage	Clearly identifiable AICID Signage at the 3 entrances to Airport Industria	Ongoing	AICID Manager	
6. Website updates and link to businesses directory	Up to date website	Ongoing	AICID Manager	