

ANNUAL Report 2023/24



**The Airport Industria City Improvement District NPC
Annual Report and Financial Statements
For the year ended 30 June 2024**

Our online report is available at www.airport.co.za



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PART A: GENERAL INFORMATION**1. GENERAL INFORMATION****Registered Name:** The Airport Industria City Improvement District NPC (AICID)**Company Reg No:** 2004/007225/08**Registered Office:** 14 Munich Street
Airport Industria**VAT number:** 4100212382**AICID Directors:**

Anthony Healey	(Chairperson)H&M Removals	anthony.healey@hmremovals.co.za
Neil Mc Murray	The Plus Forty Trust	dneilmac@gmail.com
John Jackson	Develop Prop EDMS BPK	jjackson@mcivil.co.za
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Auditors: Low & Schreiber Chartered Accountants**Accountant:** D Mc Murray**Banking Institution:** Nedbank**Company Secretary:** D Mc Murray**AICID Manager:** Rhonda Lewis airportcid@mweb.co.za**Public Safety Service:** Byers Security Solutions 021 592 7980 / 0860 181618**Contact Details:** CID Manager 021 386 8403 / 082 5992336

Control Room 021 592 7980 / 0860 181618

Email airportcid@mweb.co.za

Website www.airportcid.co.za

2. LIST OF ABBREVIATIONS/ACRONYMS

AICID Airport Industria City Improvement District NPC

COCT / City of Cape Town

CCT City of Cape Town

KPI Key Performance Indicators

SCM Supply Chain Management

3. FOREWORD BY THE CHAIRPERSON

CHAIRPERSON'S REPORT

Dear Members of Airport Industria CID,

It is with great pleasure that I present the Annual Report for the year ending June 2024, reflecting the remarkable progress and achievements of the Airport Industria City Improvement District with our partners in service delivery to the Airport Industria Area. As Chairperson of the Board of Directors, I am proud to lead a passionate team committed to transforming Airport Industria into a vibrant, secure mixed use business community for all.

A Year of Collaboration and Impact

The period from July 2023 to June 2024 has been characterised by strong collaboration and active engagement among property owners, businesses and the local authorities. Through the combined efforts of all stakeholders, we have successfully executed a range of projects and services that have maintained and significantly improved the environment in Airport Industria.

Strategic Focus Areas

The Airport CID remains steadfast in our commitment to four strategic core focus areas:

1. **Public Safety:** Enhancing safety measures and building a secure environment for workers and visitors in Airport Industria. Implementing CCTV surveillance, and fostering relationships between the various law enforcement agencies to ensure the safety of the public at large.
2. **Maintenance and Cleansing:** Preserving the cleanliness and aesthetics of our district through regular maintenance programs and street cleaning services. Our ongoing efforts have ensured that Airport Industria remains an attractive, neat and tidy Industrial Area.
3. **Environmental Development:** Nurturing sustainable public spaces and promoting environmental awareness and conservation.
4. **Social and Economic Development:** Supporting local NGO's, fostering economic growth through our business retention and expansion programmes.

Achievements and Highlights

In pursuit of our vision, several achievements have defined our progress during the year:

1. **Public Safety:** We successfully managed ongoing collaboration between the local agencies responsible for public safety, resulting in a significant reduction in crime rates and increased community cohesion. Our collaboration with local law enforcement has led to timely responses to all public safety concerns.

We have consistently improved our CCTV network by installing UPS power backup systems and the latest technology cameras while perfecting high site locations to ensure uptime and network stability. The system plays an essential role in the daily monitoring of safety in the Airport Industria Area.

2. **Maintenance and Cleansing:** Our cleansing team has consistently maintained the cleanliness of the district, ensuring that public spaces are presentable and well managed, that road reserves are maintained, trees pruned, and verges mowed regularly and that any service delivery issues along verges are properly reported to and dealt with by the local authority.

3. **Environmental Development:** Our ongoing initiatives have contributed to a healthier environment.
4. **Social and Economic Development:** We promote social and economic initiatives that benefit the community, aligning with our core value of social responsibility. Key events and challenges.

Load shedding mitigation and the vandalism and theft of Eskom infrastructure were by far the most important issues and our biggest challenges during this period. Our response to this was a further challenge to secure vital Eskom infrastructure and to find ways to stabilise the electrical supply to the Airport Industrial Area. The various Eskom task teams dealt very effectively with this complex issue.

Financial Overview

Our financial prudence and effective resource allocation have enabled us to maintain sustainable operations and deliver impactful projects. The surplus funds and term budget have been effectively managed to ensure that there are adequate funds in savings and that funds are utilised efficiently.

Looking Ahead

As we move into the next year, we remain steadfast in our commitment to continuous improvement and community-driven development. We remain optimistic about the growth and interest in the Airport industrial area as we continue to attract large-scale investment and development to Airport, because of our ongoing efforts and initiatives. This past period has seen several large tracks of Industrial land within Airport being developed to a very high standard and various others being sold to investors with the intention to develop more high-end industrial landmarks.

To our service providers, partners at the City of Cape Town and at Eskom, Law Enforcement and the South African Police Services and Byers Security, your efforts are the reason for our success. We thank you sincerely for your ongoing support and commitment to making Airport Industria safe and prosperous.

To my fellow Board Members, thank you for your time and dedication to the cause and for your valuable contributions made through our various engagements during the period. We appreciate your ongoing commitment and dedication to the success of the Airport Industria Area.

Anthony Healy

Chairperson of the Board of Directors

4. THE AIRPORT INDUSTRIA CITY IMPROVEMENT DISTRICT MANAGEMENT OVERVIEW

Report on the Airport Industria City Improvement Area for July 2023 – June 2024.

Airport Industria City Improvement District was established on 01 July 2004. It is a concept based on an international practice model aimed at preventing the degeneration of cities and industrial areas into urban decay.

The Airport Industria City Improvement District (AICID) strives towards building confidence in the area as a safe and clean environment in which to conduct business with special attention paid to core

responsibilities that encourage investment in the area, halt degeneration and promote economic growth/sustainable development.

The CID has continued to provide a “top up” supplementary urban maintenance service to the City of Cape Town’s efforts during the period 01 July 2023 to 30th June 2024.

The CID works closely with the City of Cape Town to ensure service delivery. The past year was however challenging when noting the number of underground burst pipes in the area,. Our appointed councilor is thanked for her assistance when escalating long overdue matters, such as this.

After being in operation for 20 years, our strategic objectives are to maintain what is already in place, to build on it, and to ensure that we adapt and change with the times.

An example of this is the Memorandum of agreement signed with the Roads and Infrastructure Management Department of City of Cape Town (RIM) which allows the CID to conduct extra work in the road reserve which the CID was prohibited from doing in the past due to no mandate and liability issues amongst others.

I would like to thank my fellow board members for their input and support during the past year. I believe the CID will continue to go from strength to strength in years to come.

My pledge as chairman is that the CID will endeavor to continuously improve on the standard set, to make Airport Industria a sought-after node in which to do business.

Rhonda Lewis

Manager

5. STATEMENT OF DIRECTORS’ RESPONSIBILITY AND CONFIRMATION OF ACCURACY OF THE ANNUAL REPORT

We hereby confirm that, to the best of our knowledge:

All information and amounts disclosed in the annual report are consistent with the annual financial statements audited by Low & Schreiber Chartered Accountants

The Directors consider the annual report, taken as a whole, to be accurate, fair, balanced, and free of material omissions.

The Financial Statements, prepared in accordance with the applicable accounting standards give a true and fair view of the assets, liabilities, and financial position of the company.

The external auditors have been engaged to express an independent opinion on the annual financial statements.

The Annual Financial Statements were reviewed by Mr Neil Mc Murray and Mr Anthony Healey and signed on behalf of the Directors on the 31 July 2024.

Anthony Healey
Chairperson of the Board

6. STRATEGIC OVERVIEW

6.1. AICID Vision

The Airport City Improvement District NPC was established by the local property owners in 2004 to organise, fund, manage and facilitate improvements in the Airport City Improvement District for the benefit of the entire local community.

A CID refers to a geographical area, designated as such by the City of Cape Town (“CTT”), in terms of the CID By-law and s.22 of the Municipal Property Rates Act, on application by local property owners. The Airport City Improvement District NPC’s activities are funded by local property owners through an additional rate levied on their properties.

Our vision is to ensure a clean, safe and sustainable urban environment, for the benefit of all who do business and work in the Airport CID, in partnership with the CCT and of all the other stakeholders.

6.2. AICID Mission

To provide enhanced area management and additional municipal services, including public safety, cleansing and marketing campaigns and assist the City of Cape Town with their focus on, the rehabilitation of and the upgrade to, municipal infrastructure within the Airport Industrial Area, whilst promoting social development.

Our mission is centred on four key pillars: safety, maintenance and cleansing, greening and beautification and social responsibility.

The strategic guidelines to achieving our vision is outlined in our Business Plan, available online at www.airportcid.co.za

6.3. AICID Core Values

The Directors and Members of the AICID embrace opportunities with integrity to improve the overall satisfaction of the Property Owners and Members of the AICID by strategic and ethical management of our resources and effective interaction and respectful engagement with our service partners.

The AICID is built on a set of core values. We live by the values that have shaped our success and the success of the Airport Industrial Area. Our reputation depends upon it. Our members can see the difference these values make in our business, and they can see the tangible results.

Our core values are: Transparency: Open decision-making so that stakeholders can readily discern our outputs and outcomes.

Accountability: We answer for the execution of our responsibilities.

Performance: We will strive to achieve our strategic objectives.

Stakeholder inclusivity: We will conduct our activities taking into account the needs, interests and expectations of our stakeholders.

Social responsibility: We aim to deliver economic, social and environmental benefits for all our stakeholders.

Sustainable development: We will meet the needs of the local community without compromising the ability of future generations to meet theirs.

We are transparent and accountable and this we achieve through the submission of annual reports to the local community, facilitation of local community participation in Board meetings and members' meetings of the AICID NPC, and in the publication of relevant documentation online at www.airportcid.co.za.

6.4. AICID Operational Goals

The AICID aims to promote Airport Industria as a sought after and preferred Industria.

Node by:

- Endeavouring to offer a future for potential buyers and the development of new businesses
- Creating an environment that cares and values the safety and security of all workers and guests
- Establishing a clean, up-market Industrial Area that is attractive, well-governed and has a process whereby issues can be addressed and resolved with local infrastructure owners
- Creating a competent, competitive industrial node with a large skills base, growing capabilities
- Supporting the local business community and their staff by assisting them with issues regarding their personal safety by:
 - Improving public safety
 - Constant maintenance and cleansing
 - Planned environmental development, including but not limited to beautifying and upgrading public areas, verges and facilities; and
 - Promoting social and economic development in an environmentally sustainable manner.

7. STATUTORY MANDATE

The Airport City Improvement District NPC is governed by the CID By-law and Section 22 of the Municipal Property Rates Act. Its main responsibility is to consider, develop, and implement improvements and upgrades within the geographical area of the Airport City Improvement District, supplementing services provided by the CCT.

Funding for these initiatives comes from additional rates collected by the CCT from qualifying property owners within the CID's registered boundaries. The collected rates are then allocated to the company according to legislation. The CID may also receive additional funding through local fundraising initiatives.

In expending these funds, the company is subject to oversight by the CCT, in terms of the CID By-law and CID Policy, as well as the public procurement principles enshrined in Section 217 of the Constitution of the Republic of South Africa, 1996 (the "Constitution").

These measures ensure transparency, accountability, and effective use of resources for the improvement and development projects within the Airport City Improvement District.

8. ORGANISATIONAL PROFILE

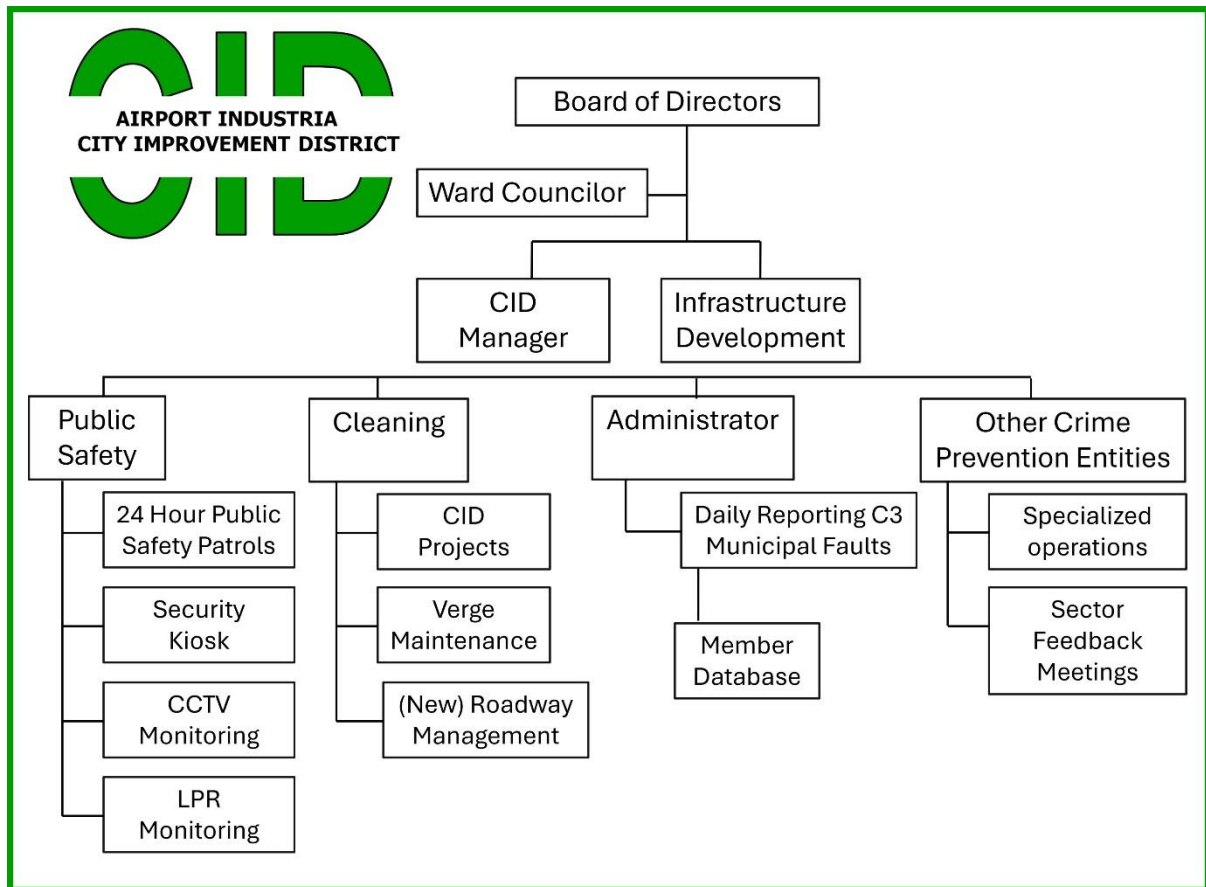
The Airport City Improvement District NPC (AICID) is dedicated to enhancing the Airport Industria Area through a range of initiatives that align with our mission and strategic goals. Our primary activities include:

- **Public Safety:** We implement measures to ensure the safety and security of all workers and visitors in the area, directly supporting our mission to create a secure environment.
- **Maintenance and Cleansing:** We provide continuous upkeep and cleaning services to maintain a clean and attractive industrial area, fostering a welcoming atmosphere for businesses and their clients.
- **Marketing and Promotion:** We engage in marketing efforts with property brokers to promote Airport Industria as a prime location for industrial and commercial activities, contributing to economic growth and development.
- **Environmental Development:** We plan and execute projects to beautify and upgrade public areas, verges, and facilities, supporting our commitment to sustainable development and environmental stewardship.
- **Social and Economic Development:** We promote social and economic initiatives that benefit the local community, aligning with our core value of social responsibility.

These activities are designed to achieve our strategic objectives of safety, maintenance, greening, beautification, and social responsibility, ensuring a vibrant and sustainable urban environment for the benefit of all stakeholders.

Our stakeholders, being the property owners of Industrial Properties within the AICID footprint, will benefit directly from the initiatives listed in our business plan that may be found at www.airportcid.co.za

9. ORGANISATIONAL STRUCTURE



PART B: PERFORMANCE INFORMATION

1. SITUATIONAL ANALYSIS

1.1. Service delivery environment

The AICIDS efforts have led to significant upgrades and maintenance in the Airport Industria area. AICID submitted an application to COCT to extend the term for an additional five years 2025 – 2030.

Crime reduction is a priority for the AICID and we take a proactive approach using various tools like CCTV, Mobile Security Unit, Law enforcement, and visible Public Safety patrols and a close relationship with the local SAPS and the Sector manager.

Working closely with the City of Cape Town, the AICID intends to enhance the area further, with a focus on road infrastructure maintenance and the upgrading.

1.2. Organisational environment

The Airport City Improvement District (AICID) operates within the vibrant and diverse community of Airport, under the auspices of the City of Cape Town Municipality. As a

proactive and community-driven organisation, the AICID is dedicated to enhancing the quality of life for workers and visitors within its boundaries. Our strategic focus areas encompass public safety, maintenance and cleansing, environmental development, and social and economic growth. Through these pillars, we strive to foster a secure, clean, green, and thriving environment for all.

Collaboration and community engagement are at the heart of our approach. We actively seek input and involvement from property owners, local businesses and relevant authorities to ensure that our initiatives reflect the unique needs and aspirations of Airport. Our strong partnerships with law enforcement agencies have resulted in effective security measures, contributing to a notable reduction in crime rates.

As part of our commitment to environmental sustainability, the CID actively promotes green initiatives and beautification projects. Through regular maintenance programs and street cleaning services, we maintain the cleanliness and aesthetics of the district, ensuring a welcoming and appealing atmosphere for all.

In line with our focus on social and economic development, the AICID supports local businesses and empowers the businesses with job creation initiatives.

Financial prudence and efficient resource allocation are paramount to our success. The CID manages funds through a rolling bad debt reserve and term budget, ensuring that resources are utilised effectively and sustainably. The AICID brags with the ability to maintain strong relationships with both our staff and business partners, we therefore had no resignations during the term to date. The AICID Manager has been in our employ for over 18 years now and enjoys good relations with members and service providers.

Looking ahead, the Airport CID remains committed to continuous maintenance, improvement and community-driven development. Together with our stakeholders, we will continue to shape a Airport that is safe, thriving, and a source of pride for all who call it home. Our success is a testament to the collective dedication and unwavering support of the Airport community. With a shared vision and collaborative spirit, we will build a brighter future for Airport, together in this partnership.

2. Strategic Objectives

Strategically, the AICID works in partnership with the City of Cape Town and the property and business owners, as well as its service providers toward the improvement of the area by maintaining a level of safety and cleanliness that promotes and attracts further investment in the area.

This is achieved through:

- Increased public safety.
- Encouraging the maintenance and upgrading of business properties.
- Creating a clean and well-maintained public environment.
- Assist with the management and solution to scrap collectors and trolley / wheelie bin brigades on the streets of Airport.

3. Complaints Process

The AICID offers numerous channels for dealing with complaints. Formal complaints are lodged to the AICID management via email. The AICID management will act on the complaint including one or more of the following actions:

- Referring serious complaints to the Business Manager and/or the Board of Directors.
- Meeting with the complainant to understand the problem and address the issue.
- Scheduling the necessary tasks or actions to resolve the matter.
- Logging a service request with the City of Cape Town if applicable.
- Communicating with the complainant on the actions taken.
- Follow-up process and communication with the complainant until the matter is resolved.
- The central control room number is visible on all patrol vehicles.

Most of the complaints relate to Municipal service issues, electrical faults, incidents of crime or perceived criminal activity or relates to littering and illegal dumping. Unless an immediate response is required, safety and crime incidents are dealt with through our monthly meetings with the SAPS or through the adjustment of our public safety deployment plans.

The AICID cleaning team clears illegal dumping as soon as possible and if necessary, service requests are registered with the City of Cape Town and followed up by the AICID cleaning team until completed.

4. Performance Information

4.1. Public Safety

4.1.1. To improve safety and security the AICID developed a comprehensive and integrated public safety plan for the area in conjunction with an appointed service provider. These actions include coordination and cooperation with:

- The South African Police Service
- Local Community Policing Forums
- Other existing security services in the area
- City of Cape Town Safety and Security Directorate
- Community organisations
- Property Owners and other stakeholders

4.1.2. The AICID initiative and the inherent security situation of the area require the deployment of public safety patrol officers to adequately monitor and secure the public areas. Such a deployment can be expensive to implement and therefore the focus of the public safety plan is on roaming vehicles and the Security Kiosk. Considering the contributions from stakeholders such as the SAPS and safety and security efforts from the City of Cape Town's Law Enforcement Services, a proactive public safety plan has been developed for the AICID.

4.1.3. This plan involves the deployment of Public Safety Patrol Officers (similar to the concept of Neighbourhood Safety Ambassadors) and a public CCTV surveillance system

to provide a reassuring presence within the public areas, 7 days a week, for 24-hours a day.

- 4.1.4. The public safety patrol officers are uniformed ambassadors that help to maintain an inviting and comfortable experience by serving as additional “eyes and ears” for the local law enforcement agencies. They are the face of the area. Typically, they get to know their neighbourhood and community very well and often serve as a first point of contact for emergency needs, help law enforcement to identify issues and to maintain order and provide an additional deterrent to crime through their constant coverage and visibility.

Public Safety Patrol Officers are equipped with two-way radios and patrol the area at key times of the day and night. They become an integral part of general law enforcement, often being the ones to identify public safety issues and form an extension of the SAPS and the local authority’s law enforcement initiative. This group of well-trained public safety patrol officers have proven to be successful in securing the area through active engagement with the public in the area. They are the eyes and ears in the public space.

The additional training of patrol officers is required and is ongoing in order for them to become knowledgeable on issues such as public safety and incident reporting, first aid and first-responder training and with developing communication skills. Beyond basic training the Public Safety Patrol Officers develop a keen awareness and information of specific neighbourhood safety issues including drug trade, gang presence, poverty, social issues, criminal activity, and behaviour, as well as mediation and conflict management.

If required the public safety officers also provide escorts to people entering businesses early or staff leaving work late or elderly and vulnerable people feeling insecure.

- 4.1.5. The public safety plan includes:
- One public safety patrol vehicle patrolling the area on a 24/7 basis.
 - One mobile command post.
 - Radio communications network.
 - Centralised Control Room and CCTV monitoring
 - CCTV camera network comprising of LPR, Overview, Human Detection and PTZ cameras and camera monitoring, as set out in the implementation plan.
 - A 24-Hour emergency telephone line into the Control Room – 0860181618)

- 4.1.6. Assistance from the City of Cape Town

The Airport City Improvement District (AICID) is proud to acknowledge the invaluable support and partnership extended to us by the City of Cape Town. As a proactive and community-driven organisation, our success is amplified by the collaborative efforts with the city, which shares our vision for a vibrant and thriving industrial node in Airport.

The City of Cape Town has been a key ally in our endeavours to enhance the quality of life within our district. Their unwavering commitment to public safety has been

instrumental in our collective efforts to reduce crime rates and create a secure environment for residents, businesses, and visitors alike. The City's law enforcement agencies have worked closely with our team to implement effective security measures, contributing significantly to the peace and well-being of our community.

Furthermore, the City of Cape Town's support in infrastructure development and maintenance has played a crucial role in shaping a clean and aesthetically appealing environment. Through their commitment to regular maintenance programs and street cleaning services, we have been able to ensure that our streets are tidy and inviting, promoting a sense of pride and belonging within Airport.

In addition to their support in safety and infrastructure, the City of Cape Town has been a strong advocate for environmental sustainability.

The Airport CID extends its heartfelt appreciation to the City of Cape Town for their unwavering support and partnership. As we continue to work together in pursuit of our shared goals, we are confident that our combined efforts will lead to a prosperous and harmonious future for Airport. Together, we celebrate the spirit of collaboration and dedication, laying the foundation for a better tomorrow for all.

4.1.7. The AICID will further enhance its public safety initiatives, having close relationship with Law Enforcement agencies.

4.1.8. The activities of the Public Safety Officers and patrols are measured through a comprehensive management system for the logging of public safety incidents. .4.1.9. The deployment plan is revised both weekly monthly at our sector safety meetings.

Public safety performance information

ACTION STEPS	Frequency per year	KEY PERFORMANCE INDICATOR	Comments
1. Identify the root causes of Public Safety in the AICID area in conjunction with the SAPS, Law Enforcement Officers and existing Public Safety contractor using their experience as well as available Public Safety statistics.	Monthly	Monthly SAPS Sector Public Safety Meeting.	SAPS refuse to submit written Public Safety statistics. Notes are taken at meetings.
2. Determine the Public Safety Threat Analysis of the AICID area in conjunction with the SAPS and other Law Enforcement Initiatives.	Monthly	Monthly SAPS Sector Public Safety Meeting. Report back to AICID Board.	Standing item on Sector 3 Sector Public Safety Forum Meeting agenda.
3. Determine strategies by means of an integrated approach to ensure Public Safety / deter criminals.	Monthly	Monthly SAPS Sector Public Safety Meeting.	Standing item on Sector 3 Sector Public Safety

			Forum Meeting agenda.
4. In liaison with other Public Safety role players and the SAPS, identify current Public Safety and policing shortcomings and develop and implement effective Public Safety prevention strategies.	Monthly	Weekly and Monthly SAPS Sector Public Safety Meeting / Monthly Security Newsletter	Standing item on Sector 3 Sector Public Safety Forum Meeting agenda.
5. Develop a Public Safety Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	Monthly	SLA with Public Safety Service Provider and feedback to the Airport Board Meeting and Monthly SAPS Sector Public Safety Meeting. Submit monthly report to the Board and annually to the AGM.	Standing item on Sector 3 Sector Public Safety Forum Meeting agenda and Airport Board agenda.
6. Maintain a manned centrally located office(s) open to the members of the AICID to request Public Safety assistance or report information.	Monthly	Fully operational Public Safety Control Room and Airport mobile Public Safety caravan and submit monthly report to SAPS Sector Public Safety Meeting and AICID Board Meeting.	Public Safety Contractor provides control room, places and monitors Public Safety trailer.
7. Deploy Public Safety resources accordingly and effectively on visible patrols. Public Safety personnel and patrol vehicles to be easily identifiable.	Ongoing	Contract Public Safety provider to ensure good Public Safety service levels daily.	
8. Utilise the "eyes and ears" of all Public Safety and street cleaning staff, as well as own staff to identify any Public Safety risks.	Ongoing	All staff are trained to report issues via the control room. Weekly report to AICID Manager and Monthly report to AICID Board.	Incident Registers are monitored daily.
9. Assist the Law Enforcement Initiatives through participation by AICID in the local SAPS Sector 3, Sector Public Safety Forum.	Monthly	Monthly SAPS Sector Public Safety meetings are held, minutes recorded and reported to.	Standing item on Sector 3 Sector Public Safety Forum Meeting agenda.
10. Monitor and evaluate the Public Safety strategy and performance of all service delivery on a quarterly basis.	Quarterly	Public Safety Service Provider and quarterly feedback to the AICID Board Meeting.	
11. Monthly Public Safety report provided by the appointed Security Service provider.	Monthly	Public Safety Control Room records all incidents. Monthly reports to the AICID manager.	
12. Manage incident report register.	As Required	Public Safety Contractor.	

13. On-site inspection of Public Safety Patrol officers.	Ongoing	Public Safety Operations Manager attend to this.	
14. Weekly Public Safety Reports from Contract Public Safety Company and CCTV Monitoring company.	Weekly	Recorded daily.	
15. CCTV Area Roll out.	Ongoing	Annual budget.	Standing item on Sector 3 Sector Public Safety Forum Meeting agenda. Refer to Program 4, point 7.
16. CCTV Monitoring Initiative.	Ongoing	Daily and weekly reports	
17. Daily placement and manning of CCTV enabled Public Safety Caravan.	Daily	To Improve public safety in crime hotspot areas.	
18. Daily placement and management of Public Safety Officer.	Daily	To Improve public safety in crime hotspot areas.	
19. Application to be submitted by CID to secure Law Enforcement Officer.	Annually	Contract with the CCT signed by the Directors.	Contact Law Enforcement by February to renew contract by April yearly.
20. Register CCTV Cameras with the CCT.	As required.	Cameras Registered with the CCT.	

IMPROVE AND CONTINUALLY ASSESS ALIGNMENT OF RESOURCES WITH SAFETY NEEDS OF LOCAL COMMUNITY			
ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	Comments
1. AICID In support of the Public Safety Initiative	Measure effectiveness.	Monthly	Monthly area report submitted to AICID Manager.
2. Monthly Public Safety Reports from Contract Public Safety Service Provider	Report findings to the AICID Board with recommendations where applicable Incident reports Patrol vehicle tracking reports Patrol vehicle patrol logs	Monthly	Incident reports See the Table and Graph below. Patrol vehicle patrol logs See the Table below
3. Identify "hot spot" areas.	Number of "hot spot" areas identified and number of "hot spot" visitation for the reporting period	Monthly	See the Table Below

Public Safety Incident - By Category	No of Incidents
Insecure Premises	47
Fires	2
Accidents	49
Assistance to stranded vehicles	5
Suspicious vehicles checked	5
Suspicious persons checked	157
Burst pipe/blocked drains reported	32
Horse and Carts checked	7
Animal Cruelty/Dead	4
Dumping reported	225
Electricity faults	30
Potholes reported	235
Power Failures	68
Damage telephone/Electrical boxes	111
Theft	16
Attempted theft	20
Housebreaking	5
Possession – suspected stolen property	5
Stolen property recovered	5
Public indecency	2
Drunkness/Drinking in public	35
Malicious damage to property	6
Drug related/Substance Abuse	6
Trolleys confiscated	2

Wheelie Bins Confiscated	15
Total	1094

From 1 July 2023 to 30 June 2024 the two patrol vehicles logged the following number of patrol kilometres:

Total: 119 040 km

During the period from 1 July 2023 to 30 June 2024 the AICID identified 7 “Hot Spots” throughout the area.

A total of 7 “Hot Spot” visits were conducted.

- The most significant challenge to the public safety operations in AICID remains the limited resources. The AICID has limited resources and cannot dedicate its entire Public Safety Deployment.
- The AICID overall strategy to address the challenge is based on a multidisciplinary approach which includes the following measures:

The deployment of the Mobile Command Post.

Engaging the services of law enforcement agencies.

Extending the CCTV camera network to enhance the Public Safety Operations.

4.1.10. Resource Allocation

- During the reporting period the AICID deployed two patrol vehicles during the daytime and nighttime. The Mobile Public Safety is deployed during day time Monday to Friday
- The table below illustrates the actual expenditure compared with the projected expenditure for (1) the financial year preceding the current reporting period (2022/2023) and (2) the financial year that is the subject matter of this annual report (2023/2024).

Service/ Project components	2022/2023			2023/2024		
	Projected Expenditure	Actual Expenditure	(Under)/ Over Expenditure	Projected Expenditure	Actual Expenditure	(Under)/ Over Expenditure
Public Safety	3331907	2930432	-401475	3603534	2740645	-862889
CCTV Monitoring	0	0	0	219000	46804	-172196
CCTV / LPR Cameras	650000	517241	-132759	500000	495563	495563

4.2. MAINTENANCE AND CLEANSING SERVICES

4.2.1. The AICID deployed the services of a dedicated public cleaning service to provide the “top-up” or “additional” cleaning services required in the Airport area.

4.2.2. The plan was executed by establishing a small team to:

- Decrease waste and grime in the area through a sustainable cleaning programme.
- Provide additional street sweeping, litter picking / verge maintenance to public space.
- Assist with the maintenance of vegetation and the mowing of verges within the area.
- Perform minor civil works to improve or repair the verges and other public spaces.
- Removal of illegal posters, graffiti and stickers from non-municipal infrastructure.

4.2.3. Urban infrastructure was improved by:

- Developing and implementing a plan to identify and monitor the status of public infrastructure such as roads, pavements, streetlights, road markings and traffic signs.
- Coordinating actions with the relevant City of Cape Town Municipal Departments to address infrastructure defects, general maintenance and repairs, as well as new infrastructure needs. This was done through direct liaison with the Municipal Departments and their officials in addition to the reporting and monitoring of repairs identified by the CID Manager via the City of Cape Town’s C3 system.
- Identifying shortcomings in the basic infrastructure and assisting the Local Authority in planning necessary upgrades and scheduled maintenance in the area.
- Participating in the Business Retention and Expansion Program Survey with Property Owners in Airport to identify infrastructure and basic area shortcomings and developing action teams to drive the top three identified priority issues.

4.2.4. In addition, the urban management team, in consultation with the relevant Municipal Departments assisted with:

- Graffiti removal from non-municipal infrastructure where possible.
- Removal of illegal posters and pamphlets from public spaces and non-municipal infrastructure as noted in the AICID Implementation Plan.
- Painting of road markings and correction of road signs.
- Kerb, bollard and paving reinstatements and freestanding street name kerbstones.
- Storm water drain cleaning where required.
- Verge mowing and weed removal.

4.2.5. The cleaning contingent deployed teams in various areas and rotated through the AICID. On-the-job training was provided to improve their skills and their ability to be more efficient. They also receive specialist training for the management of brush cutters and petrol saws. The cleaning and urban maintenance team includes:

- 7 x urban management workers per day. The shifts run Monday to Friday
- 1 x urban management supervisor

Cleaning and Urban Maintenance performance information

PROVIDE A CLEANER PUBLIC SPACE			
ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	Comments
1. Successful daily running of the Cleansing Profile	Monthly reports created	Ongoing	
2. Monitor and evaluate the cleansing strategy and performance of all services delivered monthly.	Daily, weekly and monthly strategy to deal with litter. Reporting to the AICID Board and consultation with the CCT Solid Waste Department.	Monthly	Standing item on AICID Board Meeting Agenda.
3. Co-ordinate the provision of litter bins and emptying of litter bins by various service providers and the relevant CCT departments.	In consultation with the CCT Solid Waste department.	Monthly	See the Table and Graph below
4. Cleansing each of the streets within the AICID boundary daily	AICID and cleaning contractor ensures the Cleansing Operation is stable	Ongoing	
5. Identifying health and safety / infrastructure issues within the area and reporting to Council via the C3 notification process.	AICID Manager, Cleansing Team, Public Safety Contractor.	Ongoing	A joint responsibility between all role players to ensure good and timeous reporting.
6. Monitor and combat Illegal Dumping	Report acts of illegal dumping via CCT C3 portal and to put preventative measures in place.	Monthly	See the Table and Graph below
7. Dealing with messy tenants	Maintain a clean and safe industrial area by addressing companies and reporting those that litter or spoil the public space to Law Enforcement and COCT.	Ongoing	

RENEWING PUBLIC SPACES			
ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	Comments
8. Remove graffiti in public spaces.	Measure effectiveness through Cleaning Statistics	Monthly	See the Table and Graph below
9. Remove unlawful or unsightly stickers and posters from public infrastructure.	Measure effectiveness through Cleaning Statistics	Monthly	See the Table and Graph below

10. Bush clearing and verge maintenance initiatives in the public or common areas.	Overgrown areas are managed and cleared due to the failures of the local authority.	Ongoing	Municipal, Provincial and National Government departments urge to managed vacant erven.
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PROVIDE A WELL-MAINTAINED PUBLIC SPACE

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	Comments
1. Develop an urban maintenance strategy to guide delivery from appointed service delivery provider.	Measure effectiveness through Urban Maintenance Statistics	Monthly	
2. Identify and report urban defects through collaboration with the City of Cape Town.	Record and Report findings to the AICID Board and the CCT with follow-up action where applicable.	Monthly	See the Table below
3. Identify and plan the correction of urban defects and beautification of public infrastructure through repair, cleaning, and painting.	Measure effectiveness through Urban Maintenance Statistics	Monthly	See the Table below

MAINTENANCE OF PUBLIC GREEN AREAS

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	Comments
1. Mow street verges.	Measure effectiveness through Urban Maintenance Statistics	Monthly	See the Table below
2. Tree pruning.	Measure effectiveness through Urban Maintenance Statistics	Monthly	See the Table below

Cleaning Task - By Category	No of Tasks
Litter on sidewalks and in streets removed	234
Litter in open spaces removed	266
De-weeding	127
Illegal dumping of builder's rubble removed	442
Illegal dumping of garden waste removed	26

Illegal dumping of household waste removed	86
Drains cleaned	84
Removal of illegal posters and pamphlets	546
Public litter bins serviced	249
Tree pruning	131
Collect all rocks, half bricks, concrete pieces	226
Collect and heap all pieces of wood and other objects	96
Graffiti removal	18
Dead animals removed	4
Rodents and unhygienic areas addressed	18
Ensure litter is collected by the city	Daily
Ensure litter bins are emptied	Daily
Ensure all wheelie bins are collected	Weekly
Special projects	24
Total	2527
Refuse Bags	Count
Number of bags of litter collected	2124

- Although the AICID improved the cleanliness of most public environments in the area.
- The AICID is in constant liaison with the City of Cape Town to address both the origin and the result of this problem through concerted efforts to curb unpermitted trade and formalise solid waste management for the area. A formal agreement exists between the AICID and the Solid Waste Department for the removal of collected litter in bags on a regular basis.

4.2.6. Resource Allocation

- The AICID Cleaning teams are deployed to attend to the cleanliness of the entire Airport CID area and work via a pre-approved work schedule whilst also responding to emergencies like dropped loads and other daily events like illegal dumping and general littering.

- They also serve to manage the verges throughout the area by attending to additional mowing, tree pruning and other essential services.

Actual expenditure compared with the projected expenditure for (1) the financial year preceding the current reporting period and (2) the financial year that is the subject-matter of this annual report (referred to below as "2023/2024")

Service/ Project components	2022/2023			2023/2024		
	Projected Expenditure	Actual Expenditure	(under)/ Over Expenditure	Projected Expenditure	Actual Expenditure	(under)/ Over Expenditure
Cleansing Services	900000	867264	-132759	500000	495563	-4437
Environmental Upgrades	250000	12228	-32736	970000	924764	-45236
Verge Upgrades	0	0	-237772	200000	45550	-154450
Additional Cleansing	0	0	0	0	0	0

4.3. SOCIAL DEVELOPMENT SERVICES

- 4.3.1. The social issues of the area are varied and complex and no single plan or approach will adequately address these issues.

PART C: CORPORATE GOVERNANCE

1. APPLICATION OF KING IV

- 1.1. The NPC recognises the responsibility of handling public funds and places a strong emphasis on fiscal transparency and accountability. As part of our commitment to good corporate governance, the NPC voluntarily adheres to the King Code of Corporate Governance for South Africa, 2016 (King IV), which has been effective since 1 April 2017. King IV outlines 15 voluntary governance principles, each with recommended reporting practices.

In this section (Part C) of the Annual Report, the company explains the specific practices it applies. The Board carefully considered various factors, including the policy of the City of Cape Town (CCT) and the reporting protocols suitable for a non-profit entity like an NPC when determining which reporting practices to adopt. By following these guidelines, the NPC aims to uphold transparency and accountability in managing public funds and carrying out its responsibilities.

- 1.2. Compliance with King IV for the reporting period. The Board is satisfied that the NPC has complied with the applicable principles set out in King IV during the period under review, to the extent reasonably possible, as provided fully below.

2. GOVERNANCE STRUCTURE

2.1. Board Composition

The Board is satisfied that the Board of the NPC is compiled by a representative group of directors representing the interests of the varied property owner groups within the AICID footprint.

2.2. Board Observer

In terms of the By-law, City Councillors are designated as “Board observers” by the Executive Mayor to conduct oversight of Board functions. This oversight entails receiving Board documentation and attending Board meetings, with a view to ensuring that the company duly executes its statutory mandate. The Executive Mayor has appointed the Ward Councillors Theresa Thomson and Johanna Martlow as the Board observer.

2.3. Appointment of the Board

An Annual General Meeting is hosted annually to review the performance of the AICID and to confirm the mandate of the members. The AGM provides the opportunity to elect new directors to serve on the Board of the NPC. Elected Board members take responsibility for the various portfolios of the company and regular Board meetings allow the directors to provide oversight of, and a review of, current operations and to apply corrective measures, as and when required.

2.4. Overview of the Board’s responsibilities

The Board oversees the day-to-day delivery of the additional services according to the Business Plan. In executing this task, the Board:

- Identifies strategies to implement the NPC’s business plan in a manner that ensures the financial viability of the company and takes adequate account of stakeholder interests.
- Monitors compliance with applicable legislation, codes, and standards.
- Sets and amends the annual budget and any expenditure from savings.
- Oversees the preparation of and approves the annual financial statements for adoption by the members of the NPC at the AGM.
- Exercises effective control of the NPC and monitors the management’s application of the approved budget, implementation, and business plans.

2.5. Board charter

The Board is satisfied that it has fulfilled its responsibilities under the Board charter during the period under review.

2.6. Director Independence

During the period under review, the Board formally assessed the independence of all non-executive directors, as recommended by King IV. The Board has determined that all non-executive directors, including the chairperson, are independent in terms of King IV’s definition of “independence” and guidelines provided for in principle 7.28.

Board Committees / Task Teams

The Board appointed a CCTV project committee to oversee the procurement and implementation of the CCTV camera network. The Board is satisfied that the

committee has fulfilled its responsibility in accordance with their terms of reference for the reporting period, as required.

The CCTV Network requires night time monitoring and evaluation of the stability of the camera network is done in partnership with the appointed service provider under the maintenance agreement. The Public Safety Service Provider in charge of monitoring the CCTV Network provides a “per Camera” analysis of the stability of the CCTV Network twice per day at the start of each shift. Any concerns are immediately flagged and escalated for attention by the relevant party to ensure network up-time.

Security Sector Meeting – Feedback and Task Team and Monthly Feedback and Strategy	
Overall role & responsibilities	Oversee the Public Safety Profile and Crime reduction strategies. Identify and address crime patterns.
Members	<ol style="list-style-type: none"> 1. Guy De La Porte 2. Grant Magee 3. Rhonda Lewis 4. Mark Norman Security Service Provider
Key areas of focus during 2023/2024	Report back on: Crime Statistics, General crime trends. Future planning and action steps
Number of meetings held during the 2023/2024 reporting period	

2.7. Attendance at Board and committee meetings

The Board convenes at least 4 times per annum. Quarterly meetings are required, although the CID aims to meet at least 6 times per annum. Following the dropping of COVID restrictions, all Board Meetings took place in person.

The Board Observer, the local Ward Councillors don't always attend Board Meetings.

3. **Ethical Leadership**

The NPC places a strong emphasis on maintaining the highest ethical standards for its directors. To ensure ethical conduct, the NPC has adopted a comprehensive code of conduct for directors, outlining their roles, responsibilities, and guidelines for adhering to legal, management, and ethical standards. .

Upon their appointment, directors are required to disclose in writing to the chairperson any private interests that could potentially lead to a conflict of interest.

The Board is satisfied that the directors have adhered to their duties as outlined in the Code during the year under review. No changes to the directors' declarations were recorded that could potentially impact their independence. By maintaining these standards, the NPC ensures that its directors act with integrity and in the best interests of the organization.

Anthony Healey (Chairperson)



PART D: FINANCIAL INFORMATION

1. Report of the External Auditor

Please see Annexure "A"

2. Annual Financial Statements

Please see Annexure "A"

All documents can be viewed on our website www.airportcid.co.za