

ECONOMIC AND HUMAN DEVELOPMENT DEPARTMENT GUIDE TO ENHANCING YOUR BUSINESS



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

OUR DEPARTMENT'S OBJECTIVES

The Economic and Human Development Department puts policies in place, provides information, develops programmes and projects and refers people to helpful support organisations in order to develop small businesses, grow our economy and create jobs. We work with or through existing service providers to meet priority business needs. We do not directly fund private ventures.

BUSINESS SUPPORT AND ADVICE PROGRAMMES

Business advice can be obtained through the following partner organisations:

- Red Doors and Business Places – who are the allocating agents for the City's Business Support Voucher Programme administered by Casidra. This programme is an initiative to develop potential and existing entrepreneurs over the age of 35 years by issuing vouchers through existing agencies, e.g. Red Doors, Business Places or any similar initiative approved by the City of Cape Town. Check out www.capectown.gov.za or call (021) 483 9030 for details of your nearest Red Door and information around the City's Business Support Voucher Programme.
- The Business Place – Walk-in, user-friendly business advice and referral centres located in the city centre and Philippi. Check out www.thebusinessplace.co.za or call (021) 425 7816 (Cape Town) or (021) 371 3350 (Philippi) for more information.
- Library Business Corners, situated in various libraries in and around Cape Town, provide information about available support and answer frequently asked questions. Call (021) 421 0049 or e-mail gaillbc@iafrica.com for details about your nearest Library Business Corner. The Small Enterprise Development Agency (SEDA) website provides a wealth of information on starting and managing your own business. Check out www.seda.org.za or call Cape Town Branch Office at (021) 949 2227 for more information.

BUSINESS SUPPORT FOR SPECIFIC SECTORS

Boat Industry

The Cape Town Boatbuilding and Technology Initiative is a sector body that was established to promote the development of the leisure boatbuilding industry through trade and investment promotion, marketing and facilitating key interventions that grow and enhance the competitiveness of the industry such as skills development, and facilitating business linkages. Check out www.capetownboatbuilders.co.za; www.southafricanboatbuilders.co.za or call (021) 418 6134 for more information.

Call Centres and Business Process Outsourcing

Calling the Cape is a sector body that was established to promote investment into the call centre and business process outsourcing industry, market the industry internationally and facilitate key interventions that grow and enhance the competitiveness of the industry such as skills development, SMME development and facilitating business linkages. Check out www.callingthecape.org.za or call (021) 419 0033 for more information

Clothing

Clotex is a clothing and textiles advisory centre which is supported by Council. They facilitate access to information, advice, trade contracts and training opportunities in the industry and its related sub sectors. Check out www.clotex.co.za or call (021) 686 0522 for more information.

Craft Industry

The Cape Craft Design Institute is an industry body that is responsible for facilitating the development of innovative, world-class handmade products that reflect the cultural diversity of Cape Town and the Western Cape. It does this through facilitating the development of sustainable craft enterprises, creative and design skills, skills development and life-long learning, and establishing a benchmark of excellence. Check out www.capecraftanddesign.org.za or call Majorie Naidoo on (021) 460 4245 for more information.

Film Industry

The Cape Film Commission is an industry body that is responsible for promoting Cape Town and the Western Cape to the entertainment industry as a world-class, globally-competitive production destination. The Cape Film Commission is the official advocate for the feature film, television, video, commercials, and stills photography production industry in the Western Cape. Check out www.capefilmcommission.co.za or call (021) 483 9070 for more information.

Information and Communications Technology

CITI is an industry body that acts as a regional trade association, networking body and a promotion agency for the ICT industry. Its mandate is to promote Cape Town and the Western Cape internationally as a successful cluster of the ICT industry. Check out www.citi.org.za or call (021) 409 7000 for more information.

Manufacturing

SEDA Western Cape is the local manufacturing advisory centre, where you can get manufacturing advice and support services. Call (021) 596 1300 for more information.

Oil and Gas

The South African Oil & Gas Alliance is an industry body that is responsible for creating awareness of Cape Town and South Africa's capabilities in servicing the offshore oil & gas markets in West and Southern Africa. It also facilitates the development of accredited suppliers and service providers based on capacity, capabilities and standards to meet the requirements of this market. Check out www.offshoreafrica.co.za or call (021) 425 8840 for more information.

Tourism, Major Events and Conventions

Tourism, major events and conventions are promoted by Cape Town Routes Unlimited, which will ensure the co-ordination of tourism marketing, development and visitor services across the City and Province. As these sectors continue to grow, so the opportunity for development in sectors servicing these areas grows. Check out www.tourismcapetown.co.za, call (021) 487 4800 or email info@tourismcapetown.co.za for more information.

Wesgro - Trade and Investment Promotion

Wesgro is the official Trade and Investment Promotion Agency for Cape Town and the Western Cape. It is the first point of contact for foreign importers, local exporters and investors wishing to take advantage of the unlimited business potential in Cape Town and the Western Cape. Wesgro's mandate is to attract and facilitate direct investment, grow exports and marketing the Western Cape as a competitive South African business location nationally and internationally. Check out www.wesgro.org.za or call (021) 487 8600 for more information.

OTHER CITY SERVICES/INITIATIVES

Electricity

For general enquiries about getting electricity and the cost and availability thereof, call Electricity enquiries on 086 012 5014. Call (021) 400 2892 to enquire about becoming a vendor of electricity.

Informal Trading Management

Informal Trading is supported by the City, however, there are certain policies in place which must be adhered to. Any queries relating to informal trading policies, practices and assistance can be made to the Business Areas Management Branch on the 16th Floor, Civic Centre, 12 Hertzog Boulevard, Foreshore, Cape Town or call (021) 400 5502 / 5379.

Smart Cape Access Project

Through the City's Smart Cape Access Project, computers with Internet access have been provided to all the public libraries in and around Cape Town. The facility is free, you have only to be a library member, so you can go to one of the libraries to check out all the informative websites we have told you about in this pamphlet. The City has also set up Digital Business Centres in some areas of Cape Town.

Urban Agriculture

The City supports urban agriculture by accessing suitable land, providing basic infrastructure, tools and training. Call the Economic and Human Development Department on (021) 483 9030 for more information.

Water and Waste Management

To find out how to get a water supply point in a certain area, how to cleanse or remove liquid waste, call 086 010 3084. The 24/7 Water call centre for all burst pipes and other water related problems, call 0860 103054. To find out how to get a refuse bin for solid waste removal, how to get an area cleaned, or where the local landfill site is, call Solid Waste Call Centre 086 010 2640. For hazardous or toxic waste removal permits, call (021) 487 2479. To find out about the Integrated Waste Exchange, which is specifically focused on business waste management, check out Integrated Waste Exchange on www.capetown.gov.za/iwe.

Youth Development

The Umsobomvu Youth Fund is committed to creating opportunities and skills development for the youth of South Africa. Check out www.uyf.org.za or call 086 009 6884 / (021) 422 2794 to see what opportunities are available.

Zoning

If you are planning to start a business from home, such as a bed and breakfast, an educare centre or a mechanical repair centre, you need to find out if this is allowed in terms of the zoning of your property. Call Planning Enquiries (021) 400 3918 for more information.

HOW TO REGISTER AND ESTABLISH YOUR BUSINESS

To formally register a business or patents and trademarks go to the Companies and Intellectual Property Registration Office (CIPRO), The office is located on the 1st floor Waldorf Building, 80 St Georges Mall. Check out www.cipro.co.za or call (021) 480 8050 for more information. The Department of Trade and Industry (the dti) aims to lead and facilitate access to sustainable economic activity and employment for all South Africans. Check out www.thedti.gov.za or call (021) 480 8050 for more information.

HOW TO ACCESS OPPORTUNITIES IN COUNCIL: PROCUREMENT (Supply Chain Management)

The Council procures services by putting out tenders advertising services and projects that we need to contract out. All Council tenders above the value of R200, 000 are advertised in the Cape Times and Die Burger on Fridays under the Classified section.

- Tenders can also be located and downloaded from the Council website www.capetown.gov.za under Tenders.
- Tenders can also be collected from the Tender Office, 5th Floor, Civic Centre, 12 Hertzog Boulevard, Foreshore, Cape Town or call (021) 400 2405 for more information.

Contracts under the amount of R200, 000 are not advertised; here the Council invites quotations from relevant suppliers that are registered on the Western Cape Suppliers Database. In order to qualify for a tender, or be invited to submit a quotation, your company must be registered on the Western Cape Suppliers Database. Information and registration forms can be found at:

- www.tradeworld.co.za / (021) 680 4600
- www.capetown.gov.za under Online Services / Supplier Registration
- www.capegateway.gov.za under The RED Door - Real Enterprise Development Initiative or call the Call Centre on 086 014 2142.

The Supply Chain Management Department also manages the Community Suppliers database which serves local opportunities up to R30 000 in value, call (021) 400 3618 for more information.

Economic and Human Development Department

Economic and Social Development Directorate

City of Cape Town

PHYSICAL ADDRESS: 8th Floor, Waldorf building, 80 St George's Mall

POSTAL ADDRESS: 16548, Vlaeberg 8018, Cape Town

TEL: (021) 483 9030

FAX: (021) 483 9083

E-MAIL: edt.mail@capetown.gov.za

WEBSITE: www.capetown.gov.za/econdev

Although every effort has been made to ensure the accuracy of the information provided, the City of Cape Town Council is unable to warrant complete accuracy of the information.