



“GROWTH THROUGH PARTNERSHIPS”

HICA 2015 CONFERENCE PROGRAMME

DAY 1	WEDNESDAY, 9 th SEPTEMBER 2015
06:30 – 08:15	REGISTRATION, MORNING TEA, COFFEE WITH PASTRIES
08:15 – 08:30	WELCOME REMARKS & CONFERENCE OVERVIEW Mmatšatši Ramawela, HICA Conference Chair and TBCSA CEO
08:30 – 09:15	AFRICA'S PERSPECTIVE IN THE GLOBAL ECONOMY A session presenting Africa's perspective in the global economy and highlighting the growth opportunities and challenges, especially for the travel and tourism industry. Daniel Silke, Independent Political Analyst, Author and Keynote Speaker
09:15 – 10:00	HOTEL PERFORMANCE REVIEW Assessing trends in hotel performance and transactions within Sub-Saharan Africa as compared to other regions in the world, outlining future predictions of growth and performance. Moderator: Mark Wynne-Smith, Global CEO Hotels & Hospitality Group Jones Lang LaSalle Hotels & Hospitality Group
10:00 – 10:30	NETWORKING TEA, COFFEE WITH PASTRIES
10:30 – 11:15	EQUITY FUNDERS AND INVESTORS We examine the appetite to invest equity in hotel projects in Sub-Saharan Africa. Is it becoming easier to fund hotel projects and where is the money coming from? Moderator: Stuart Murray, Consultant, Pam Golding Properties Panel: Shamima Mallam-Hassam, Head of Business Development, CIM Global Business Charnel Kara, Tourism Specialist, Property Finance, First National Bank Xander Nijmens, Senior Vice-President, Hotels & Hospitality Group SSA, JLL Niel Bald, Managing Director, African Hotels and Adventures
11:15 – 12:15	MITIGATING RISK IN AFRICA'S HOTEL DEVELOPMENT & OPERATIONAL CYCLE The world is growing more complex daily. What are the risks hoteliers are facing in Africa and around the world today? What can you do to mitigate some of this risk? Moderator: Teresa Clarke, Chairman & CEO, Africa.com Panel: Guy Stehlik, CEO, Bon Hotels Volker von Widdern, Managing Director Risk Consulting, MARSH Africa Adrian Gardiner, Founder & Chairman, Mantis Collection Ronak Gopaldas, Head of Country Risk, Rand Merchant Bank
12:15 – 13:00	DOING BUSINESS IN AFRICA Leaders from some of the Continent's largest and most successful enterprises discuss their strategies for navigating the most diverse and prosperous market region in the world. Moderator: Victor Kgomoewana, Author & Africa Business Specialist Panel: Herman de Beer, Property Director, Virgin Active Health Clubs, South Africa Seewraj Nundlall, Director, Goods Producing Sectors, Board of Investments, Mauritius Adriaan Otto, GM Property Management Africa, JHI Raphael Kuuchi, Vice President Africa, IATA
13:00 – 13:45	NETWORKING LUNCH BREAK



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13:45 – 14:45	SPOTLIGHT ON EAST AFRICA Insights on one of Africa’s biggest and fastest growing economies: What is driving the growth? What are the opportunities and challenges in the hospitality industry? How can you take advantage of them? Moderator: Zahra Peera, Vice-President Development Sub-Saharan Africa, ACCOR Panel: Wivine Mumba Matipa, Director-General, ANAPI Henri Joubert, International Business Developer, City Lodge Hotel Group Roger Gardner, CEO, Sunbird Tourism limited Moseketsi Mpeta, Head of Tourism & Manufacturing, IDC		
14:45 – 16:00	BREAKAWAY SESSIONS		
SESSION 1	SOCIAL MEDIA AS THE FRONT-LINE OF MARKETING Hotel executives speak openly about the science of brand building, guest loyalty programs and managing the value proposition through social media. Moderator: David Martial, Managing Partner, Hospitality Plus Panel: Jeff Higley, Editorial Director/VP, Digital Media & Communications, Hotel News Now/STR Neil Walsh, International Business Manager, Traveltek Teresa Clarke, Chairman & CEO of Africa.com Darren Karshagen, Senior Market Manager, Expedia Lodging Partner Services		
SESSION 2	BALANCING HUMAN DEVELOPMENT RESOURCES IN THE GROWTH MODEL Knowledge, skills training and the talent pool. Who’s taking the lead on recruiting, training and developing talent to meet the pace of growth across the regions’ hospitality sector? Moderator: Adv. Brenda Madumise, CEO, Khomelela Investments Panel: David Classen, Vice-President Development Middle East & Africa, Four Seasons Hotels and Resorts Marcel Kobitski, Divisional HR Director, City Lodge Hotels Hellen Mabasa, HR Director for Africa & Indian Ocean, Hilton Worldwide Glenn Stutchbury, CEO, Cresta Hotels		
16:00 – 16:30	NETWORKING TEA, COFFEE WITH PASTRIES		
16:30 – 17:45	BREAKAWAY SESSIONS		
SESSION 3	NEEDS & LEADS IN HOTEL DEVELOPMENT In this session, participants will have three minutes to pitch ideas and projects to the audience and discuss ways in which one can get involved. These may be opportunities to invest, provide services, buy or manage. Moderator: Stuart Smith, CEO & MD HDG Advisors Panel: David Classen, Vice-President Development Middle East & Africa, Four Seasons Hotels and Resorts Marcel Kobitski, Divisional HR Director, City Lodge Hotels Hellen Mabasa, HR Director for Africa & Indian Ocean, Hilton Worldwide Glenn Stutchbury, CEO, Cresta Hotels		
SESSION 4	SPOTLIGHT ON MANAGEMENT CONTRACTS & LEASE AGREEMENTS How have the key terms and conditions of global management agreements evolved over the last decade? Africa has become an area of focus for international hotel operators; has this changed the way hotel operators enter into agreements in Africa? What is the future of hotel leases globally as well as in Africa? Moderator: Vincent Joyner, CEO, Hospitality Investment Partners Africa Panel: Philippe Baretaud, Senior Vice-President Development Africa, ACCOR Paul Ansah, Vice-President Development, Middle East & Africa, Marriott International Inc. Michael Devereux, Director - Acquisitions & Development, SSA & Indian Ocean, Starwood Hotels & Resort Michael Bromley, Director Corporate & Commercial, DLA Cliffe Dekker Hofmeyr		
19:00 – 21:00	WELCOME RECEPTION & NETWORKING - Four Seasons Hotel, The Westcliff		



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DAY 2		THURSDAY, 10 th SEPTEMBER 2015	
07:15 – 07:50		REGISTRATION, MORNING TEA, COFFEE WITH PASTRIES	
07:50– 08:00		OPENING REMARKS Mmatšatši Ramawela, HICA Conference Chair and TBCSA CEO	
08:00 – 08:45		GLOBAL TRENDS SHAPING TRAVEL AND TOURISM A discussion about the consumer travel trends on a global, regional and local level and the importance of developing and growing domestic and regional tourism markets to support the hotel and hospitality sector. Moderator: Dion Chang, Trend Analyst, Fluxtrends Panel: Rudi Jagersbacher, President Middle East & Africa, Hilton Worldwide Mark Wynne-Smith, Global CEO, Jones Lang LaSalle Hotels & Hospitality Group Barry Coetzee, CEO, iVeri Payment Technologies	
08:45 – 09:30		HOTEL OPERATORS AND THEIR SERVICE PROVIDER PARTNERS In this session we gain insight from leading hotel brands and what it takes to be a first choice service provider. Moderator: Mark Martinovik, CEO, Hotel Spec Panel: Glenn Stutchbury, CEO, Cresta Hotels Martijn Mellaart, Director, Hotel Facility Concepts Neil Bald, Managing Director, African Hotels & Adventures Jan van der Putten, Vice-President Operations, Africa & Indian Ocean, Hilton Worldwide	
09:30 – 10:00		TOURISM INVESTMENT OPPORTUNITIES THE DEMOCRATIC REPUBLIC OF CONGO Wivine Mumba Matipa, Director General, ANAPI	
10:00 – 10:30		THE MINISTER’S PANEL Jackie Asheeke, CEO, AE Consultancy in conversation with Derek Hanekom, Minister of Tourism, South Africa	
10:30 – 11:00		NETWORKING TEA, COFFEE WITH PASTRIES	
11:00 – 12:15		BREAKAWAY SESSIONS	
SESSION 5		DESIGN - BUILD EFFICIENCIES, COST & TIME SAVINGS This session will present ways to reduce the design process, technical cost and schedule to opening while saving money and resources along the way. Moderator: Dominic Hoole, Director Hotel Development & Acquisitions, Cii Holdings Panel: Evert Lategan, Project Construction Manager, Integrated Solutions Clive Shepherd, Group Managing Director, DSA Architects Mark Martinovic, CEO, Hotel Spec International Ltd. Trevor Julius, Managing Partner, dsgn Design	
SESSION 6		MAXIMIZING REVENUE & MANAGING BUSINESS CHANNELS This session will focus on the technology that is driving market share, hotel occupancy and profit to the bottom-line. Moderator: Ross Kata, Area Manager, Expedia Inc. Panel: Philip Taylor, Chairman, Hospitality Plus Marek Zmyslowski, Managing Director, Jovago.com Kamesh Shukla, Senior Vice-President, RateGain Travel Technologies Brendan Jones, Director of Travel & Leisure, Ve Interactive	



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SESSION 7	<p>HOTELS AS PART OF MIXED-USE DEVELOPMENTS What are good local and international examples of mixed usage developments and what makes this type of development attractive for the developer, the operator and various stakeholders? Moderator: Deborah Peters, Investment Consultant Panel: Xander Nijens, Senior Vice-President, Hotels & Hospitality Group SSA, JLL Andrew Thompson, Development and Sales Director, eLan Group Wayne Troughton, CEO, HTI Consulting Stuart Murray, Consultant, Pam Golding Properties</p>
12:15 – 13:30	<p>NETWORKING LUNCH BREAK with Steuart Pennington, <i>AFRICA – The Good News</i></p>
13:30 – 14:15	<p>GROWTH THROUGH PARTNERSHIPS Leaders of global and regional hotel groups discuss the various ways their organisations wish to work with investors and other stakeholders to expand their footprint on the African continent. What is a realistic pipeline in terms of new hotels for the next 24 to 60 months? Moderator: Jeff Higley, Editorial Director/VP, Digital Media & Communications, Hotel News Now/STR Panel: Philippe Baretaud, Senior Vice-President Development Africa, ACCOR Rudi Jagersbacher, President, Middle East & Africa, Hilton Worldwide Mark Satterfield, Chief Operating Officer Middle East & Africa, Marriott International Neil George, Senior Vice-President Acquisitions & Development, Starwood Hotels & Resorts</p>
14:15 – 15:00	<p>THE DEBT EQUATION IN FINANCING Moderator: Peter Golding, CEO, Pam Golding Commercial Panel: Panel: Arthur Gillis, CEO, Platinum Hospitality Holdings Moseketsi Mpeta, Head of Tourism & Manufacturing, IDC Quentin Scorgie, Investment Consultant Martin Jansen van Vuuren, Strategic Director, Grant Thornton</p>
15:00 – 16:00	<p>SPOTLIGHT ON WEST AFRICA Spotlight and insights on Africa’s biggest economy: Nigeria. What is driving the growth? What are the opportunities and challenges in the hospitality industry? How can you take advantage of them? Moderator: Nnema Byrd, Investment Principal, Stanlib Africa Direct Development Fund Panel: Marek Zmyslowski, Managing Director, Jovago.com Michael Cooper, Vice-President, Development SSA, Hilton Worldwide Guy Stehlik, CEO, Bon Hotels Deborah Peters, Investment Consultant</p>
16:30 – 21:00	<p>HICA CLOSING COCKTAILS & NETWORKING - Queen’s Shebeen @ The Hilton Hotel</p>



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DAY 3	FRIDAY, 11 th SEPTEMBER 2015
07:30 – 08:30	REGISTRATION, MORNING TEA, COFFEE WITH PASTRIES
08:30 – 08:40	OPENING REMARKS Mmatšatši Ramawela, HICA Convener
08:40 – 09:00	GLOBAL TRENDS ON HOSPITALITY TECHNOLOGY Presented by: Philip Taylor, Chairman, Hospitality Plus
09:00 – 09:45	<p>THE FUTURE OF ONLINE DISTRIBUTION The greatest risks overshadowing hospitality operators are largely driven by brand erosion, loyalty migration and commission dependence. OTAs and meta-search engines are dominant with increased market share, whilst reviews are a catalyst not to be neglected. Where are we going next in a world influenced by today's price and availability, and a shorter booking life cycle? Moderator: David Martial, Managing Partner, Hospitality Plus Panel: Brendan Jones, Director of Travel & Leisure, Ve Interactive Darren Karshagen, Senior Market Manager, Expedia Lodging Partner Services Stuart Smith, CEO & MD, HDG Advisors Neil Welsh, Regional Sales Manager, Traveltek</p>
09:45 – 10:45	<p>THE POWER OF INTELLIGENCE We are told that it is six times more expensive to attract a new guest than keeping an existing one and up to 70% of guests move to another brand because of the lack of communication strategies. We are also told that pricing sensitivity remains a key factor. Advanced algorithm solutions can measure tomorrow's data to provide state of the art pricing forecasts and thus higher ROIs. Therefore, let us learn how to convert our big data into big dollars by better anticipating our guest requirements. Moderator: Philip Taylor, Chairman Hospitality Plus Panel: Sandra Heiden, Senior CRM Consultant, Serenata Intraware Martin Jansen van Vuuren, Strategic Director, Grant Thornton Kamesh Shukla, Senior Vice President, RateGain Travel Technologies Theren Jagessar, Chief Client Officer, Public Sector & Africa, Gijima</p>
10:45 – 11:15	NETWORKING TEA, COFFEE WITH PASTRIES
11:15 – 12:15	SECURED PAYMENT SOLUTIONS & TREASURY MANAGEMENT Barry Coetzee, CEO, iVeri Payment Technologies
12:15 – 12:30	SEMINAR WRAP-UP AND CONCLUDING REMARKS Philip Taylor, Chairman, Hospitality Plus and Mmatšatši Ramawela, HICA Convener
12:30 – 13:30	LUNCH & CLOSURE