



### WHAT ARE THE BENEFITS FOR YOU AS A CLIENT / GOVERNMENT DEPARTMENT?

- Video Conferencing Facility
- Linkage to the National Contractor Development Programme

### WHAT ARE THE BENEFITS FOR YOU AS AN EMERGING CONTRACTOR?

- Access to information on financial assistance offered by various financial institutions
- Access to information on materials, suppliers, pricing, etc
- Business to business linkage enabling contractors to contact each other and find appropriate partners and skills
- Facilitate limited access to technology - computers, website facilities, software relevant to contracting, tendering, safety and quality management
- Access to training, workshops and seminars eg:
  - generic business skills
  - specific skills ie. contract management, supervision, etc
- Potential sub-contracting opportunities
- Potential Joint Ventures for 'up-tendering'.

### WHAT ARE THE BENEFITS FOR YOU AS AN ESTABLISHED CONTRACTOR?

- Sourcing of sub-contractors
- Joint Venture opportunities
- Facilitate implementation of the construction charter
- Support in growing your industry.



### ANONYMOUS FRAUD REPORTING HOTLINE:

Toll free number: 0800 11 24 32 (06h00 to 10h00)

Toll free facsimile: 088 012 644 8084

E-mail: cidb@tipoffsatwork.co.za

Website: www.tipoffsatwork.co.za

P.O.Box: Tipoffs@Work

PO Box 10312, Centurion, 0046

### WHAT SHOULD BE REPORTED THROUGH THE ANONYMOUS FRAUD HOTLINE?

Any knowledge or suspicion of unethical behaviour which includes any of the following:

Fraud, corruption, theft, nepotism, conflicts of interest, non-compliance with CIDB rules and regulations, favouritism, discrimination, fruitless, wasteful and unauthorised expenditure, abuse of position, any dishonest behaviour, somebody apparently living beyond their means, etc.

### WHERE TO FIND THE CCC:

#### From N1...

- From Bellville or Paarl (N1 Freeway), drive all the way into town; continue along the overhead freeway at foreshore and into Buitengracht Street
- Continue up Buitengracht Street and turn left into Dorp Street
- Drive down Dorp Street until the intersection with Long Street
- The CCC will be on your right hand side (corner of Dorp and Long Street).

#### From N2...

- From Somerset West or Airport, follow the N2 Freeway and keep right at the N2 /M3 intersection
- Keep right and follow Eastern Boulevard (not De Waal Drive)
- Proceed straight down the Eastern Boulevard into Strand Street off ramp
- From Strand Street take left into Long Street and drive down till you reach Dorp Street
- The CCC will be on the opposite right hand side (corner Long & Dorp Street).



# Construction Contact Centre

### PHYSICAL ADDRESS

140 LONG STREET  
CAPE TOWN

Tel: 0861 927 222 /  
0861 WCP CCC

Facsimile: 0866 740 914

E-mail: wcpccc@cidb.org.za

Website: www.cidb.org.za





## AIM

The aim of the Construction Contact Centre (CCC) is to provide clients, stakeholders, partners and Construction Industry Development Board (CIDB) registered contractors with a one stop construction support service. This concept is an initiative by CIDB and the National and Provincial Departments of Public Works (DPW's) in support of contractors and construction industry development.

## SUPPORTING CONTRACTOR DEVELOPMENT BY:

- Growing contracting capacity
- Promoting Equity (targeted contractor development)
- Encouraging continuity and sustainable work opportunities
- Improving industry standards and performance in terms of quality, employment conditions, skills, safety, health, etc.

## SERVICES

The services to be rendered by the CCC include:

- **Contractor Registration Advice and Help Desk**
  - Distribution of CIDB registration forms through CCC Help Desks
  - Registration, upgrades and renewal process streamlining
  - Advice service
- **Support Services**
  - Support to clients and contractors (emerging and established)
  - Procurement and best practice advice to client departments
  - Facilitating access to contractor development training
  - Facilitating access to finance and technical support services
  - Facilitating access to information, communication and technology (Internet, email, quicklinks, webcams, video conferencing, etc.)
  - Facilitating business to business linkages and networking opportunities (subcontracting, Joint Ventures, etc.)
  - Facilitating links to key stakeholders/partners

## Enterprise and Business Development

- Facilitation of links to CIPRO, SARS, Tax/VAT Compliance, etc.
- Providing information to business, SME, entrepreneurial guides
- Facilitating Referrals to other contractors, suppliers and construction support services

## Contractor Development

- Supporting implementation of National and Provincial contractor development programmes
- Ongoing facilitation on access to finance and addressing other areas of contractor challenges
- Supporting targeted developmental programmes
- Contractor and clients support - webcams/video conferencing, and information sharing.



## COMMUNICATION NETWORKS

The CIDB and all provincial CCC's will be interlinked. This will provide the user of the centres with information regarding the construction industry in South Africa.

## PARTNERS AND CCC STAKEHOLDERS

The CCC concept is premised on a partnered approach. Partners and stakeholders will contribute in different ways to enhance the performance of the CCC. Amongst others, partners and stakeholders include:

- National and Provincial DPW's
- CIDB

## Potential partners include:

- Government Infrastructure Departments
- DTI - SEDA
- Developmental Agencies
- Regulatory Authorities
- CETA
- Higher Education and FET Institutions
- Private Sector
- Professional bodies and industry associations
- Established industry and contractors
- Banks and other financing organizations
- Material Suppliers
- CSIR

## WHAT ARE THE BENEFITS FOR YOU AS A PARTNER?

- Visibility
- Marketing opportunities
- Access to information
- Access to CIDB resources and registered contractors
- Facilitate industry charter implementation for your company / organisation.