

Post Event Report

Fiji 2019 ADB Annual Meeting

Contents

- [Event Details](#).....3
- [Resourcing and Planning](#).....4 to 9
- [Events & Meetings](#)10 to 22
- [Meeting Spaces](#).....23 to 29
- [Registration to Pre Event Communication](#)30 to 32
- [Volunteers](#).....33 to 36
- [Furniture](#).....37 to 39
- [Suppliers Engagement](#).....40 to 43
- [Sponsorships, Exhibition & Displays](#).....44 to 46
- [Branding & Theming](#)47 to 50
- [Merchandise](#).....51 to 52
- [Sustainability](#).....53 to 54
- [Other Feedback - Tours, Hotel Bookings, Delegate Feedback](#).....55 to 58

Event Details

Event	ADB Annual Meeting
Dates	Wednesday 1st May - Saturday 4th May 2019
Venue	Sheraton Fiji Resort and Spa Westin Fiji Resort and Spa Sofitel Resort and Spa Golf and Racquet Club
Numbers	500 Delegates - Finance Ministers, central bank governors, other ministers 100 observers - World Bank, UN organizations, observer non member countries such as Israel, Kuwait 1,000+ guests - Executives and staff of major banks and companies, host country invitees, seminar speakers 150 CSOs - International and local civil society and nongovernment organizations 200 international and local media 200 ADB personnel 100+ accompanying persons 100+ host country personnel Total - 2000 - 3000 attendees
Dress Code	Delegates - Corporate Production staff - smart black
Bump-in / Access	Golf and Racquet Club Lawn - 15th April 2019 Sheraton/ Croquet Lawn & Transport Center Marquee - 22nd April 2019 Meeting rooms - 26th - 30th April 2019
Bump-out	Monday 6th May 2019
Parking	Venue Areas - Sheraton, Westin, Sofitel Tappoo Land - Drivers Compound Carpenters Land - Delegate Parking

Resourcing and Planning

- Strategic view and Agency Engagement
- Resourcing Feedback
- Recommended Roles and Responsibilities (Pre-production)
- Recommended Roles and Responsibilities (Onsite)

Strategic view and Agency Engagement

- The relationship between MCS and the PCO is one that requires deep and broad planning.
- The partnership should be mutually beneficial to all stakeholders and one based on both discipline and trust.
- The role of the PCO is to be MCSs' trusted advisor and a partner that is able to consult at all levels of the project from as early as the event allows.
- Items including budgeting, team appointments, resourcing, timeline coordination and other such categories that need to be planned sometimes years prior to the event should fall into the remit of both the PCO and MCS in the very early stages of event preparation.
- Early PCO engagement strategies ensure that cost efficiencies can be identified early on in the event planning process.
- An early PCO/agency engagement process will also help to mitigate the risk of budgets being under-written and resourcing under-allocated.

Best Practice PCO/Agency Engagement Process

STAGE 1 To commence as early as possible, once event is known	STAGE 2 24 - 13 months out	STAGE 3 12 - 5 months out	STAGE 4 4 - 1 month out
BRIEF MCS to provide written brief to PCO	CREATIVE RESPONSE PCO to prepare a Creative response to brief which is a proposal of ideas (incl furniture and merchandise) & activities for all aspects of the event. This proposal would take 6 - 12 weeks in order to allow for getting 3 quotes from suppliers to be compliant with MCS procurement process.	SPONSORSHIP SALES Approved no later than 8-7 months out in order to deliver promised packages and finalise budget spend.	EXECUTION Finalise all areas of execution and suppliers.
BUDGET/ VENUE PROPOSAL PCO to present event budget including venue options	RECRUITMENT PROCESS Recruit staff as per resourcing plan. To be completed no later than 12 months out from event date	MARKETING PLAN Approve marketing plan and deploy	REHEARSAL SCHEDULE All stakeholders to confirm rehearsal times for all speakers 1 - 2 months out
ROLES & RESPONSIBILITIES PCO to present suggested resourcing. Collaborative effort between stakeholders.	CREATIVE RESPONSE APPROVAL Written feedback/ Approval on PCO Creative response to brief.	EXECUTION Venue logistics, supplier and stock approval in all areas ordered and confirmed	RISK ASSESSMENT Finalised 2 - 3 months out and shared with all suppliers and stakeholders.
BUDGET & R&R APPROVAL MCS to approve budget and resourcing allocation provided by PCO	PROCUREMENT Supplier and recruitment to be completed no later than 12 months out from event date	COMMUNICATIONS/ CONTENT Starting planning content, speakers, Audio and Visual	CREATIVE Creative assets and matrix approved as final. Move into production and printing of all assets.
TIMELINE Draft timeline for event, include PCO and MCS deliverables	SPONSORSHIP PROSPECTUS Sponsorship packages drafted and approved no later than 12 months out from event date	EXHIBITOR MANUAL Draft Exhibitor manual for client approval and sent out no later than 7-6 months out.	RESOURCING Final onsite event delivery team confirmed and onsite organisational structure reviewed and approved by client.
PCO PROCUREMENT Following approval of funding, prepare PCO proposal procurement required for event execution	DRAFT MARKETING PLAN REGISTRATION PLAN	REGISTRATION Registration open and onsite logistics confirmed	BLUEPRINT Production and dissemination of event production blueprint. Sent to all parties and stakeholders.
PCO CONTRACT APPROVAL		CREATIVE	

Pre-Production - Feedback

CHALLENGES

Pre-production didn't formally commence until procurement of suppliers (3 months out) was complete. This created unnecessary pressure on suppliers, stakeholders and PCO teams as valuable pre-production time was lost.

Based on the tight timelines created by a slower than expected decision making process, the PCO would recommend that should this event take place again, additional PCO resources are added in the 3 months preceding the event.

With formal event production only kicking off 3 - 4 months prior to event, an additional event producer was required to help execute and deliver in the short time frames.

From a PCO perspective, they need to be aware that working with government can be very process driven and as such, make allowances for this when designing a resourcing matrix.

Additional Event Manager/ Volunteer recruitment personnel were required from the commencement of the project to assist with recruitment and event processes.

RECOMMENDATIONS

Identify resources needed once timelines is known. If decisions are delayed, MCS will need a contingency which allows for additional resources to be bought in by PCO

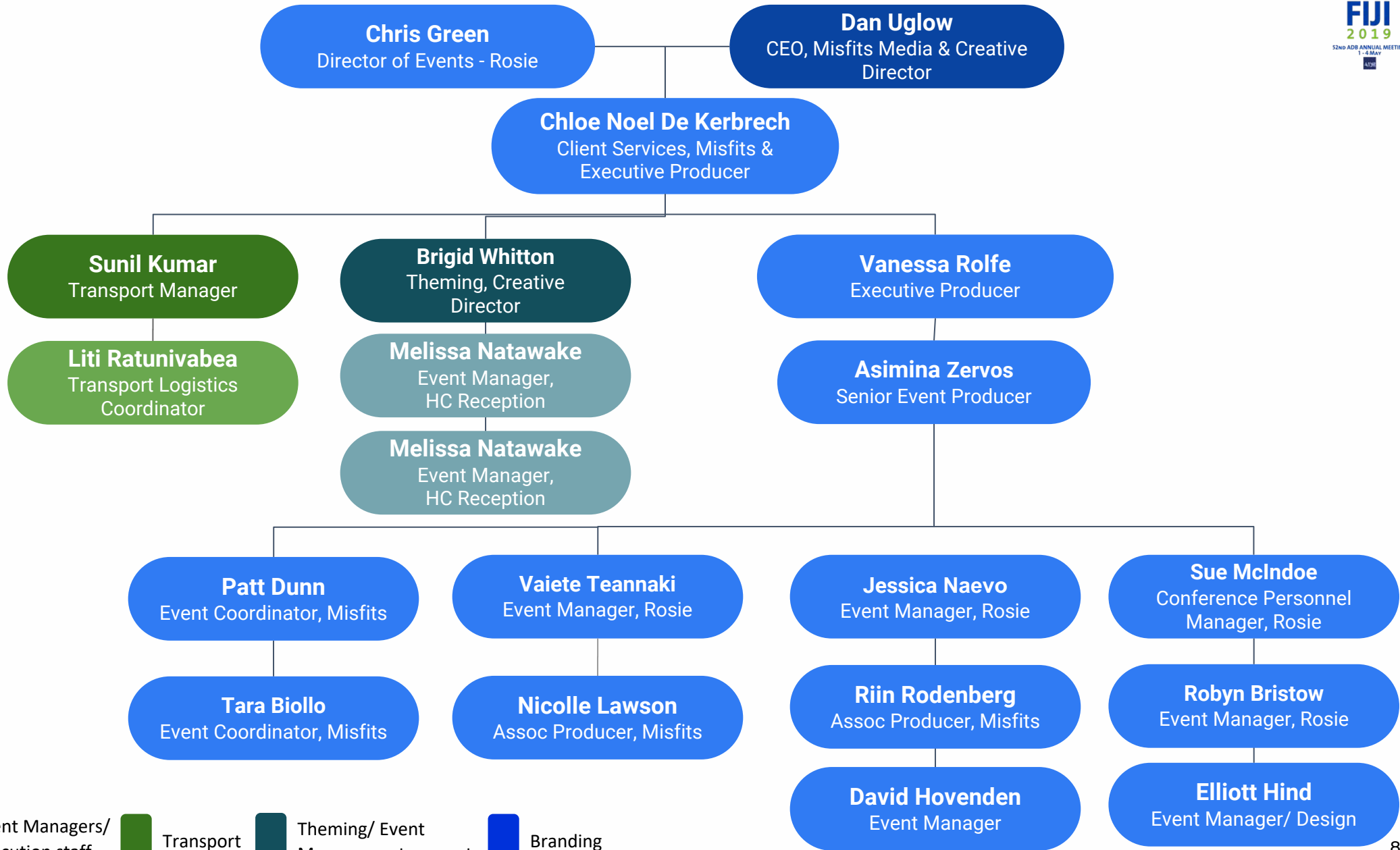
PCO assisting with resourcing early on to identify gaps and ensure the right resources are in place.

Suggestion to partner with an MCS employee in the early pre production phase to help manage execution and split tasks. Possibility of the PCO rep working 'in-house' at MCS during pre-production.

A number of factors need to be considered when quoting for PCO. Quantity of revisions to the brief, Government processes and overall executional time frame in order to have the correct resourcing in place.

Where possible, Conference personnel shouldn't be used as senior supervisors, this is a significant responsibility and needs to sit with the expertise of the PCO team.

Final Organisation Chart - PCO Team





Events & Meetings

- Session feedback
- Logistics of sessions
- Offices/ Bilateral Meetings
- Meeting attendance
- Networking Events
- Event Format
- F&B Feedback

Meetings/Session - Feedback

CHALLENGES

Misfits felt there was not enough time between sessions, due to this it made it rushed for the delegates to travel between sessions and less time to reset rooms.

At first there was a confusion on who is managing the F&B, ADB going direct to venue and PCO also going direct to venue.

Audio and Visual suppliers were not clear at times in Press Conference at the Sheraton Ballroom which caused a minor disruption to session

In one particular session, it was requested that chairs were removed which caused minor disruption to the banquets team in turnover of rooms.

There was a lack of a sense of formal start time in the rooms; meetings would commence without a warning which was not clearly communicated to the organiser or PCO rep.

RECOMMENDATIONS

Allow 20 to 30 mins between each session to allow delegate to get to and from venues, get a drink and allow venue and events team to reset room.

1 point of contact for all F&B requests. PCO to manage all F&B and logistics requests with venue on behalf of client (MCS and ADB). This should include networking events.

Ensure that prior to all sessions there is a rehearsal with all AV equipment, speakers and media cameras..

Best to keep the maximum chairs in the room so that we encourage a full use of the room. Minimise the removal chairs as this does tend to take a bit of time especially when sessions are close to each other.

Organiser needs to be clearer from the beginning on when to close the doors, start the meeting and therefore proper comms equipment would help the PCO team in this as for timing and clarity of when to close doors to start the meeting



Host Country Reception - Feedback

CHALLENGES

The PCO was fairly disappointed in the slow response to requests and emails from the Intercontinental staff. Items that were confirmed to go ahead by Events team was then rejected weeks sometimes months later once Management got involved.

Lack of communication to catering team onsite, chef wasn't impressed when we moved one of the catering (Sushi) stations to allow for the AV marquee which was required due to wet weather. However eventually all stakeholder requirements were met.

Volunteers were under resourced. Were supposed to have 39, ended up with 16 due to drop outs.

Bump in for theming did not go as smoothly as it might have as the venue's ops manager advised no furniture was to be moved whereas in fact this discussion had taken place weeks prior and a floor plan agreed upon. This was then revoked and Rosie was able to move ahead with theming bump in and furniture removal as planned.

Entertainment was fairly flawless with the exception of entertainment and rehearsals which were pushed back by performers running late onsite.

Tasting was requested by the client however was unable to be met due to constraints. Some improvement with catering onsite as chef was not impressed when one the catering station was moved to allow the AV marquee



RECOMMENDATIONS

Clear and correct information given from venue staff from the start to avoid delays and additional work. A dedicated Event Manager brought on earlier to help with pre-production was needed for consistency.

Direct communication with F&B team, information given to the venue was not travelling down to the right people which caused confusion and delays.

Extra event managers managing conference personnel to assist with replacements. Not enough staff assisting with Conference personnel to help cover dropouts and issues onsite.

Again information not being funneled down to the right teams in the venue. Communication breakdown. The venue really needed a dedicated Event manager that was assisting with all aspects of the event. Venue does not have enough staff to accommodate the requests.

Rehearsals is a must when delivering a live event with a stage, speakers and entertainment. A full dress rehearsal is recommended in future.

Ensure a clear tasting date is organised well in advance of the event to ensure all parties are onboard with the food served at the Event. Also provide all final networking information to PCO at least a month out so that they are able to send out their draft Event orders to their operations team



ADB Receptions - Feedback

CHALLENGES

Not having full visibility or control of the receptions, we were advised for this to be a direct engagement between ADB and venue/ Microhire. However onsite there was a expectation from ADB that PCO was running the receptions however there was not handover or brief on what was organised previously.



Lack of information sharing from ADB representatives about delivery and logistics.



Not clear on the roles and responsibilities of event delivery and execution.



ADB Networking team were in communication with the Venue directly and had left the PCO out of the loop.



RECOMMENDATIONS

For ease of execution and keep it consistent across all areas, Misfits feels its better that the PCO manages all ADB/ HC related events and activities. Networking events is no different to a meeting.

Providing all final networking information to PCO at least a month out so that they are able to send out their draft Event orders to their operations team.

Clear communication/ identification on what areas of the event the PCO looks after. This should be discussed and finalised between both parties in the early stages.

Be good to have all first hand information from the very start of the pre-planning so that PCO is aware of every aspect of Events even though they are not coordinating them.

Sheraton - Figures

Date	Time	Event	Room	Expected Numbers	Actual Attendees
1 May	9:00am - 12:00pm	Pacific DMC Governors Informal Preparatory Room Meeting	Frangipani & Gardenia	60	108
1 May	12:30pm - 2:00pm	Participants Lunch	Feast & Chimes	300	239
1 May	2:00pm - 3:00pm	Pacific DMC Governors and ADB Management Meeting	Frangipani & Gardenia	100	105
1 May	3:15pm - 4:15pm	Session of Financing Climate Change	Frangipani & Gardenia	100	130
1 May	4:30pm - 7:30pm	Annual Donors Consultation Meeting	Orchid	130	120
2 May	7:30am - 9:00am	ADB World Bank - IMF Coordinating Meeting	Gardenia	32	25
2 May	9:00am - 11:00am	Host Country Seminar ; 30 under 30; The face of Fiji	DICC	600	342
2 May	12:30pm - 2:00pm	Participants Lunch	Feast & Chimes	800	898
2 May	9:00am - 11:00am	Constituency Meeting (Belgium, France, Italy, Portugal, Spain and Switzerland) ED Pierre - Emmanuel Belchue	Sheraton Boardroom	10	11
2 May	11:00am - 12:00pm	Constituency Meeting of Suite 11 (ED Phillip Rose)	Sheraton Boardroom	10	10
2 May	12:30pm - 2:00pm	Governors Lunch	Ports O Call	60	34
2 May	2:00pm - 5:20pm	ASEAN + 3 Finance Ministers and Central	Frangipani & Gardenia	130	170
2 May	11:15am to 12:00pm	Presidents Press Conference	Orchid	120	82
2 May	5:00pm to 6:30pm	Europe plus Canada Conditioning Meeting	DICC	60	55
2 May	6:30pm to 8:30pm	Presidents Cocktail	Sheraton Lobby	1200	2400

Sheraton - Figures

Date	Time	Event	Room	Expected Numbers	Actual Attendees
3 May	9:00am - 10:30am	Governors Round Table	Frangipani & Gardenia	170	144
3 May	10:45am - 11:45am	Host Country Session/Opening Session on Board of Governors	DICC	1500	1235
3 May	12:30pm - 2:00pm	Participants Lunch	Feast & Chime	1200	1419
3 May	3:00pm - 4:00pm	Directors Film Screening; A Plastic Ocean	Orchid	50	72
4 May	9:00am - 10:00am	CNBC Debate; Transparent Tourism Growth and Sustainability	Orchid	120	134
4 May	11:00am - 12:30pm	Governors; Seminar ; Role of Tourism for Sustainability	Sheraton Ballroom	400	381
4 May	12:30pm - 2:00pm	Participants Lunch	Feast/Chimes	800	1350
4 May	2:00pm - 5:30pm	Business Session	DICC	600	502
4 May	5:30pm - 6:30pm	Future Host Country Event (2020)	Orchid	150	400

Westin - Figures



Date	Time	Event	Room	Expected Numbers	Actual Attendees
1 May	8:00am - 11:00am	AFE - ADB Chapter Coordinators Meeting	Senijale	25	9
1 May	12:00pm - 1:30pm	Luncheon for Pacific DMC Governors hosted by Vice President (Operations 2)	Kitchen Grill	130	119
1 May	12:00pm - 3:00pm	Constituency Coordination Luncheon Meeting (ED Kris Panday)	Senijale	25	18
1 May	1:30pm - 3:00pm	AFE -ADB 33rd Annual General Meeting	Senirosi Dua	30	19
1 May	2:00pm - 4:30pm	Discussion on ADB Strategy 2030s Operational Priorities	Senirosi Rua	120	160
1 May	3:15pm - 5:15pm	CAREC Forum ; Sustainable Tourism Development in the CAREC Region	Senirosi Dua	70	47
1 May	6:00pm - 8:00pm	AFE-ADB Cocktail Reception (c/oAFE - ADB)	Meke Lounge	40	44
2 May	9:00am to 11:00am	Bilateral meetings of Korea Deputy Prime Minister (% Mr. Yeantaek, Kim, MOSF)	Senirosi Rua	16	16
2 May	9:45am to 10:45am	Meeting between Civil Society Organizations and ADB Management	Senirosi Rua	125	122
2 May	11:00am to 12:00pm	Institutional Event 1 ; ADBs Development Effectiveness in 2018	Senirosi Rua	120	106
2 May	11:00am&12:00pm & 12:00pm to 2:00pm	Constituency Senior Officials Meeting and Luncheon (ED Anuar Bin Ariffin) Cynthia .S Kalingo - Suite 8)	Senijale	20	20
2 May	11:00am to 12:00pm	PRC-JPN -KOR Trilateral Finance Ministers and Central Bank Governors Meeting	Senirosi Dua	56	66
2 May	12:30pm to 2:00pm	Civil Society Panel ; Impact of ADBs Energy Policy and the Paris Agreement (NGO Forum on ADB)	Senirosi Rua	130	55
2 May	01:00pm to 2:00pm	French Delegation Meeting (ED Pierre - Emmanuel Beluche) Gems Gonzalez - Suite 9	Senirosi Boardroom	10	Moved their meeting to villa

Westin - Figures

Date	Time	Event	Room	Expected Numbers	Actual Attendees
2 May	9:00am - 11:00am	Bilateral meetings of Korea Deputy Prime Minister (% Mr. Yeantae, Kim, MOSF)	Senirosi Rua	16	16
2 May	9:45am - 10:45am	Meeting between Civil Society Organizations and ADB Management	Senirosi Rua	125	122
2 May	11:00am - 12:00pm	Institutional Event 1 ; ADBs Development Effectiveness in 2018	Senirosi Rua	120	106
2 May	11:00am - 12:00pm & 12:00pm - 2:00pm	Constituency Senior Officials Meeting and Luncheon (ED Anuar Bin Ariffin) Cynthia .S Kalingo - Suite 8)	Senijale	20	20
2 May	11:00am - 12:00pm	PRC-JPN -KOR Trilateral Finance Ministers and Central Bank Governors Meeting	Senirosi Dua	56	66
2 May	12:30pm - 2:00pm	Civil Society Panel ; Impact of ADBs Energy Policy and the Paris Agreement (NGO Forum on ADB)	Senirosi Rua	130	55
2 May	01:00pm - 2:00pm	French Delegation Meeting (ED Pierre - Emmanuel Beluche) Gems Gonzalez - Suite 9	Senirosi Boardroom	10	Moved their meeting to villa
2 May	2:00pm to 4:00pm	Suite 4 Constituency Office Meeting (ED Anthony Mc Donald) Jennifer Tantamco	Senirosi Dua	85	62
2 May	2:30pm to 4:30pm	Financing Partners Forum; Beyond the Horizon Partnership and Innovation for the Pacific	Senirosi Rua	64	54
2 May	3:30pm to 5:00pm	Learning with Partners ; (Organized by Civil Society in the Pacific)	Coco Palms	150	121
2 May	4:30pm to 6:30pm	South Asian Association for Regional Cooperation Finance Ministers Meeting	Senirosi Dua	58	49
2 May	5:00pm to 6:30pm	Australia - Pacific Island Cocktails (c/-o Jennifer Tantamco, Suite 4)	Meke Lounge	70	52
2 May	5:00pm to 6:00pm	Talanoa Opening Reception (Following the official opening of the CSP Market exhibit networking and CSP, ADB will host the Opening CSO Reception)	Coco Palms	80	121
2 May	6:30pm to 7:30pm	6th Meeting of SDF Governing Council	Senirosi Dua	58	49

Westin - Figures

Date	Time	Event	Room	Expected Numbers	Actual Attendees
3 May	7:30am - 8:30am	Constituency Breakfast (ED Shahid Mahmood) Marimil Francisco - Suite 2)	Senijale	30	33
3 May	7:30am - 8:30am	JCIF Breakfast Meeting	Senirosi Rua	50	51
3 May	8:00am - 9:00am	German Delegation Meeting (AED Helmut Fischer) (16) (Raquel Araojo - Suite 11)	Senirosi Boardroom	16	moved to their villa
3 May	9:00am - 10:30am	Learning with Partners: Opportunities and Challenges for Young Women's Economic Empowerment in the Pacific (Plan International)	Coco Palms	120	122
3 May	9:00am - 10:00am	Institutional Event 2: Improving Project-Level Grievance Redress Mechanisms and Accountability	Senirosi Dua	120	48
3 May	2:30am - 3:30pm	Institutional Event 3: ADB's New Procurement Framework and Business Opportunities	Senirosi Dua	120	52
3 May	4:00pm - 5:30pm	Learning with Partners: Gender-Based Violence and the Rise in Climate-Related Disasters: Applying CSO Insights to Multilateral Investments in Asia and the Pacific (The Asia Foundation)	Coco Palms	120	102
3 May	4:00pm - 5:00pm	Institutional Event 4: Sink or Sync: Managing Natural Resources and Vulnerability in Asia and the Pacific	Senirosi Dua	120	97

Westin - Figures

Date	Time	Event	Room	Expected Numbers	Actual Attendees
4 May	8:00am - 2:00pm	Bilateral Meetings of Korea Deputy Prime Minister (% Mr. Yeantae Kim, MOSF)	Senirosi Boardroom	10	moved to their villa
4 May	9:00am - 11:30am	Special Olympics	Coco Palms		92
4 May	9:00am - 10:30am	Side Event ; New Tools for Sustainable Infrastructure Development	Senirosidua	120	66
4 May	10:30am - 12:00pm	Civil Society Panel : Unpacking the Delivery of ADBs Safeguard Policy Statement (NGO Forum on ADB)	Senirosi Rua	120	115
4 May	2:00pm - 3:30pm	NGO Forum AGM - IED CSO Meeting	Senirosi Rua	40	13
4 May	6:15pm - 6:30pm	Joint Presidents and Chair Closing Press	Senirosi Rua	70	77

Sofitel - Figures

Date	Time	Event	Room	Expected Numbers	Number of Attendees
1st May	9:00am - 10:00am	AMRO Side Event	Ballroom 2	50	50
2nd May	11:00am - 12:30pm	PPSS Side Event	Ballroom 2	80	80
2nd May	12:30pm - 2:00pm	IDF Seminar Lunch	Ballroom 1 & 5	120	120
2nd May	12:30pm - 2:00pm	NEC Seminar Lunch	Ballroom 3 & 4	120	120
3rd May	12:30pm - 2:00pm	UNDP Seminar Lunch	Ballroom 1 & 5	100	100
3rd May	12:00pm - 1:30pm	OMFIF Seminar Lunch	Ballroom 3 & 4	120	120
4th May	12:30pm - 2:00pm	IFR Seminar Lunch	Ballroom 1 & 5	120	120
4th May	12:30pm - 2:00pm	JOI Seminar Lunch	Ballroom 3 & 4	120	120

Intercontinental Venue

Date	Time	Event	Room	Expected Numbers	Final Attendees
3 May	6:00pm - 8:00pm	Host Country Reception	Kama Lawn	1500	1100
3 May	3:30pm - 4:30pm	Governors Plenary	Natadola Ballroom	73	73
3 May	5:00pm - 6:00pm	Governors Networking Event	Navo	120	100

Events and Meeting - Highlights

DICC 36m LED Screen

Advance technology is what we need in a developing country like Fiji. This screen gives not only compliments the large room but takes the venue to another level and high standard.

New Meeting Rooms

With the 4 x new meeting spaces in the DICC area made it easy for the PCO team and Ministry Team to be checking on the main meetings and Events.

Renovated Ballroom

A fresh space was great to use with all the new furniture and tables. It made the meeting space look more professional for conferences such as the ADB Meeting.

Volunteers

Having the additional helpers were are great asset in order to make the Meetings and Events flow well.

Overall Branding of the Event

Consistent world class visuals and branding across all locations redefined people's expectations of ADB Annual Meeting



Meeting Spaces

- Overall venue feedback
- Space suitability
- Venue setups
- Marquees
- Villas/ Standard rooms - converted offices
- Space Requirements

Meeting Spaces - Sheraton/ Westin

CHALLENGES

Marriott Group didn't have enough staff to handle all the PCO and MCS requests in a timely manner. 1 main contact for both execution and hotel bookings isn't enough for this scale of event.



Not clear in the venue contract who was managing and providing banquet furniture for Villas.



Port O Call (Governors Lounge) was hardly used. Maximum of 8pax at one time using the space. Space may be too dark for Governors?



Not enough space to accommodate all the meetings for this style event. Westin rooms in particular were too small for the required attendance



Rooms and Doors are not really sound proof especially when there is movements in and out of the rooms.



Various Organisers and Facilitators for Each session was always introduced on the day of the Event which kind made our team struggle to know the exact needs at times.



RECOMMENDATIONS

Separate staff to handle hotel bookings and execution would of resulted in quicker response from the venue. Ensure venue has enough staff to handle the event needs. Venue to provide staffing allocated to the event upfront prior to contract agreement.

Suggest to have a whole lot of questions prepared prior to contracting stage especially when coordinating firstly with the Sales Manager of the property.

Secluding an area of Vai Restaurant would have worked better for the Governors. Better ocean view and natural light for them.

Larger convention centre and facilities/ meeting rooms required for this size event.

Venue should look into having soundproof Doors as well as the walls. This should always be checked properly during pre- contracting stages and ensure this is tested out.

Be ideal if the facilitators and organisers for each meeting session can be introduced at least 6 months out to be able to be of a better service to these organisers.



Meeting Spaces - Villas/Standard Rooms (Offices)

CHALLENGES

The distance from the villas to the main meeting venues was quite of a walk.

Limitation on venue Buggies to assist in transporting delegates from the villa offices to Sheraton or Westin.

Sheraton standard rooms were too small for some boardroom set ups of 25 pax and more where it was a tight squeeze.

No proper space and area for catering stations to be placed or a catering room to facilitate the rooms on last minute requests, it was always a long wait.

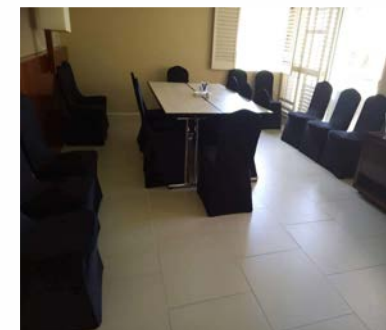
RECOMMENDATIONS

During pre-contracting stage ensure to check on the distance of proposed offices and try to keep the distance as minimal as possible.

During pre-contracting stage check on number of buggies that venue has that will solely be used for Meeting purposes and ensure this is locked down during contract stage. Venue needs to be clear from the very beginning.

In the early stages of nominating a venue ensure to secure all floor plans of rooms, and venues from the Sales Manager so that you can discuss with client on all meeting specs and sizes.

During site inspection stage try to get as much information from the venue as possible and not leave the catering aspects to be the last thing to finalise. At least check that the area has the capacity to facilitate all the necessary additional especially when space is concerned



Meeting Spaces - Intercontinental

CHALLENGES

Initial negotiation with property was very difficult to work with from the start.

Team were always hard to get a hold of at times during confirmation processes and were not clear on some of their costings.

Distance from outlets to Meeting area is quite far of a walk and buggies are limited as well especially for large numbers.

LO's and PPO's helped themselves to Bilateral meeting and Governors catering.

Some bilateral meetings did not have space allocated because they were very last minute in organising requirements (ie they decided to have a meeting immediately after the Governors plenary).



RECOMMENDATIONS

During initial site visits before confirming venue, ensure to have all information, measurements of rooms, floor plans of venue and have an Event proposal ready to present to team to quote.

Present to venue a plan well in advance so that they can cost out accordingly so that there is room for negotiation and changes and try to stick to deadlines which are provided by the Venue.

During Pre-contracting stage always good to check on these points and work out timings moving by feet or buggies from one point to the next. Also request for some buggies to be contracted during negotiating stages.

More staff and signage to man all the areas. Staff manning the doors and meeting spaces to ensure LOs and PPOs don't eat at the catering scheduled for other meetings. Clear instructions and brief to PPOS and LOs of their space of where they can eat.

During pre- planning ensure that the areas are mapped out well so that both parties Venue along with PCO/Ministry can visualise for spacing planning on where the traffic of delegates, PPOs, LOs, volunteers etc are allocated too.



Meeting Spaces - Marquees

CHALLENGES

Timeframes - agreed SOW timeline was sent to formscaff months in the lead up but most deadlines were not met

There was a number of issues at onsite bump in for the marquee and air conditioning which delayed setup sufficiently. What was promised in the contract was not delivered.

Flooring was not delivered as per the spec of the marquee. Major OH&S liability not having the flooring to the walls of the marquee. Low cost, poor materials were used, when raining or wet wood would get soft. Floor also wasn't leveled which caused issues with the build of the other items.

Air conditioning - biggest hurdle onsite was getting the air conditioning Kilowatts to a level that is appropriate for the size marquees. Formscaff engaged 3 different supplier to service the air conditioning

Formscaff was ultimately responsible for air-conditioning units working correctly in marquees but did not communicate with their suppliers for the aircon (Lincoln, Agrekko) Often Rosie Holidays was left to arrange meeting times for Formscaff and their suppliers to be together onsite when discussing plans for air con corrections to be made.

Transport Management Centre marquee delayed in setup due to issues with DGRC tents. Not enough staff to handle both requests.



RECOMMENDATIONS

Recommendation is to carefully manage onsite timelines with weekly, daily meetings in the lead-up to bump in days. Recommend to have a senior manager that was dealing with pre-production onsite at all times until bump in complete.

Recommendation is to carefully check quality of materials with this supplier, they try to cut costs wherever possible which impact of the quality of the event. Flooring must be the size of the marquee footprint for OH&S safety reasons.

Recommendation would be not to use a marquee supplier to deliver air conditioning. It was suggested to consolidate as many suppliers as possible due to MCS procurement however I would not recommend this as its compromising on the quality of the event and delivery. Formscaff are not air conditioning specialist and I would recommend getting an offshore supplier to quote on the needs or even manage to ensure you have the correct Kilowatts needed for this type of event.

During pre- planning stage be best to get the number of staff that will be allocated at each site and emphasize to supplier on timeline and when everything needs to be set up. Deadlines to be reminded to these suppliers and if they don't stick to it a penalty to be applied.

Meeting Spaces - Highlights

DICC 36m LED Screen

Advance technology is what we need in a developing country like Fiji. This screen gives not only compliments the large room but takes the venue to another level and high standard.

Lighting

Lots of natural light in the new refurbished DICC which was a great advantage for the new look and feel in the space

AV Equipment

Having the latest equipment and technology complemented the spaces hugely and added the high class touch.

Interiors & Finishing

Modern touches on the interiors and finishing of the meeting rooms we very welcoming and fresh.

Hotel Service Staff

With the use of latest mobile apps and AV comms attention to detail and service was able to be rectified in an instance keeping the flow steady.

Meeting Spaces - Photos



Registration centre



Media centre



Drivers Compound



Registration/ Pre-Event Communications

- Pre-event communications
- Registration engagement and process
- Registration logistics
- Audience Acquisition
- Event Invitations

Registration

CHALLENGES

Registration online in the same ADB system with delegates caused a lot of confusion to volunteers as they were receiving invites to attend seminars.

There was no ADB Registration Desk available for volunteers and Host Country Staff to pick their badges and sign off that they were collected.

Limited stationary was available to use when the needed arose. Basic stationary for the Host Country staffing and Volunteers.

Running out of badge backings and also card for the host country staffing and ADB team was reluctant to give the cards to local team to print more for host country staffing, also shortage of lanyard cords.

RECOMMENDATIONS

Be best to have one overall “volunteer registration system in place for all major Events in Fiji so there is no confusion.

Put in place a system of having a desk dedicated only to the host country and volunteer staff to be able to collect badges and having a proper signing off system as well.

Whoever is to manage the Registration Marquee should have a plan in place in the very early stages of how they will manage the Registration Marquee however the Client will have their team already working on this months prior.

Suggest to have all badges printed on site rather than having them brought in. Also extra cards to be on standby as well as lanyard cords.



Pre-Event Marketing and Communications

CHALLENGES

Invitations for Host Country Reception and HC Seminars wasn't sent out until just weeks prior to the event. A marketing strategy and clear comms plan would have assisted in ensuring higher attendance rates and target reach.

A more indepth marketing strategy was needed to help boost sales in local area. Local businesses in the area suffered throughout ADB meeting. The restaurants, local business in Denarau and tourist attractions were down in sales throughout ADB. Were hotel and flight prices too high and therefore prevented engagement with other business on Denarau?

Event promotions and coverage at a national level was fairly minimal. When it was promoted, it was fairly late in the timeline and as such awareness and advocacy for the event was fairly low.



RECOMMENDATIONS

Marketing and communications plan for all pre-event communications to be drafted by PCO. PCO and MCS to work closely together on communications plan for Social Media and pre-event invitations.

More attractive packages for flights, accommodation, family packages to be offered to upsell the other offerings in Fiji. Marketing strategy to be put in place to help boost the economy outside the event.

Marketing and promotion should commence at minimum 12 months out from the event so that the community is educated about the value that it brings to the country. In that way there would be more support shown from other businesses and it would allow businesses to better plan their activity to gain market share during this time. Attend trade shows abroad for Major Events such as these to be able to market Fiji as a destination for Events that involve the Ministry.



Volunteers

- Volunteer Engagement
- Drop out rates
- Final numbers/ Figures across all venues
- Recommendations
- Thank you Event/ Incentives

Volunteers - Pre-event Engagement

CHALLENGES

The amount of work needed for hiring of volunteers was a project so to find the right person is crucial and at the time there was very limited people available to find at such a short given time frame.

There was no database to work from and therefore it took time to create, manage and also input all the information at such a short time frame.

Hiring of students were good for exposure but the disadvantage is that we didn't have enough time to train them so maybe another hour should be allocated towards this training.

Volunteers were overwhelmed with information concerning the Event when they came for training at the Sofitel and were asking lots of questions on the Event itself.

More guidance from MCS on payment structure to be given to PCO. Last minute changes to payment structure is causing confusion with volunteers.

MCS requirement for Police Clearance for such a bit group did not work well as it took longer than expected.



RECOMMENDATIONS

Prior to the Event in the pre - planning stages this needs to be addressed in the roles and responsibility section not only have the one person but two or three to assist/support with such a large number of volunteers in recruiting and structuring out properly, again need more time in planning this correctly.

An online registration form should be created for all students from Universities and Institutes and all done online to save time, paper and energy.

Covered in this additional hour should be a practise of etiquette, body language and hand or facial gesture, proactiveness in resolving a situation lastly a role play of how to act in any scenario concerning delegates.

Once the volunteers have been selected an overview of the Event should be given to them at least a month out to them or and so they can familiarise themselves with the type of Meeting and Event is going to take place.

A contracted payroll supplier appointed way in advance to handle volunteers payment would of helped all parties with process and onsite delivery.

During Pre- planning this would only work at a much more earlier at least 6 - months out from Event as this would mean more time to organise properly.



Volunteers - Onsite Feedback

CHALLENGES

No proper sign in and sign out sheet provided until later on in the week after the indication on site of timesheets to be submitted. This was not highlighted from the beginning so this kind made



No meal allowance was provided on site to the volunteers which got them asking their supervisors as well as asking questions on their pay however this was not shared with them at all during recruiting stage.



Time sheet entry should be managed daily by PCO team, this would have helped payment process.



Information on viber channels was misinterpreted and should have been restricted at the Manager/Supervisor Level. Information



RECOMMENDATIONS

A template to be designed for this and approved by Ministry to use. A supervisor collecting all time sheets need to sign off on another sheet that she has received this and locked it in with Payroll team.

During pre- planning this needs to be structured out on how to have this executed properly and being very clear from the beginning to avoid confusion and disappointment. Meal allowances should be paid on a daily after signing out each day.

Suggestion to have a dedicated resource from Ministry (Support Staff) overseeing and managing Conference Personnel with Rosie in pre-production and on site. This person is also to manage and guide PCo on payment structure.

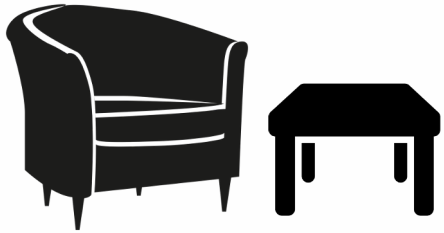
Best to keep the viber channels for Manager/Supervisor level. Mobile phones for Volunteers should be left in their bags at Volunteers tent. Supervisor to pass on message to volunteers rather than volunteers holding onto their mobile phones otherwise they tend to be distracted by their mobiles.



Volunteers - Figures



Date	Sheraton	Westin	Sofitel	Intercontinental	Transport
Volunteer attendance numbers					
Bump In	Rostered - 35 DICC Rehearsal - 35	N/A	N/A	N/A	
Day 1: 1st May	Rostered - 60 (AM/PM) Transport - 11 DICC - 20 Ballroom - 10 Foyer - 19 Drop out - 0	Rostered - 60 (AM/PM) Transport - 9 Senirosi Rooms -8 Senijali - 8 Foyer - 35 Drop Out - 0	Rostered - 35(AM/PM) Transport - 4 Ballroom 3 & 4 - 6 Ballroom 2 - 4 Ballroom 1 & 5 - 6 Foyer - 15 Drop Out - 0	N/A	Rostered - 28 (AM/PM) Airport - 11 Coaches - 7 Outside Hotels - 10 Drop Out - 1
Day 2: 2nd May	Rostered - 60 (AM/PM) Transport - 11 DICC - 20 Ballroom - 10 Foyer - 10 Drop Out - 0	Rostered - 60 (AM/PM) Transport - 9 Senirosi Rooms - 8 Senijali - 8 Foyer - 35 Drop Out - 0	Rostered - 35(AM/PM) Transport - 4 Ballroom 3 & 4 - 6 Ballroom 2 - 4 Ballroom 1 & 5 - 6 Foyer - 15 Drop Out - 0	Supervisor - 1pax Volunteers - to be brought on earlier for rehearsals and help with setup.	Rostered - 28 Airport - 11 Coaches - 7 Outside Hotels - 10 Drop Out - 1
Day 3 - 3rd May	Rostered - 60(AM/PM) Transport - 11 DICC - 20 Ballroom -10 Foyer - 10 Drop Out - 0	Rostered - 60 (AM/PM) Transport -9 Senirosi Rooms - 8 Senijali - 8 Foyer - 35 Drop Out - 0	Rostered - 35(AM/PM) Transport - 4 Ballroom 3 & 4 - 6 Ballroom 2 - 4 Ballroom 1 & 5 - 6 Drop Out - 0	Rostered - 38(AM/PM) Governors Plenary - 4 Foyer - 5 Transport - 6 Navo - 2 HC Reception - As above Drop Out - 21	Rostered - 28 Airport - 11 Coaches - 7 Outside Hotels - 10 Drop Out - 1
Day 4 - 4th May	Rostered - 60(AM/PM) Transport - 11 DICC - 20 Ballroom - 10 Foyer -10 Drop Out - 0	Rostered - 60 (AM/PM) Transport - 9 Senirosi Rooms -8 Senijali - 8 Foyer -35 Drop Out - 0	Rostered - 35 (AM/PM) Transport - 4 Ballroom 3 & 4 - 6 Ballroom 2 - 4 Ballroom 1 & 5 - 6 Drop Out - 0	N/A	Rostered - 28 Airport - 11 Coaches - 7 Outside Hotels - 10 Drop Out - 1



Furniture

- Procurement Process
- Availability
- Suitability
- Overall feedback

Furniture - Feedback

CHALLENGES

Limited stock available for the quantity, quality we needed for the event. A clearer brief on the budget available would have helped illuminate the time and supplier we were approaching.

Identifying 2 - 3 months out we were short in Banquet chairs in all areas. Confusion from all parties of who is looking after the banquet furniture in the villas.

Venue did not share with PCO team the images of the new banquet furniture approved by Owners until after February mission. Even what was shared was different to what was delivered.

In the early stages, deadlines with suppliers were not met due to changes in the brief and requirements of the PCO.

Feedback from supplier is having multiple stakeholder (MCS & Rosie) made it both challenging and confusing for suppliers in terms of who their key point of contact for suppliers to help manage relationships/deadlines.

Decision on choice on Furniture was also taking a long time to confirm. Requests to contact other suppliers some would not bother to quote at all.



RECOMMENDATIONS

Having a clear brief from the outset on the style, budget for furniture. Consideration on time it takes to get quotes from different suppliers. Agree on short list of suppliers and approach a maximum of 4 for the event.

Furniture matrix to be drafted for large scale events to identify all the areas where you need furniture. Important to always double check all areas of the event even if this should sit with the venue.

During pre-planning stages on site visits ensure to get all information on Venues furniture what can be used and what cannot be used so this gives enough time frame to prepare from PCO side to arrange with suppliers.

A budget for furniture to be submitted prior to Event preferably during pre-planning as this would help narrow down to the three top suppliers to quote.

Timelines/Deadlines that is submitted to Ministry from the PCO should be constantly checked and monitored by Ministry Events Coordinator and follow suit from there so the deadlines are met.

Ministry to assign a coordinator specifically to look after all aspects of furniture so it is easy to get answers on pending queries and approvals. Best to have a list of preferred suppliers and those that are willing to work with Ministry as this would mean quick processes for both parties.



Furniture - Highlights

Pacific Green Furniture

Pacific Green was a great choice for President ADB office and AGs Office and Delegations waiting Room. Great way to showcase the talent and quality of local products.



Villa Furniture

Luckily we were able to use Villa furniture to service the Marquess, this was a cost savings for MCS and they looked great in both spaces.



Governors Plenary

RR Datt Furniture was also very good to work with considering we connected with him at such short notice in March to quote for coffee tables at specific dimensions provided by ADB.





Supplier Engagement

- Procurement Process
- Availability and suitability
- Pre-event planning and engagement process
- Table of suppliers used

Supplier - Feedback

CHALLENGES

MicroHire costing and procurement of production requirements and AV could have been managed better by Micro Hire and PCO. Once contract was finalised all additional charges should have been managed by PCO however additional charges were not getting funneled down properly for approval.

Encor was not as accommodating in pre-production, the PCO really noticed the difference in service with the two suppliers. It also took a number of months to get floor plans from Encore after following up number of times in writing, They were not as quick or proactive to respond in the pre- production phase of the project.

Once Party & Event Hire to supply lockers, clothing racks and Shelves they followed up for a long time for a deposit in order to confirm order which they placed from abroad. So this caused some stress with PCO and supplier.

A lot of electrical suppliers either didn't get back to Rosies or didn't want the business which delayed the quoting process. It wasn't until MCS agreed/suggested to get Microhire involved in Electrical the process moved quickly.

There was too much time wasted on fixing issues over at DGRC Tents when more focus was required to be on more pressing and significant issues. Marquee company was ultimately responsible for air-conditioning units working correctly in marquees but did not communicate with their suppliers. Often Rosie Holidays was left to arrange meetings for Marquee company and their suppliers to be together on sight when discussing plans for air conditioning corrections needed to be made.

There was not much time in order to reach out and give all local suppliers an opportunity.



RECOMMENDATIONS

Suggestion to engage AV suppliers as early as the venue procurement to avoid additional late fees and provide as much lead-time as possible for the teams.

PCO to be included in all communications involving ADB Technical Director and contracted AV Company. Lots of comms happening between varying stakeholders without PCO visibility which caused a lack of knowledge and sometimes confusion as to precisely what had been agreed upon for the PCO.

Coordinator that is looking after suppliers should ensure that once supplier is approved payment deposit should be done within the 7 days to avoid any disappointments of orders.

If time permitted, electrical supplier should be involved in planning for air conditioning units to ensure all parties were clear what was involved onsite and help with recommendations.

More support needed from suppliers offshore to help identify what was needed for the event, Rosie was not getting this information from the local suppliers. Rosie was trying to keep the business in Fiji however needed extra support on requirements.

Because the airconditioning company was subcontracted by the Marquee company it left the PCO in the dark of what their services were like and PCO was entrusting Marquee company to ensure that all services provided under them were efficient. Also if time permitted, electrical supplier to be involved in the planning for air conditioning units to ensure all parties were clear what was involved onsite and help with recommendations.

Create a database for all local businesses. This database should be created well in advance by the Events team at the Ministry so that that the PCO can help them reach out to them to see if they are keen to be a part of the Event at the same time sponsoring the Event in cash or kind.

Suggested Supplier Procurement

Stage	Task	Responsible	Comments
Step 1	Supplier list sent to MCS for review	PCO	
Step 2	MCS to select the 3 top desired suppliers from each level of service.	MCS	This pre-selection stage avoids any preferred suppliers not being considered prior to getting quotes.
Step 3	Supplier Submission for approval	PCO	PCO to complete the supplier procurement form provided by MCS (to be drafted). This form includes the 3 suppliers contacted, the attached quotes from each and response/ feedback from PCO on each supplier. This form could help form the MCS brief for approval.
Step 4	Supplier approved	MCS	Contract/ supplier agreement submitted to awarded supplier.
Step 5	Co-Signed supplier agreement including payment agreement.	MCS/ Supplier	Copy sent to PCO for reference.
Step 6	Supplier to provide Invoice as confirmation. MCS to provide PO (Purchase order) to confirm payment	Supplier MCS	
Step 7	PCO to commence supplier engagement and lock in confirm stock.	PCO	

Supplier list engaged by Rosie - Final

Supplier	Area	Comments
Pacific Green	Villa & meeting furniture <i>Sheraton, Westin & Intercon</i>	Finalising of this order was given to late almost a week before the Event which put a lot of pressure on the Supplier to deliver on the said date requested by Client. Supplier was always following up constantly and had advised of deadline well in advance but this was not achieved due to late submission of approval on quotes as well as payment.
Formscaff	DGRC, Sheraton, Tappoos Land,	Over promises and under delivers. Formscaff struggled with attention to detail and providing quality materials for a corporate event. Formscaff
Party & Event Hire	Volunteers Tent, Media Marquee	Supplier was able to deliver goods on time but payments took a while to get to them in which they constantly had them follow up every day.
RR Datt Furniture	DGRC Registration Marquee, Sheraton Lawn, Intercontinental Ballroom	Supplier was very helpful and was very accommodating even though there was a wait on approval for payments from our End. They were also able to deliver on time and provide to expectation. With the coffee tables for Intercontinental there was only a slight change to the size which the supplier had resize the table on site which they were able to facilitate at such a last minute request however supplier had worked on the size that ADB client had provided.
AAM Events PTY Limited	Registration Marquee, Governors Photo support, Exhibition booths	After supplier procurement and Fiji sponsors were confirmed, it didn't leave a lot of time for production. This left the local sponsors very limited time to execute or enhance the look of the booth. AAM Events put a lot of trust in the PCO that the business will go ahead, if we waited until the Exhibition quote was approved, we wouldn't of had a offshore supplier to assist with delivery.
Total Events	Exhibition stands/booths	They were very limited in what they could provide as they don't actually do conference exhibitions. So it was a challenge hence the reason to enquire an overseas company.
Merchandise: Rise Beyond the Reef, Redox, Jacks Fiji	Delegate Souvenirs	Because of the limited time frame to organise merchandise there was a lot of back and forth with Ministry and the organising of samples as well took awhile to arrange. If there was more time offered in this process and a proper brief was done for this engagement. Suppliers were getting frustrated as well because of the time it took to approve the product.
BLK Company Limited	Volunteer T Shirts	Supplier was confirmed late and therefore they were able to supply on the weekend before the Event. This was because of late approval as well as delay in deposit. Suggest to have this finalised in the early stages.
Rosie Holidays	Host Country Event Theming	Concept of theming changed a lot of times and also process of waiver was left till close to the start of the Event and therefore process of deposit for Theming was delayed so Rosies still had to go ahead with the job on the signed waiver form.



Sponsorship, Exhibition & Displays

- Exhibition Displays/ Booths
- Resources and Agency Engagement
- Sponsorship
- Cultural Village
- Displays

Exhibition/ Displays - Feedback

CHALLENGES

The exhibition supplier was not available in the weekes to the lead-up to deadlines. This caused stress on the team to deliver artwork for the booths on times.



Total Events should have received written approval prior to going ahead with additional works on site.



Fiji Booths did not get much exposure or traffic to booths.



Sign off on the vendors earlier would have avoided in disappointing suppliers. Most of them in the end got an opportunity to showcase their products.



Some vendors got little to no sale throughout the Event. The traffic and sales were not as popular as anticipated.



At Intercontinental the positioning of the cultural village meant that it was hard to access and was perhaps less attended than what we may have wished for.



RECOMMENDATIONS

Securing sponsors much earlier would have allowed more time for booth artwork to be developed and gave sponsors and opportunity to do a custom design. Time Frame did not allow for custom.

During pre-planning when sourcing exhibition companies MCS should have a brief of what they are after in terms of space planning for their exhibition.

During pre- planning this should be mapped out to see what areas will work best for booths. Defeats the purpose if the idea is trying to promote Fiji when they are positioned away from the delegates otherwise need to look at a way of drawing delegates to the booths .

Not ideal to cancel/changes some exhibitors after already been approved to attend certain days. Suggestion to get written approvals (not verbal) from MCS on the order of exhibitors prior to reaching out to confirm suppliers. Direction was to fill as many gaps as possible with the current vendors.

Would have been helpful to have large signage or for instance the booths at Intercontinental more light to identify the night market.

Strongly suggest that the positioning of the cultural village really needs to be mapped out carefully in the pre-planning stages. It really needs to be close to where there is a lot of traffic so that it draws the delegates to see and interact with the exhibitors.



Exhibition and Displays - Highlights

Cultural Village Sheraton

Cultural village looked excellent and was a great position at the entrance to attract delegates and media. Bures looked great and everyone was very impressed with the quality. Showed off local culture.

Cultural Village Entertainment

Nawaka Entertainment group was a hit and was very well received by all. Great vibe in the foyer.

Culture LED Wall

Had a lot of feedback from both delegates, hotel guests and hotel about the Cultural display. Looked great and everyone found the facts interesting.

Korea Booth

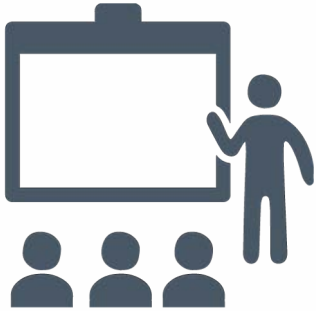
Korea draw to booth tactics were very well received and was the most popular booths.

Cultural Village Intercontinental

The Night Market looked great with the Rosies themed coconut thatched stalls. The mix of suppliers was good and they complimented each other.

PARD Exhibit

Display was eye catching, modern and suited the space. Great solution for beautiful photos of the South Pacific.



Branding and Theming

- Engagement Process
- Branding Guidelines
- Signage feedback
- Theming feedback

Branding/ Theming - Feedback

CHALLENGES

Some minor signage (ie room signs) produced by ADB were a little off from the main creative signage. Misfits was using Semi Bold or Bold versions of the font, Ideal Sans, while ADB used a lighter version

Lead Time

Budget restraints

Street flags. We followed Fiji Roads Authority Advice and limited the size to 1.5m high. We could have easily done 2m high but I think 2.5m high would have been ideal.

Not having enough time nor budget to use the LED screen to its full potential.

Restrictions on solutions and aesthetics with local suppliers.

Branding of session content. Not having visibility in the early stages of what is being published/ presented.



RECOMMENDATIONS

Engaging the creative house earlier would make things easier and also allow for a comprehensive style guide to be created. i source/ creative director to manage all creative elements.

Having more time which would have allowed us to take on more items.

Just a tiny bit more would have enabled us to create a welcome feature at the Sheraton and extra branding required leading into Denarau and main venues (along with the extra time to coordinate it).

More time allows for more fine tuning, testing of signage and changes to ensure its the right height.

Given the DICC screen and how well the video content was received it would have been nice to incorporate more of animation into the sessions.

Star Printery were excellent and come highly recommended. But there is a habit of people saying they can do things when they can't. The overall aesthetic would not have been achieved without the use of large format fabric backdrops within the rooms and fabric towers within the foyers.

A more holistic approach to content within the sessions (especially sessions in the DICC) would have been good. Solution would be to appoint a supplier (agency) to coordinate content that works seamlessly with AV, MCS, and ADB to create show content/ overview so that there would be no missed beats.



Branding/ Theming - Photos



Branding and Theming - Highlights

LED Screen - DICC

LED screen was a huge hit and gave it a Wow factor. For a room that size and so plain, it really needs a large stage set or screen to draw attention. Going digital also meant we were sustainable.

Collaboration of Suppliers

Using a combination of local suppliers (Star Printery were excellent) and Australian supplier (Catalyst) for the high impact fabric towers. Capacity building for the local supplier.

No Pull-up Banners

The decision not to use pull up banners was excellent. They look cheap and naff. We sourced a solution from Australia that made the look world class.

Sheraton Front Fascia Branding

The Sheraton Facia was a knockout success and received a lot of positive feedback

Welcome Arches Sheraton/ DGRC

The Welcome Arches at the Sheraton and Registration tent were also high impact first impressions

Quick Approvals

Speed of sign off. One consolidated person (PS) to sign off ALL material with Anthony/Shahana feeding it through meant that extremely tight deadlines were successfully hit.



Merchandise

- Engagement Process
- Samples
- Quantities
- Deliveries
- Delegate Bag

Merchandise - Feedback

CHALLENGES

Constant changes to the brief meant some items could not be produced on time and this had resulted on extra work.

Having both MCS and PCO managing merchandise made it difficult for suppliers.

It was always unclear of what type of merchandise MCS was after which prolonged the process for suppliers which lead to their frustration.

There was a lot of back and forth with suppliers which took a lot of time.

Jacks Fiji struggled to provide samples on times. PCO had to keep chasing up constantly.

Rise Beyond the Reef did get a little frustrated with the continuous changes as they were concerned about their production timeline.



RECOMMENDATIONS

Suggest to have one point of contact for suppliers and have Rosie's source merchandise. This would help avoid confusion and miscommunication.

During pre-planning stages MCS should already have a their preferred Suppliers list while PCO can have theirs to cross check on which ones to approach. In that way they can cover as many suppliers however best for PCO to manage all suppliers.

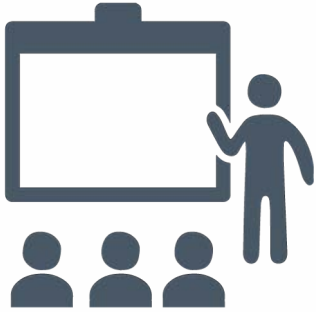
A clear written brief from MCS is suggested for this scale of events to ensure PCO is delivering on the budget and style of item.

Suggestion to pick at least 3 - 4 suppliers that can produce quotes on all items required to avoid disappointment.

All supplier engagement to be centralised by one contact avoid confusion.

During pre- planning MCS should have 3 concepts at least of how they are wanting to achieve the merchandise phase so it will assist the PCO to understand their likes and dislikes.





Sustainability

- Overall feedback
- Local projects
- Proposals/ Partners
- Venue feedback

Sustainability - Feedback

CHALLENGES

ADB were very specific with Event being sustainability however it was very hard to be able to cater for the whole Event to be sustainable due to the limited resources such from Venue perspective and also Supplier's perspective



Because Fiji water, Island Chill were sponsors for the Event, we had to put this forward to ADB to bend the rules of sustainability practises.



Initially it was hard to get information from Marriott regarding sustainability practises.



Resorts that were used for Meetings & Events are still not 100% sustainable so it was hard to really say that this Event was a sustainable Event.



All Resorts are still not paperless so it was quite hard to implement this idea of ensuring the delegates got their bills by email only as Resorts still issued out printed bills that were delivered to their room.



Not enough recycle bins were placed at the Resort as their were limited from the Supplier on Denarau the one company that supplies.



RECOMMENDATIONS

During pre-planning really check the resources available and suppliers of which ones can work together on sustainable aspect of the Event. Try to find one that can sponsor but is practises sustainability.

During pre-planning since these water companies are keen to sponsor Event, try to come up with an idea together that will work for the initiative.

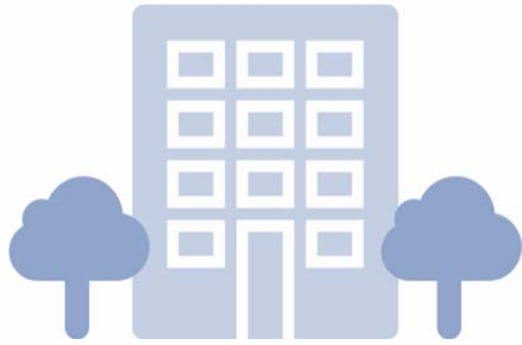
This information from the Resorts should be collected during the initial stage of site visit and contract stage so that it is easier to along the way during the planning process because it seemed to be such a long process to just knuckle down with supplier and venue.

Moving forward since there will be more Major Events coming up in the future, Ministry should really look at all aspects concerning the Event and prepare a sustainability Brief and really do a survey on what suppliers are practising sustainability.

Recommend that during contract stage really look at what other things the Resort can look at doing better to accommodate sustainability so that the practices marry up.

Ministry should really look at putting a policy in place to encourage all suppliers to be more sustainability oriented in their services and products to keep up with the trend around the world.





Other Feedback

- Tours
- Travel Arrangement
- Hotel Bookings - Raja Travel
- Delegate Feedback

Tours - Feedback

CHALLENGES

Delegates awareness of online booking portal-Marketing and promotion of website was minimal resulting in less bookings than expected.

Delegate familiarity of destination. Enquiries received showed that delegates were cautious of booking due to minimal knowledge of local area.

Enquiries from delegates indicated that a lot of them knew specifically the type of tour they wanted to do, not willing to browse the entire list of tour options due to its irrelevance, seeking only the perfect match for their expectations.

Due to the number of online enquiries we received, as well as how physical enquiries we received at our on - site Tour Desks, it was clear that while delegates were comfortable transaction online, they still appreciated liaising someone and getting recommendations before to committing to the booking.

Language barriers meant that tour experiences could have been less comfortable and easy for delegates. Delegates were also looking for their local currency (we use AUD as dictated by our booking engine) while transacting.



RECOMMENDATIONS

Send out regular EDMs (emails) to delegate database well in advance to promote website. Include the website link in registration pack or equivalent. Upon arrival at the airport, include in their arrival pack a welcome card with QR code that they can scan to browse optional tours on their mobile phones during their transfer/leisure time.

Include a destination guure on the ADB website or in the registration pack with a map showing points of interest in relation to where they will be, including travel times.

Once a destination has been appointed, send out an online survey (recommended Survey Monkey) to determine specific areas of interest and what they are hoping to get out of their visit to that particular destination. Post Conference send out a feedback survey to gather intel on their booking habits and preferences. Both of these things will enable Tour options to be more relevant and tailored.

Set up as dedicated online customer care "help desk, such as Live chat to enable delegates to directly ask questions online in real time about their tour and interest. This will provide more efficient service rather than email enquiry (which we used) and will reduce congestion at physical Tour desk locations.

Arrange foreign language/translation services for those who wish to opt in for this, have this person accompany delegates on the tour or assist them with their booking. Invest in a multi-currency shopping cart so delegates can view rates for tours in their local currency.

Website Link

<https://adb.discoverfeejee.com/bookings/>

Travel and Hotel Bookings - Feedback

CHALLENGES

Rosie team were getting a number of complaints from sponsors and session owners trying to book travel through Raja Travel. Not only did it takes weeks for Raja to reply, they wouldn't have availability.

The Raja travel booking form didn't have a mandatory field for travel information. This made it difficult for Transport and the venue to identify when the delegates were flying in.

Sheraton and Westin property had low occupancy as initially expected. Numbers were down.

At times there was confusion with some of the room bookings. MCS should be the holder of all hotel rooms however PCO to manage the converted rooms.



RECOMMENDATIONS

More staff seemed to be needed from Raja travel to ensure they were getting back to customers in a timely manner. Raja should be responding within a 24 hour period.

Incentive for delegates to make it mandatory to include their flight details to help with logistics on the ground for HC.

Better packaged flights and accommodation deals for delegates could be considered next time. This may of helped boost the numbers and be more affordable for Spouses and families. Local businesses suffered due to low occupancy in Denarau.

All hotel booking including converted rooms to be managed by one contact from venue and one contact from MCS. Hotel should provide HC with 1 list of hotel rooms in the category and

Delegate Feedback

POSITIVE

“Have the meeting in Fiji every year”
 “Very good service shown in this Event”
 “Just awesome experience for me and looking forward for next ADB annual meeting coverage”

“Event was organised with Excellence”
 “ Well organised, relevant, knowledgeable speakers and panelists, informative and interesting sessions”
 “ Nothing more to say but a word would explain that the whole event , which is excellent”

“ I am happy to have this opportunity to be in this meeting, I learned a lot of important issues and how to solve problems and learn more about climate and many more in pollution. Thank you so much for everything i learn from you , my wish is to be in the 2020 meeting in Korea if i got a chance, thank you and vinaka vakalevu.

“It is a great collaboration of responsibilities with government and private sectors. We applaud the great accomplishments that Government of Fiji has done on all Pacific Islands behalf, Thank you Chair, salute you for the excellent job”

“This is a very good opportunity for non governmental organizations to develop relation between international organizations”

“It was superb, very well organized, Fiji has set the bar really high”
 “Impressive logistics given the challenges imposed on a small, developing island country to host such a Major Event”.



NEGATIVE

“It was difficult to go to consecutive events at different location”

“A lot of rush to next Event/Meeting otherwise great planning”

“Hotel booking through Rajah Travel they were very inefficient it takes them more than a week to response and they do, they only promise to respond until nothing gets resolved.”

“Hundreds of bottles of Fiji water distributed this is a bad practise of sustainability”

“No stored webcasts for sessions which could be helpful”

I don't really understand why all the participants had to be transported to another location, the intercontinental hotel, on 3 May 2019 it lasted one hour in each direction. it could have been done at the Sheraton or one of the adjacent hotels as well and would have been much more convenient.

VINAKA

Updated: Wednesday 29th May, 2019

