

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52nd ADB ANNUAL MEETING  
1-5 MAY



AREA	WHAT WORKED	WHAT COULD HAVE WORKED BETTER	RECOMMENDATIONS
<b>MISC/ADMIN</b>	<ul style="list-style-type: none"> <li>Both MCS and Rosie team worked collaboratively to ensure deadlines were met</li> <li>Timeline was produced in the early stages and monitored by MCS and PCO</li> <li>Weekly meetings were important to keep track of deadlines</li> <li>It helped when both MCS and PCO both added points into the WIP document to ensure nothing was missed.</li> <li>The PCO found the mission meetings extremely helpful, a lot of information we weren't aware of was shared at the missions.</li> <li>Occupancy schedule and Room Utilization tables were a huge help to the HC team. Putting the Occupancy schedule online as a live document made it easy to edit and update the venue, MCS and ADB instantly.</li> </ul>	<ul style="list-style-type: none"> <li>Clear roles and responsibilities and reporting structure from MCS from the project kick off meeting will assist in avoiding delays and confusion as to exactly where the remit of the PCO starts and concludes.</li> <li>A briefing from each ADB stakeholder direct to PCO would be helped with delivery in the early stages. Taking direction from the Greenbook isn't always helpful, hearing the brief direct from the source.</li> <li>Scheduling the mission topics each month doesn't work well for the PCO. The mission topics should be scheduled based on the PCO engagement date. For example, if the PCO isn't appointed until October, the November mission should be scheduled as a briefing to cover all aspects of the event, not just transport and security (November 2018 mission).</li> <li>At times it was challenging for the PCo team to work directly with ADB as was required for some tasks. All tasks and meetings had to be approved by MCS first which delayed delivery on some aspects of the project.</li> </ul>	<ul style="list-style-type: none"> <li>Deadlines/ timeline was in place to ensure it gives the teams plenty of time in the lead up to the event. Suggestion to stick to these deadlines to ensure resourcing can be covered.</li> <li>MCS to trust and allow the PCO to have direct engagement with ADB on areas that the PCO was managing. PCO would always consult MCS for anything relating to budget related or approvals.</li> <li>Suggestion for the PCO to manage all WIP meetings, Missions to help control the deadlines.</li> <li>At the start of the pre-production, ADB stakeholders from each department to setup briefing meetings with PCO team to run through the brief, logistics and required tasks.</li> </ul>
<b>SUPPLIERS</b>	<p><b>Furniture:</b></p> <ul style="list-style-type: none"> <li>Pacific Green Furniture great choice for President ADB office and AGs Office and Delegations waiting Room.</li> <li>Considering the short time frame for execution, Pacific Green was able to deliver all furniture by the 30th of April 2019.</li> <li>Pacific Green team were very helpful went the extra mile to deliver goods before the said date above ( 30th April 2019)</li> <li>Party &amp; Event Hire were very good to work with in their flexibility and provided lockers,</li> </ul>	<ul style="list-style-type: none"> <li>In the early stages, deadlines with suppliers were not met due to changes to the brief and requirements of the PCO.</li> <li>Feedback from suppliers is having multiple stakeholder (MCS &amp; Rosie) made it both challenging and confusing for suppliers in terms of who their key point of contact would or would become for the scope of the project. Suggestion to have one point of contact for suppliers to help manage relationships/ deadlines.</li> </ul> <p><b>Furniture:</b></p>	<p><b>Furniture:</b></p> <ul style="list-style-type: none"> <li>A list of preferred suppliers to be provided and then narrowed down to the top 3 suppliers to choose from.</li> <li>A budget for furniture to be submitted prior to Event, this would help narrow down to the top 3 suppliers to quote.</li> <li>Timeline/ deadlines that is submitted to Ministry from the PCO should be constantly checked and monitored by Ministry Events Coordinator and follow suit from there on so deadlines are met.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
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52nd ADB ANNUAL MEETING  
1-5 MAY



	<p>shelves and clothing racks on the given bump in dates.</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Marquees &amp; Air Conditioning (Formscaff):</b></p> <ul style="list-style-type: none"> <li>Formscaff were good to deal with in the pre-production. Actioned emails and requests quickly and offered assistance when required.</li> <li>Formscaff reduced costs sufficiently to meet the MCS budget.</li> <li>PCO was thankful that MCS agreed to a long bump in for marquees in order to iron out the issues we were facing onsite</li> </ul> <p><b>Outside caterers:</b></p> <ul style="list-style-type: none"> <li>Local caterers in Nadi 6 caterers in total were willing to be part of the Event considering the budgets set for volunteers meal allowance @\$20 per meal.</li> <li>Due to the delay on distribution of meal allowances on a daily basis to volunteers the caterers were able to assist with a credit system to volunteers provided that volunteers cleared their accounts once they received their allowances after the Event. They were able to facilitate these hungry volunteers.</li> <li>They were able to provide at last minute request such as Drivers compound as well as lunch packs for the Registration team on 27th, 28th, 29th, and 30th before the actual catering days were to commence from the 1st to the 4th of May 2019.</li> </ul> <p><b>Electrical &amp; IT Equipment (Microhire):</b></p> <ul style="list-style-type: none"> <li>All pre-arranged items were delivered on time and to spec. All items requested onsite was</li> </ul>	<ul style="list-style-type: none"> <li>Pacific Green would only confirm on production once quote was approved and deposit was made. It was a challenge to have this done on time with the number of changes and follow ups with Ministry.</li> <li>Decisions on choice of furniture was also taking a long time to confirm.</li> <li>Requests to contact other suppliers took up a lot of time, a lot of time chasing suppliers, some would not bother to quote at all.</li> <li>In conclusion 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.</li> </ul> <p><b>Marquees &amp; Air Conditioning (Formscaff):</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Timeframes - agreed SOW timeline was sent to formscaff months in the lead up but most deadlines were not met</li> <li>Flooring was not delivered as per the spec of the marquee. Major OH&amp;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.</li> <li>Sound-proofing wall was only built halfway up the wall, it was quickly changed after negotiation with supplier.</li> <li>Low grade, quality carpet. Easy trip hazard.</li> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Ministry to assign a coordinator to look after all aspects of furniture so it is easy to get answers on pending queries and approvals.</li> </ul> <p><b>Marquees &amp; Air Conditioning (Formscaff):</b></p> <ul style="list-style-type: none"> <li>Formscaff market prices are very high considering other companies, they need more competition in the market in order to be affordable for Fiji.</li> <li>Earlier engagement / approval of contract would of helped Formscaff with securing the stock sooner. Higher costs and fees also associated in late engagement.</li> <li>Long bump in time is recommended for this supplier, they need time in order to deliver to standard.</li> <li>Lessoned learned to engage a Air conditioning supplier directly and not go through a 3rd Party supplier with areas they don't specialise in. The main reason was to avoid using too many supplier for procurement purposes.</li> <li>It was a challenge for Formscaff to deliver a event this size, they cut costs in areas where we couldn't afford in the registration and Media tent.</li> <li>Formscaff can improve by allocating one supervisor to one venue for their future events that have multiple setups. The Supervisor can remain onsite as the point of contact throughout the event.</li> </ul> <p><b>Outside caterers:</b></p> <ul style="list-style-type: none"> <li>Secure a waiver right from the very beginning of project if the budget is below the venues proposed costs to cater for volunteers. In that way there is enough time to determine what step to take.</li> <li>Ministry should provide a budget for this and be very clear from the start and not leave it till later on nearing the Event so that when engaging caterers they have a clear understanding of what is expected of them.</li> <li>Assign one coordinator from Ministry to handle all aspects of catering. In that way when we are</li> </ul>
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# 52<sup>nd</sup> ADB Annual Meeting, Fiji

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**FIJI**  
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52<sup>nd</sup> ADB ANNUAL MEETING  
1-5 MAY



	<p>delivered quickly and all onsite staff were extremely helpful</p> <ul style="list-style-type: none"> <li>A lot of additional onsite requests were delivered however not charged for. eg. Additional desk lamps &amp; additional lighting inside media centre. Additional outdoor lighting.</li> </ul>	<ul style="list-style-type: none"> <li>Air conditioning suppliers were suggesting the right amount of KW to Formscraft a number of times however they were not taking their recommendation.</li> <li>Transport Management Centre marquee delayed in setup due to issues with DGRC tents. Not enough staff to handle both requests.</li> <li>Too much time wasted on fixing issues over at DGRC tents when more focus was required to be on more pressing and significant issue.</li> <li>Formscraft 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 Formscraft and their suppliers to be together onsite when discussing plans for air con corrections to be made.</li> </ul> <p><b>Outside caterers:</b></p> <ul style="list-style-type: none"> <li>Meals should have been catered for and paid by MCS, this would have save the time and efforts in finding sellers.</li> <li>There was no guarantee that volunteers were going to buy the meal allowances so caterers took a risk as well in coming out.</li> <li>Volunteers should have been paid their meal allowances on a daily basis to be able to pay for their meals to outside caterers.</li> <li>Decision to do a credit system should of been approved by MCS prior to going ahead. Suppliers made this decision on their own.</li> </ul> <p><b>Electrical &amp; IT Equipment (Microhire):</b></p> <ul style="list-style-type: none"> <li>Generator was tripping due to the faulty air conditioning unit which caused the generator to shut off. Craig quickly isolated the faulty unit to avoid further power outages.</li> </ul>	<p>following up on approvals we are able to gage better with the person handling catering from start.</p> <p><b>Electrical &amp; IT Equipment (Microhire):</b></p> <ul style="list-style-type: none"> <li>If time permitted, electrical supplier to be involved in planning for air conditioning units to ensure all parties were clear what was involved onsite and help with recommendations.</li> <li>A lot of local electrical suppliers either didn't get back to Rosie's 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.</li> <li>More support needed from suppliers to help identify what was needed, Rosie was not getting this information from the local suppliers.</li> </ul>
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# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52nd ADB ANNUAL MEETING  
1-5 MAY



<p><b>AUDIO AND VISUAL</b></p>	<p><b>Mircohire:</b></p> <ul style="list-style-type: none"> <li>Overall Microhire was excellent to deal with in pre-production and onsite.</li> <li>Floorplans were managed by a separate team and were delivered within 24 hours of requests. Setting up a google doc of all floorplan updates made it easy for all to manage.</li> <li>35m LED Screen in the DICC was a major asset to the room. Gave a wow factor to the sessions and got a lot of great feedback.</li> </ul> <p><b>Encore:</b></p> <ul style="list-style-type: none"> <li>Encore provided a service as relevant to the contract and were amenable to delivering on changes to the brief, even while onsite. On the evening of the event, they delivered on brief and were flexible with the MCS's requirements.</li> </ul>	<p><b>Mircohire</b></p> <ul style="list-style-type: none"> <li>Costing and procurement of production requirements and AV could have been managed better by Microhire 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.</li> <li>Not being flexible with after hour requests onsite.</li> </ul> <p><b>Encore:</b></p> <ul style="list-style-type: none"> <li>Encore 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 floorplans from Encore after following up number of times in writing. They were not as quick or proactive to respond as Microhire were in the pre production phase of the project.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Radios/ Comms would of been a huge help to the PCO team. The times we did have them for the DICC activity made it so much easier and quicker to communicate between teams. For other teams phone may work but doesn't work as well for Production teams and on ground staff.</li> </ul> <p><b>Mircohire:</b></p> <ul style="list-style-type: none"> <li>Suggestion that PCO is 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.</li> <li>Suggestion to hold weekly meetings with all Technical stakeholders to avoid a gap in communications.</li> </ul>
<p><b>VENUE</b> <b>MARRIOTT GROUP</b> <b>SHERATON,</b> <b>WESTIN, DGRC</b></p>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>Creating furniture and catering matrix for each venue and event. These documents helped in a great way to the venue Manager, Ministry and PCO. Being a live document on Google any changes made from client we were able to edit accordingly and update venue and ADB instantly.</li> <li>Slide presentations of furniture to be proposed for Ministry to select was a great way to give a clear indication for Ministry to seek approvals.</li> </ul> <p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>Banquets team were excellent to deal with onsite, requests were managed quickly, to order and on time.</li> <li>Any last minute requests for F&amp;B was catered for and everything was actioned quickly</li> </ul>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Everything seemed to have a high value/ cost for this venue. Items were being charged when should be part of the room hire or cost agreement example: Power, furniture</li> </ul> <p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>A few hiccups in the pre-production on the venue trusting HC with catering numbers. Took a few rounds of meetings to convince the Sheraton team.</li> </ul>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>Separate staff to handle hotel bookings and execution would of resulted in quicker response from the venue.</li> </ul> <p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>PCO to have visibility of all F&amp;B requests in order to manage onsite.</li> <li>Assign one coordinator earlier from Ministry to look after catering and to work closely with the PCO Manager so that they are both guided by the timelines and submitting on time to the venue.</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>Larger function rooms suggested for the Westin meetings, the setup and numbers in each meeting was fairly tight.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



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52nd ADB ANNUAL MEETING  
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	<ul style="list-style-type: none"> <li>Participants lunch feedback from ADB is that the lunch selection was a great variety and no negative feedback from guests onsite.</li> <li>Funnelling all catering requests through PCO avoids any double ups and double handling for the venue.</li> <li>Shahana did a great job estimating numbers for participants lunch.</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>Sheraton rooms sizes worked well for the numbers of each meeting.</li> <li>New furniture provided and renovated ballrooms as promised</li> <li>An additional 4 x new meeting rooms at Sheraton was also provided to use.</li> <li>Chris Morris was extremely happy with the Coco Palms setup and venue. We were getting a lot of great feedback from his team.</li> </ul> <p><b>Villa/Standard Room Conversion:</b></p> <ul style="list-style-type: none"> <li>The decision from the venue to outsource the villa furniture conversion meant it freed up their regular staff to focus on the venue delivery. The setup was fairly seamless in terms of the time they promised the rooms would be turned around.</li> </ul>	<ul style="list-style-type: none"> <li>No major dramas or negative feedback from banquet team onsite. The onsite team were excellent.</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>Not clear in the venue contract who was managing and providing banquet furniture for Villas.</li> <li>Port O Call (Governors Lounge) was hardly used. Maximum of 8pax at one time using the space. Space may be too dark for Governors?</li> </ul> <p><b>Villa/Standard Room Conversion:</b></p> <ul style="list-style-type: none"> <li>The change of villa and standard room numbers was communicated to ADB IT team however not passed onto the wider team. This meant confusion at bump In on what rooms were occupied and what rooms were being used for ADB AM.</li> <li>Bump out days of villas and standard rooms was reduced which reduced down event days. Luckily this was noticed prior to bump out started however meant additional cost to Ministry to increase bump out days.</li> <li>Host Country Secretariat room at Sheraton had a lot of mosquitoes in it and had to ask for insect repellent on the first day - room should have been checked and ready before release.</li> </ul>	<ul style="list-style-type: none"> <li>Venue to ensure its clear in the contract if banquet furniture is not included in the room hire fee. This was not clear for PCO or MCS.</li> </ul> <p><b>Villa/Standard Room Conversion:</b></p> <ul style="list-style-type: none"> <li>More flexibility from ADB IT team on room changes. Room changes was unavoidable due to occupancy and availability and requests from HC teams.</li> <li>Where possible in future to avoid converting hotel rooms to meeting spaces. Works out to be a fairly high cost to HC compared to regular room hire.</li> </ul>
<p><b>VENUE</b> INTERCONTINENTAL</p>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>Having Vaiete's knowledge of the venue was extremely helpful for the PCO team in the pre-production.</li> </ul> <p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>Worked very well. All guests were well fed and the service of F&amp;B was substantial on the evening of the reception..</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>Worked well. BEO's were met as expected and onsite the hotel were receptive to changes to</li> </ul>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>Tasting was requested by the client however was unable to be met due to time constraints</li> <li>PCO was fairly disappointed in the slow response to requests and emails from venue staff.</li> <li>Some information given from venue staff was not approved by venue management. For example, branding and marquee bump in details was given and then PCO was told weeks</li> </ul>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Clear and correct information given from venue staff to avoid delays and additional work.</li> <li>An additional Event Manager brought on earlier to help with pre-production of this venue was needed.</li> <li>More regular fortnightly meetings was required.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52nd ADB ANNUAL MEETING  
1-5 MAY



	<p>the brief around bilateral meeting requirements etc.</p> <p><b>Entertainment:</b></p> <ul style="list-style-type: none"> <li>• Worked well, all delegates were very engaged. It was nice to showcase what local schools are doing in the performance space from a cultural perspective.</li> <li>• The band was very receptive to direction and played an extra 15 mins at MCS's request.</li> <li>• AG requested songs that were played without question and it appeared all VIP delegates enjoyed the entertainment.</li> </ul>	<p>later we couldn't go ahead with the agreed delivery.</p> <p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>• Some improvement with catering onsite as 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.</li> <li>• LO's and PPO's helped themselves to Bilateral meeting and Governors catering</li> <li>• I think we were bit ambitious with the HC Reception Numbers.</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>• Good with the exception of some bilateral meetings not having space allocated because they were very last minute in organising their requirements (IE they decided to have a meeting immediately after the Governors plenary)</li> <li>• Volunteers were under resourced. Were supposed to have 39, ended up with 16 due to drop outs.</li> <li>• LO's and PPO's and delegates etc followed the governor's to the photo op, suggest that in 2020, it be recommended that clear signage advises not to follow governors to the photo.</li> <li>• 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 floorplan agreed upon. This was then revoked and Rosie was able to move ahead with theming bump in and furniture removal as planned.</li> <li>• Venue did not have the buggy's and Bula bus ready when requested. They offered these to</li> </ul>	<p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>• Staff manning the doors and meeting spaces to ensure LO's and PPO's don't eat the catering scheduled for other meetings</li> <li>• Clear instructions and brief to PPO's and LO's of their space of where they can eat.</li> <li>• Providing all final catering information to venue at least a month out so that they are able to send out their draft Event orders to their operations team.</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>• Ensure LO's and PPO's are clear on the requirement that the governors photo is a private affair - additional signage may be needed.</li> <li>• Radios/ Comms was really needed at this venue with all the movements of the VIPs.</li> </ul> <p><b>Entertainment:</b></p> <ul style="list-style-type: none"> <li>• Ensure entertainment are 100% briefed on their expected arrival times for rehearsal and that a full show rehearsal is held prior to show.</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• Additional staff or MCS staff to help usher guests to Navo Restaurant.</li> </ul>
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# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52<sup>nd</sup> ADB ANNUAL MEETING  
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		<p>other guests when promised to us for the Governors.</p> <p><b>Entertainment:</b></p> <ul style="list-style-type: none"> <li>Was fairly flawless with the exception of entertainment and rehearsals which were pushed back by performers running late onsite.</li> <li>Running order of the entertainment was somewhat flexible during to the late arrival of performers onsite and the lack of rehearsal for the band.</li> </ul>	
<p><b>VENUE</b> SOFITEL</p>	<p><b>Pre-production:</b></p> <ul style="list-style-type: none"> <li>Having Nicole manage Sofitel was needed, allowed Nicole to focus on the venue separately and Session owners to ensure seamless delivery.</li> <li>Nicole received great feedback from ADB on her service.</li> </ul> <p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>Worked very well. All guests were well fed and F&amp;B was plentiful.</li> <li>Packaged F&amp;B and AV worked well for the sponsored seminars.</li> </ul> <p><b>Facilities and Function spaces:</b></p> <ul style="list-style-type: none"> <li>Worked well. BEO's were met as expected and onsite staff were good to work with.</li> </ul> <p><b>Onsite delivery:</b></p> <ul style="list-style-type: none"> <li>Onsite delivery was seamless and David did a great job with managing the stakeholders.</li> </ul>	<p><b>Food and Beverage:</b></p> <ul style="list-style-type: none"> <li>Tea, coffee and refreshments was not organised for the speaker rooms 252/253. This was quickly organised and approved on 2nd day.</li> </ul> <p><b>Venue Setups:</b></p> <ul style="list-style-type: none"> <li>No major hiccups on the day. A few sessions were over in capacity and not enough seating for guests.</li> </ul>	<ul style="list-style-type: none"> <li>Suggestion not to remove seating from sessions, extra seating/ tables is better than not enough.</li> </ul>
<p><b>TRANSPORT - GENERAL PARTICIPANTS</b></p>	<ul style="list-style-type: none"> <li>Overall Transport arrangements for General participants was well coordinated and did not get any negative feedback.</li> <li>Transport Management team and staff under pressure of high-volume periods</li> <li>Load Zone volunteer</li> </ul>	<p><b>Arrivals</b></p> <ul style="list-style-type: none"> <li>Other inbound tour Operators should have been advised about the registration opening and guests being accommodated at listed hotels. Since sheraton was the Main Meeting Venue we had couple of incidents where Inbound tour</li> </ul>	<ul style="list-style-type: none"> <li>PCO/MOE/Transport Operator to advise INbound operators about the event accommodation hotels, Registration opening hours.</li> <li>Arrival and Departure Info: This would have been handy for planning of arrivals and departures.</li> <li>ADB staff were staying at Radisson: This was not in our list of preferred hotels and had few upset ADB</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



	<ul style="list-style-type: none"> <li>• Drivers punctuality and appearance</li> <li>• Vehicle reliability (no breakdowns)</li> <li>• Integration with ADB Transport Manager (Alex Tarnoff)</li> <li>• Ability to be flexible when circumstances changed (particularly the Intercontinental Trip)</li> </ul> <p><b>Meeting Shuttles/Departures:</b></p> <ul style="list-style-type: none"> <li>• All went well and did not have any issues</li> </ul>	<p>operators had dropped off delegates at Sheraton for Registration.</p> <p><b>Host Country reception:</b></p> <ul style="list-style-type: none"> <li>• Governors Transfers</li> <li>• The LO/Protocol transfer arrangement was not clearly communicated till a day prior to the event. On thursday we were advised to add three additional coaches and then on event day it dropped down to 5 coaches.</li> <li>• Last minute addition for T2 and ADB staff to be added on with Governors party. Additional coach needed</li> <li>• Earlier set-up of the Vehicle Compound</li> <li>• Better signage and communication regarding the overflow car park</li> <li>• Earlier payment of allowances to volunteers</li> <li>• Managing requirements within the Government procurement process- took too long to get approvals</li> <li>• I think we were bit ambitious with the HC Reception Numbers.</li> </ul>	<p>staff who were refused boarding coaches at airport.</p> <ul style="list-style-type: none"> <li>• Host Country Reception: Return Transfers: lot of General Participants were ready to depart Intercon at 6.15pm. Nobody expected this and we had coaches planned for departure starting 8.15pm. Luckily coaches were on hand to transfer early returnees.</li> <li>• If there is a large transport movement of delegates at a future ADB Annual Meeting, plan for all HOD's and VIPs to use their dedicated vehicle.</li> </ul>
<p><b>REGISTRATION CENTRE</b></p>	<ul style="list-style-type: none"> <li>• ADB Managed the training for volunteers, the system is fairly seamless and easy to navigate.</li> <li>• Registration process onsite was fairly seamless, delegates were waiting less than a 1-2 minutes for their badge.</li> <li>• Registration front counter worked well.</li> </ul>	<ul style="list-style-type: none"> <li>• ADB registration team changed the hours of operation for Registration centre last minute after agreed at the last mission. This caused a last minute reprint of the transport flyer and change is registration roster</li> <li>• No negative on the registration process</li> <li>• Registration team kept pushing back on the qty of badges we were allowed for conference personnel.</li> <li>• Green lanyards were very delayed in arriving to venue, clear instructions should of been given to the supplier that absolute latest for delivery is 27th April.</li> </ul>	<ul style="list-style-type: none"> <li>• Clearer direction on packing of delegate bag or sample done so the team can follow instructions.</li> <li>• Recommended that PCO handles all supplier deliveries for merchandise to ensure supplies are delivered on time. More time would of resulted in neatly packed bags. All supplies should of been delivered by 27th at the latest.</li> <li>• Registration counter storage area kept more tidy and avoid using boxes for storage. 1 staff member to help replenish stock when needed.</li> </ul>



# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



		<ul style="list-style-type: none"> <li>Late merchandise cause a delay in packing the delegate bag.</li> <li>It was not clear on how the delegate bag should be packed. PCO went ahead and packed based on the information provided.</li> <li>ADB main complaints were over air conditioning and badge stock. More stock was required for volunteers than expected.</li> <li>Better secured storage area for delegate bags to avoid the area looking messy.</li> <li>No ADB Registration Desk available for Volunteers or Host Country Staff at the Registration Centre. A lot of the Government Departments Host Country staff badges were collected at the Volunteers Tent with no arrangements or communication at all.</li> <li>PCO registered under “Conference Personnel” but should be registered under “HC Secretariat”.</li> </ul>	
<b>MEDIA CENTRE</b>	<ul style="list-style-type: none"> <li>The layout of the Media centre worked well</li> <li>Overall ADB were happy with the space, a few minor touch ups on the first day.</li> <li>Additional plants was added to the area which lifted the space.</li> <li>Microhire provided extra desk lighting FOC to accommodate media personnel.</li> </ul>	<ul style="list-style-type: none"> <li>Interview area needed to be in a better position to avoid noise. A lot of noise coming from the Air conditioning units and Generator.</li> <li>Due to the flooring being uneven, the doors to the Media rooms wouldn’t lock. There was nothing we could do unless the flooring was redone.</li> <li>Most complaints were due to air conditioning or doors not locking and secure for overnight.</li> </ul>	<ul style="list-style-type: none"> <li>Push marquee supplier to ensure they level the floor. A lot of trust was put into the supplier to ensure this happened.</li> <li>Feedback from ADB that more branding or theming required for the tent.</li> <li>Media Centre was never full at any one time. I would question the amount of desks required in the space for future events?</li> </ul>
<b>VOLUNTEERS</b>	<ul style="list-style-type: none"> <li>The decision to involve students was a good choice as a number of universities were able to participate</li> <li>Recruitment of 400+ volunteers was extremely quick, Sue did a great job securing the volunteers within weeks of her employment. A lot of interest from Uni’s.</li> <li>Good exposure especially students in hospitality and events</li> </ul>	<ul style="list-style-type: none"> <li>Registration online in the same ADB system with delegates caused a lot of confusion to volunteers as they were receiving invites to attend seminars.</li> <li>Registration online for such a big group of volunteers was very difficult to manage as there were drop outs, no shows and replacements during the event week</li> </ul>	<ul style="list-style-type: none"> <li>All parties underestimated the involvement and work involved securing the volunteers. More resources was needed to assist.</li> <li>Staffs are your greatest asset including volunteers and should never be overlooked.</li> <li>Pay more attention to volunteers, a lot of focus was on the event and less on staff.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



	<ul style="list-style-type: none"> <li>• Feedback on students experience was great, most enjoyed it very much and was thankful for the opportunity</li> <li>• Certificates</li> <li>• Incentive prizes</li> <li>• Uniforms - bula shirts, polo shirts provided for</li> <li>• Engagement plan was put in place which helped the procurement of volunteers.</li> <li>• Thank you Event was well received by Volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• MCS requirement for Police clearance for such a big group did not work well as it took longer than expected.</li> <li>• A contracted payroll supplier appointed way in advance to handle volunteers payment would of helped all parties with process.</li> <li>• More guidance from MCS on payment structure to be given to PCO. Last minute changes to payment structure is causing confusion with volunteers.</li> <li>• Cash meal allowance given onsite was not a good idea.</li> <li>• Food for volunteers as initially requested would have worked better than meal allowances.</li> <li>• Timesheet entry should of been managed daily by PCO team, this would of helped the payment process.</li> <li>• Buggy allocation - left with no buggy to transport volunteers as far as Radisson and Sofitel due to last minute changes</li> <li>• Mostly had to use staff car for urgent runs and pay for fuel/top up</li> <li>• Following the Rosters for each venue would have been easier to track and control at the Manager/Supervisors level</li> <li>• Supervisors managing Timesheets for that many volunteers did not work out well, also information can be incorrectly logged e.g. someone knocking off at 3pm signing out at 5pm if not monitored.</li> <li>• Information on Viber channels was misinterpreted and should have been restricted at that Manager/Supervisor level. Information triggered down the line too quickly with little control of what was passed on.</li> </ul>	<ul style="list-style-type: none"> <li>• Very clear instructions and directive from MCS on allowances to avoid any issues.</li> <li>• Supervisors to be contracted at a different rate. The rate proposed of \$6/hour was not approved by MCS however they are the venue managers main support on the ground and should be paid well as they were required to perform and also expected a lot from them to manage their teams.</li> <li>• Volunteer training: Transport team would have preferred bit more time to train the volunteers. volunteers were handed over 3 days prior to arrivals (including weekend).</li> <li>• Suggestion to have a dedicated resource from Ministry (Support staff) overseeing and managing Conference Personnel with Rosie in pre-production and onsite. This person to also manage and guide PCO on payment structure.</li> <li>• Working group for volunteers from MCS &amp; PCO.</li> </ul>
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# 52<sup>nd</sup> ADB Annual Meeting, Fiji

Project Debrief



**FIJI**  
2019  
52nd ADB ANNUAL MEETING  
1-5 MAY



<p><b>SESSIONS/ MEETINGS</b> ALL VENUES</p>	<p><b>30 Under 30 Event:</b></p> <ul style="list-style-type: none"> <li>The decision to use Pigeon hole program for Q&amp;A worked well for this style of audience. Avoiding using handheld microphones for the size of the room is a good decision.</li> </ul> <p><b>Opening Session:</b></p> <ul style="list-style-type: none"> <li>Ensuring we do a number of rehearsals for Cultural Ceremony, ADB president ensured nothing was missing on the day.</li> <li>Allocated seating was removed to help with movements on seating arrangement.</li> <li>Everyone did well to accommodate the request from president to move seating forward after the ceremony. All parties involved did well and came together to make it work in the circumstances.</li> </ul> <p><b>Business Session:</b></p> <ul style="list-style-type: none"> <li>Furniture, centrepiece and room looked excellent. World Class!</li> <li>All parties were well rehearsed the room and ready for guest arrival.</li> </ul>	<p><b>30 Under 30 Event:</b></p> <ul style="list-style-type: none"> <li>Not having visibility of event format, content and speakers made it challenging for all parties involved. Finalising content and MC onsite is not ideal.</li> <li>MC introducing the president when he wasn't present in the room.</li> <li>Rehearsal was needed to manage movements, R&amp;R and speakers in the room.</li> </ul> <p><b>Opening Session:</b></p> <ul style="list-style-type: none"> <li>No brief on what theming was required on stage for the Cultural Ceremony.</li> <li>There was confusion on who was producing the stickers for the VIP seating. Pre-production we were told ADB were managing this the last minute we were advised that only ADB VIP's was managed by ADB. In the end ADB Managed for both HC and ADB.</li> </ul> <p><b>Business Session:</b></p> <ul style="list-style-type: none"> <li>Last minute updates to the floorplan to accommodate larger tables than what was requested.</li> </ul>	<p><b>30 Under 30 Event:</b></p> <ul style="list-style-type: none"> <li>Suggestion to put Shea and Christian in direct contact with PCO to help push and finalise detail prior to arriving onsite.</li> <li>Rehearsal with MC, AV and President would of avoided the MC introducing the president when he wasn't present in the room.</li> </ul> <p><b>Opening Session:</b></p> <ul style="list-style-type: none"> <li>PCO should be involved in all meetings relating to Cultural Ceremony and Content and speakers relating to ensure nothing is missed.</li> <li>PCO suggests to keep extra seating in the popular sessions to avoid bringing chairs in the last minute. Not good look for camera.</li> <li>PCO to be notified straight away when MC is booked.</li> </ul>
<p><b>NETWORKING EVENTS</b> ALL VENUES</p>	<ul style="list-style-type: none"> <li>For the two networking events at the Sheraton on the 1st and the 2nd of May Venue followed the timings of set up and had everything ready way prior to Event as well as their set up of food stations.</li> <li>Food labels were always clearly seen and there was enough service staff facilitating the networking Events.</li> </ul> <p><b>Intercontinental:</b></p> <ul style="list-style-type: none"> <li>Refer to venue feedback for networking event</li> </ul>	<ul style="list-style-type: none"> <li>ADB networking events team were not clear that the PCO were not managing the networking events in the pre-production. Onsite there was confusion from ADB on who was managing requests and floorplan updates.</li> <li>PCO was happy to facilitate delivery once final detail was confirmed with all stakeholders.</li> </ul> <p><b>Intercontinental:</b></p> <ul style="list-style-type: none"> <li>Refer to venue feedback for networking event</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li><b>Intercontinental:</b> Refer to venue feedback for networking event</li> </ul>
<p><b>MERCHANDISE</b></p>	<ul style="list-style-type: none"> <li>All suppliers really went over and above to try and push the production deadlines as far as they could.</li> </ul>	<ul style="list-style-type: none"> <li>Constant changes to the brief meant some items could not be produced on time. This resulted in extra work,</li> </ul>	<ul style="list-style-type: none"> <li>Suggestion to have one point of contact for suppliers and only have Rosie's source merchandise. This would help avoid confusion and miscommunication.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52nd ADB ANNUAL MEETING  
1-5 MAY



	<ul style="list-style-type: none"> <li>The Rise Beyond the Reef Tote Bag was well received and looked great across the venue.</li> <li>Most items in the delegate bag was well received.</li> <li>Redox &amp; Motiram were very patient and didn't lose focus and was always up for the challenge when it came to providing new samples.</li> </ul>	<ul style="list-style-type: none"> <li>Having both MCS and PCO managing merchandise made it difficult for suppliers.</li> <li>Once merchandise was confirmed all suppliers should of been handed over to the PCO to manage deliveries deadlines onsite.</li> <li>Bottles - Team feedback.</li> <li>A note to suppliers to advise if no sample, no quote avoid wasting their time.</li> <li>A lot of time wasted going back and forth with suppliers.</li> <li>Jacks Fiji struggled to provide samples on times (PCO had to keep chasing up).</li> <li>Rise beyond the reef did get a little frustrated with the continuous changes as they were concerned about their production timeline.</li> <li>All supplier engagement to be centralised by one contact to avoid confusion.</li> </ul>	<ul style="list-style-type: none"> <li>MCS are very particular in the suppliers they like to use and the type of goods they are after for merchandise.</li> <li>A clear written brief from MCS is suggested for this scale of event to ensure PCO is delivering on the budget and style of item.</li> <li>Suggestion to pick 3 - 4 suppliers that can produce quotes on all items required to avoid disappointment.</li> </ul>
<b>EXHIBITION/ SPONSORS</b>	<ul style="list-style-type: none"> <li>Thankfully the Exhibition supplier was onsite to assist the local Exhibition suppliers "Total Events" to install walling and assist Formscaff with delivery.</li> <li>Total Events was very accomodating onsite, delivered on time and to spec.</li> <li>Korea draw to booth tactics were very well received and was the most popular booths.</li> <li>AAM Events accomodated the last minute Archives booth for MCS.</li> </ul>	<ul style="list-style-type: none"> <li>The Exhibition supplier was not available in the weeks to the lead-up to deadlines. This caused stress on the team to deliver artwork for the booths on time.</li> <li>Total Events should of received written approval prior to going ahead with additional works onsite.</li> <li>Fiji booths didn't get much exposure or traffic to booths. Interesting to see what feedback other HC at ADB AM have on local sponsored booths.</li> </ul>	<ul style="list-style-type: none"> <li>Securing sponsors earlier would of allowed more time for booth artwork to be developed and gave sponsors an opportunity to do a custom design. Timeframes didn't allow for custom.</li> <li>PCO should have suggested to brand the outer sides of the exhibition booth for extra branding. AG commented on this onsite.</li> </ul>
<b>CULTURAL VILLAGE</b>	<p>Sheraton:</p> <ul style="list-style-type: none"> <li>Cultural village looked excellent and was a great position at the entrance to attract delegates and media.</li> <li>The decision to organise the photo green wall was a great choice, looked great and an excellent photo opportunity area.</li> </ul>	<p>Sheraton:</p> <ul style="list-style-type: none"> <li>Sign off on the vendors earlier would of avoided in disappointing suppliers. Most of them in the end got a opportunity to showcase their products.</li> <li>Some vendors advised they got little to no sales throughout the annual meeting. The traffic and sales were not a popular as anticipated.</li> </ul>	<p>Sheraton:</p> <ul style="list-style-type: none"> <li>Not ideal to cancel/change some exhibitors after already been approved to attend certain days. Suggestion to get written approval (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.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52<sup>nd</sup> ADB ANNUAL MEETING  
1-5 MAY



	<ul style="list-style-type: none"> <li>• Most exhibitors showed up everyday and was set up on time.</li> <li>• Nawaka Entertainment group was very well received by all.</li> <li>• Bures looked great and everyone was very impressed with the quality</li> </ul> <p><b>Intercontinental:</b></p> <ul style="list-style-type: none"> <li>• Cultural Village worked very well and looked excellent. All suppliers were on time and they were happy with the outcome.</li> <li>• The mix of suppliers was good and they complimented each other.</li> <li>• The Night Market looked great with the Rosies themed coconut thatched stalls.</li> </ul>	<ul style="list-style-type: none"> <li>• Showcasing strategy was limited due to time frame.</li> </ul> <p><b>Intercontinental:</b></p> <ul style="list-style-type: none"> <li>• The positioning of the cultural village at the intercontinental meant that it was hard to access and was perhaps less attended than what we may have wished for.</li> <li>• Some vendors got little to no sales throughout the evening. The traffic and sales were not a popular as anticipated.</li> </ul>	<p><b>Intercontinental:</b></p> <ul style="list-style-type: none"> <li>• Suggest that the positioning of the cultural village at intercontinental be more carefully considered in the proceeding years.</li> <li>• Would have been helpful to have large signage or more lighting to identify the night market.</li> </ul>
<p><b>BRANDING</b></p>	<ul style="list-style-type: none"> <li>• Colour coding the venues</li> <li>• Having a tight holistic brief at the outset from MCS with cohesive agreement from ADB and having one centralised design hub (The Misfits to take care of all artwork). This ensured consistency across every venue and touchpoint, spanning the airport, transport, HOD vehicles, venues exteriors, interiors, on screen and major outdoor assets (flags and billboards)</li> <li>• Being thoughtful with the budget. We spent big in some rooms like the Orchid where CNBC would hold a live broadcast and at the InterCon for Governors Plenary, but didn't spend on less high profile areas like the Sofitel.</li> <li>• The Sheraton Facia was a knockout success and received a lot of positive feedback</li> <li>• The Welcome Arches at the Sheraton and Registration tent were also high impact first impressions</li> <li>• Using a combination of local suppliers (Star Printery were excellent) and Australian</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Having more time which would have allowed us to take on more items.</li> <li>• More budget! Just a tiny bit more would have enabled us to create a welcome feature at the Sheraton (along with the extra time to coordinate it).</li> <li>• 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.</li> <li>• Some bumps in the road with Sheraton team not communicating internally on installation &amp; removal of signage. Installers were asked to leave the site during a pack down day by the duty manager, meanwhile other management members were instructing the PCO to have the items removed.</li> </ul>	<ul style="list-style-type: none"> <li>• Engaging the creative house earlier would make things easier and also allow for a comprehensive style guide to be created.</li> <li>• Star Printery were excellent and come highly recommended for work of this nature. 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.</li> <li>• A more holistic approach to content within the sessions (and especially those 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 overview so that there would be no missed beats.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

## Project Debrief



**FIJI**  
2019  
52<sup>nd</sup> ADB ANNUAL MEETING  
1-5 MAY



	<p>supplier (Catalyst) for the high impact fabric towers</p> <ul style="list-style-type: none"> <li>The instruction 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.</li> <li>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</li> <li>InterContinental branding was strong and created great first impression. The venue were receptive and accommodating.</li> <li>The big DICCC screen made the large room look sensational. High impact visuals could be displayed and varied throughout the sessions. We were pleased at how well the video assets were received by the delegation.</li> <li>Tapa branding was a great addition to the Cultural Ceremony, looked amazing.</li> </ul>	<ul style="list-style-type: none"> <li>Similar story with installation and erection. There was conflicting messages as to whether the installers were permitted to use the venue's scissor lift.</li> <li>Branding on the side of the marquee having holes cut in it for the air conditioning was the major downside in the event's overall aesthetic.</li> <li>Given the DICCC screen and how well the video content was received it would have been nice to incorporate more of animation into the sessions.</li> <li>Better signage and communication regarding the overflow car park.</li> </ul>	
<b>THEMING</b>	<ul style="list-style-type: none"> <li>Business session flowers looked sensational and the images of the session also look great. The Misfits worked with ADB photographer and our own photographer to get close up shots of the DICCC, as per Manilla.</li> <li>Host Country Reception looked amazing with the beautiful decor that was done by Rosies and ideas put forward by MCS.</li> </ul>	<ul style="list-style-type: none"> <li>Centrepieces - Securing 3 quotes for this item was challenging due to the time span, Easter getting in the way and no suppliers able to produce the job. At one stage our chosen supplier withdrew due to being unable to source enough gingers. The issue was overcome by negotiating with another client and changing their intended design so we used the gingers and they used Bird of Paradise.</li> <li>Change of brief made it really difficult to get the theming secured plus additional items was also requested last minute for the different areas.</li> </ul>	<ul style="list-style-type: none"> <li>Centrepieces - Tadra were excellent suppliers and come highly recommended. Misfits are proud of the design we created, which was inspired by the Annual Meeting logo using local florals and handicrafts.</li> <li>Recommended budget &amp; detail brief from MCS to be shared with PCO so they can manage with supplier to avoid confusion and delays.</li> </ul>
<b>RESOURCES</b>	<ul style="list-style-type: none"> <li>Luckily Sue was brought on from February to assist with recruitment with Volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-production didn't really kick off until procurement of suppliers (3 months out). This put a lot of pressure on suppliers and all teams.</li> </ul>	<ul style="list-style-type: none"> <li>With production only really kicking off 3 - 4 months prior to event, additional Event Managers was required to help execute and deliver in the short time frames.</li> </ul>

# 52<sup>nd</sup> ADB Annual Meeting, Fiji

Project Debrief



			<ul style="list-style-type: none"><li>• Suggestion to pair up a MCS contact from the start with the Event managers to help manage execution and split tasks.</li></ul>
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