Event Management Team (PCO)-Onsite C3 Plan

Fiji 2019 ADB Annual Conference

Planning Documents

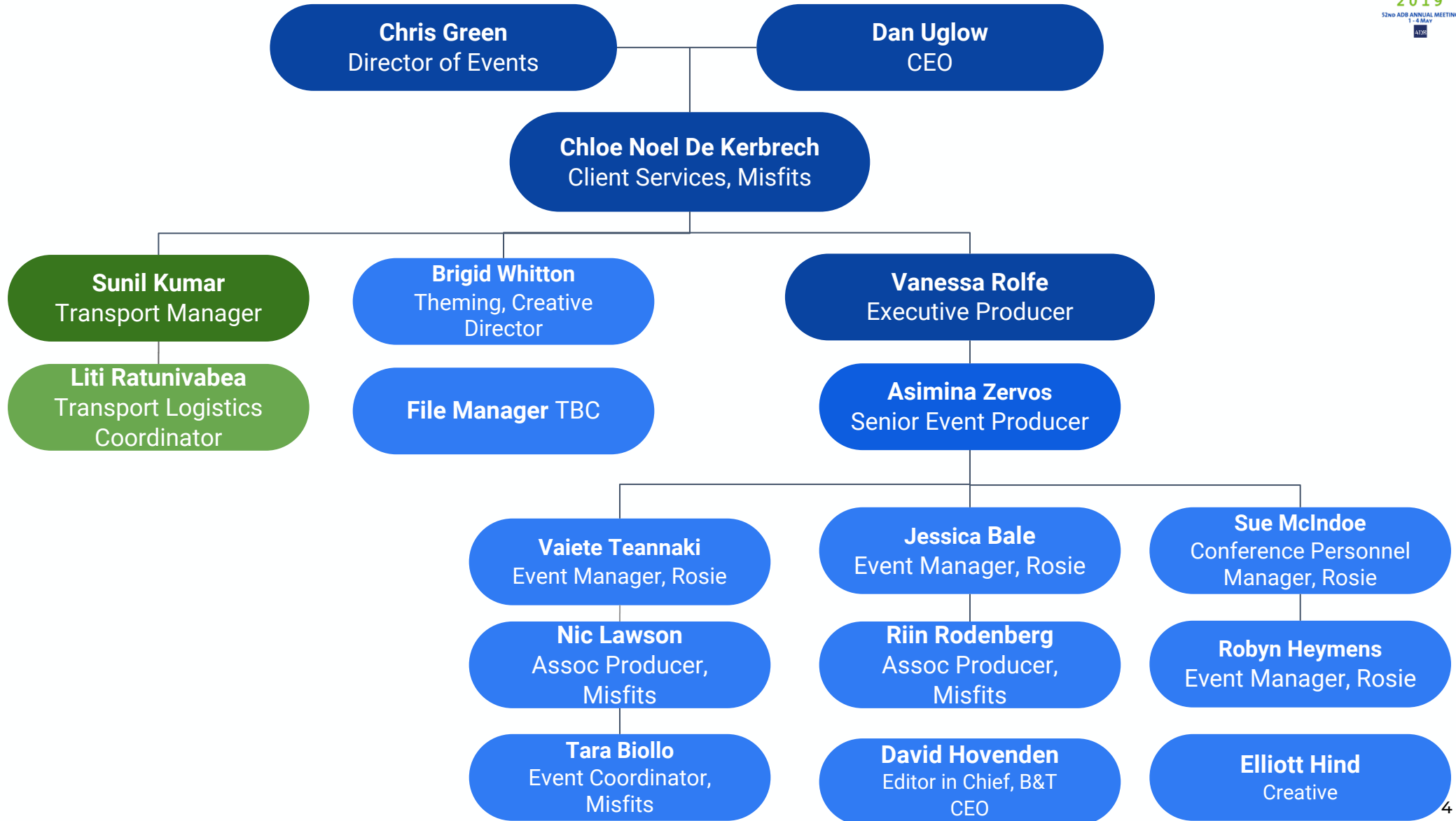| Document	Status	Responsible
PCO Organisational Chart	Draft complete for review	Vanessa
Communication routing	Draft complete for review	Vanessa
Communication channels	Draft complete for review	Vanessa
Issue Management (Escalation points)	Draft complete for review	Vanessa
Training schedule for Conference Personnel	Draft complete for review	Sue
Production Onsite briefing/ debrief schedule	Draft complete for review	Vanessa
AV Run Sheets	In Progress	Asi
Onsite Production schedule (Detailed event logistics and contacts)	In Progress	Vanessa/Asi

PCO Event Management Team

Organisation Chart - Onsite PCO Events Team

Chris Green
Director of Events

Dan Uglow
CEO

Chloe Noel De Kerbrech
Client Services, Misfits

Sunil Kumar
Transport Manager

Liti Ratunivabea
Transport Logistics Coordinator

Brigid Whitton
Theming, Creative Director

File Manager TBC

Vanessa Rolfe
Executive Producer

Asimina Zervos
Senior Event Producer

Vaiete Teannaki
Event Manager, Rosie

Jessica Bale
Event Manager, Rosie

Sue McIndoe
Conference Personnel Manager, Rosie

Nic Lawson
Assoc Producer, Misfits

Riin Rodenberg
Assoc Producer, Misfits

Robyn Heymens
Event Manager, Rosie

Tara Biollo
Event Coordinator, Misfits

David Hovenden
Editor in Chief, B&T CEO

Elliott Hind
Creative

4

HC - Onsite Roles and Responsibilities

Inclusive of Bump In & show dates 1st - 6th May

FIJI 2019
52ND ADB ANNUAL MEETING 1 - 4 May

	Chris Green	Anthony Reed			Vanessa Rolfe	Shahana	Peter Stewart Michael Kerin
	Vanessa Rolfe	Vanessa Rolfe			Nicolle Lawson	Vanessa Rolfe	

Escalation Point   **Escalation Point**   **Escalation Point**

Branding/ Theming	Sheraton (Denarau)	Westin (Denarau)	DGRC (Denarau)	Villa/Standard Rooms (Denarau)	Sofitel (Denarau)	Intercontinental (Natadola Bay)	Airport	Transport Compound
Dan Uglow Branding Director	**Jessica Naevo** Event Manager Meeting rooms, F&B & Logistics	**Riin Rodenburg** Event Manager Venue Logistics	**Robyn Heymens** Registration, Media Event Manager	**Asimina Zervos** Senior Producer Venue Logistics	**David Hovenden** Event Manager Venue Logistics	**Chloe Noel de Kerbrech** Senior Producer	**Arthur Lanyon** Event Manager	**Sunil Kumar** Event Manager
Elliott Hind Branding Coordinator	**Zaman Khan** MCS Coordinator - Venue Logistics	**Tara Biollo** Event Coordinator Venue Logistics	**Sue McIndoe** Conference Personnel Manager	**Vaiete Teannaki** Event Manager Venue Logistics	**Arvin Sing** MCS Coordinator	**Vaiete Teannaki** Event Manager Venue Logistics		**Aliti Montu** Venue Logistic
Brigid Whitton Theming Director	**Nicolle Lawson** Exhibition & Networking events	**Alyiah Khan** MCS Coordinator - Venue Logistics	**Jesse Gubb** Media Logistics Coordinator MCS	**Patrick Dunn** Event Manager		**Alyiah Khan** MCS Coordinator - Venue Logistics		
	Chloe Noel de Kerbrech DICC Manager	**Arvin Sing** MCS Coordinator		**Alyiah Khan** MCS Coordinator (Support)		**Lalin Kuman** MCS Coordinator		

Escalation Contact

Communication Channels - Overview
PCO/HC Events Team

FIJI 2019
52ND ADB ANNUAL MEETING
1 - 4 May

Event Management Teams
MCS, Rosie, AV, Venue banquets team & venue event managers
(ADB requirements TBC)

Radio supplier responsible for signing In/Out of all radios

MCS & ADB Key Stakeholders
ADB Secretariat/ Management team
MCS Management team

Other Stakeholders
Emergency services, 3rd Party suppliers, all other ADB and MCS stakeholders etc

Venue Coverage
Comms system 1

Sheraton
Westin
DGRC - Golf Club
Sofitel
Radisson

Venue Coverage
Comms system 2

InterContinental

Venue Coverage
Comms system 3

Airport

TBC, Security to confirm Comms methiod

Setup Viber/WhatsApp Groups:
Venue Management
– Viber/WhatsApp Group 1
Media Logistics - Viber/WhatsApp Group 2
Registration - Viber/WhatsApp Group 3
Intercontinental Logistics
- Viber/WhatsApp Group 4

Example list only, Viber/WhatsApp groups to be determined based on other team R&R.

Phone Call:
Emergency services, 3rd Party suppliers, all other ADB and MCS stakeholders etc

Radios
Event Monitoring & Communication Systems

Mobile App
Viber/WhatsApp

Mobile Phone
Call

Event Production Team
- Event Days Onsite Briefing/ Debriefs schedule

Sheraton, Westin & DGRC

Denarau Event Team (Slide 5 team)	PCO, Audio & Visual, Venue, Supervisors - Main event venues	Conference Personnel Groups
Location: DICC Facilitator: Vanessa Rolfe	Location: DICC Facilitator: Vanessa Rolfe/ Asimina	Location: DGRC Facilitator: Vanessa Rolfe/ Kereni
Briefing: 30th April - 6th May, 7am - 7.30am	Briefing: 30th April - 6th May, 7.30 - 8am	Briefing: 30th April - 6th May,7.30 - 8am

Intercontinental

Event Teams - PCO	PCO, Audio & Visual, Venue, Supervisors - Main event venues	PCO and Venue Banquet team
Location: Ballroom Facilitator: Chloe Noel de Kerbrech	Location: Ballroom Facilitator: Chloe Noel de Kerbrech	Location: Ballroom Facilitator: Chloe Noel de Kerbrech/ Venue contact TBC
Briefing: 2nd May - 3rd May, 11.30am	Briefing: 2nd May - 3rd May, 12.30am	Briefing: 2nd May - 3rd May, 12.30am

Conference Personnel/ Volunteers

Conference Personnel Comms Routing - Onsite

Vanessa Rolfe

Sue McIndoe

Robyn Heymans Event Manager	Peter Stewart Event Manager	Jessica Bale Event Manager	Riin Rodenburg Event Manager	David Hovenden Event Manager	Vaiete Teannaki Event Manager	Peter Stewart Event Manager	Dang / Sue Event Manager

Escalation Point   Escalation Point   Escalation Point

Group 1 Registration/ Media	Group 2 Transport	Group 3 Sheraton	Group 4 Westin	Group 5 Sofitel	Group 6 Intercontinental	Group 7 Transport	Group 8 Secretariat
Grant Petersen Supervisor x1	**Arthur (Rosie) Makario (Rosie)** Supervisor x2	**Rachel Halstead Lavenia Mua Sue Rakoroi** Supervisors x3	**Bulou Vasemaca Meredani N Grace Valentine Arieta Marama** Supervisors x4	**Adi Ateca Kerryanne C** Supervisors x2	**Grant Petersen Rachel Halstead** Supervisor x2	**Sunil, Liti** Supervisors x2 (MACC) **Rusiate V Shalendra K Jone C Tomasi V Sujeev K** Supervisors x5 (Transport) **Waisale U Iliesa T** Supervisors x2 (Volunteers)	**Arieta Tara Sereima N** Supervisor x2 (Admin) **Shenila to assist** **Mereani N Aliti Montu** Supervisors x2 (Volunteers)
x45 Volunteers	x55 Volunteers	x98 Volunteers	x63 Volunteers	x52 Volunteers	x50 Volunteers	x65 Volunteers	x67 Volunteers

FIJI 2019
52ND ADB ANNUAL MEETING
1 - 4 May
ADB

Communication Channels - Overview
Conference Personnel

Supervisors & Event Managers

Setup Viber/WhatsApp Groups
CP Registration – Viber/WhatsApp Group 1
CP Airport - Viber/WhatsApp Group 2
CP Sheraton - Viber/WhatsApp Group 3
CP Westin - Viber/WhatsApp Group 4
CP Sofitel - Viber/WhatsApp Group 5
CP InterContinental - Viber/WhatsApp Group 6
CP Transport - Viber/WhatsApp Group 7
CP Secretariat - Viber/WhatsApp Group 8

Mobile App

Conference Personnel
- Event Days Onsite Briefing/Debriefs schedule

Supervisor Briefing	Sheraton - Groups 3	Registration/Media - Group 1	Westin - Group 4	Secretariat - Group 8
Briefing location - CP Marquee	Briefing location - Sheraton Foyer	Briefing location - CP Marquee	Briefing location - Westin Foyer	Briefing location - CP Marquee
Briefing: 30th April - 5th May, 6.30am / 2.30pm	Briefing: 30th April - 5th May, 7am / 2.45pm	Briefing: 30th April - 5th May, 7am / 2.45pm	Briefing: 30th April - 5th May, 7am / 2.45pm	Briefing: 30th April - 5th May, 7am / 2.45pm
Debrief: 30th April - 5th May, 6.30pm	Debrief: 30th April - 5th May, 7pm	Debrief: 30th April - 5th May, 7pm	Debrief: 30th April - 5th May, 7pm	Debrief: 30th April - 5th May, 7pm

Sofitel - Group 5	Airport - Group 2	InterContinental - Group 6	Transport - Group 7	Transport - Outside Denarau Hotels Group 7
Briefing location - Sofitel Foyer	Briefing location - CP Space-Arrivals	Briefing location - Chapel / WaterCourt 3	Briefing location - MACC/Transport Centre	Briefing location - MACC/Transport Centre
Briefing: 30th April - 5th May, 7am / 2.45pm	Briefing: 30th April - 5th May, 6am / 1.45pm	Briefing: 3rd May - 12.30pm	Briefing: 30th April - 5th May, 7am / 2.45pm	Briefing: 30th April - 5th May, 7am / 2.45pm
Debrief: 30th April - 5th May, 7pm	Debrief: 30th April - 5th May, 1.30pm	Debrief: 3rd May - 8.30pm	Debrief: 30th April - 5th May, 7pm	Debrief: 30th April - 5th May, 7pm

Issue Management (Escalation Points)

Rosie has a commitment to managing all ADB Annual Meeting issues and project challenges with discipline and rigour.

Slide 12 defines precisely who the personnel are to whom issues may be escalated, by venue and date.

A contact list of personnel may be found in the onsite event production schedule.

The process by which an issue is to be resolved is as follows:

- **Escalation Process** – any issues, concerns or challenges are to be escalated with a priority on communicating the issue at first in writing, or if a written report is unavailable, then verbally via a phone call or using the comms system outlined in slide 13.
- **Documentation** – Where possible, all issues should be centrally documented using some type of issue tracking system or log. An issue log template will be provided by Rosie.
- Minimum Requirements - Tools used to manage issues should contain (at a minimum) an issue description, impact summary, action steps, current status, issue owner and time/date resolved.

Conference Training Schedule

Start	Activity	Location	Category	Responsible	Supplier
12:30	Buses depart Nadi bus stand	Nadi bus stand	All volunteers	Sunil / Liti	Rosie
13:00	Volunteers to be seated	Sheraton Ballroom	All volunteers	Sue / Vaiete / Jessica	Rosie
13:15	WELCOME			Vanessa Rolfe / Anthony Reed	Rosie/MCS
13:20	Overview of ADB			Nicole Pesado	ADB
13:30	Protocol			Rosalini Dalituicama	MCS
14:30	Grooming and Conduct			Sue McIndoe	Rosie
15:00	Break for Afternoon Tea				Sheraton
15:30	Introduce Area/Venue Managers: Group 1 - Registration/Media Group 2 - Airport/Transport Group 3 - Sheraton Group 4 - Westin Group 5 - Sofitel Group 6 - InterContinental Group 7 - Secretariat Group 8 - Volunteers		Venue Managers	Robyn Heymans Peter Stewart Jessica Naevo Riin Rodenburg/Asimina Zervos David Hovenden Vaiete Teannaki Aldalyn (Dang) Sue McIndoe	Rosie

Conference Training Schedule

Start	Activity	Location	Category	Responsible	Supplier
	Volunteers to move out into Groups - follow Venue Managers	Meeting Rooms	Group/Venue	Venue Managers	
	Managers introduce Supervisors in their groups				
	Overview of Group function				
	Job Specific roles and responsibilities				
16:30	Venue inspections	All Venues	All Volunteers	Venue Managers	
	Venue Managers / Supervisors and volunteers in their groups to walk through venues for familiarization of work areas, including Volunteers space/tent, sign in/out areas, entry/exit, briefing areas, washrooms etc.				
	Positioning of Volunteers and Rehearsal				
16:30	Volunteers for Airport to depart Sheraton, return to Nadi bus stand	Sheraton	Airport group	Sunil / Liti	Rosie
18:00	Buses depart Denarau for Nadi bus stand	Sheraton	All Volunteers	Sunil / Liti	Rosie

Radio Comms SOW - Event Management Teams

EOC Event Monitoring & Communication Systems Proposed Scope of Works
Develop and deploy and all-encompassing cross venue communications and vision system for event management teams, being MCS, ADB, Rosie, AV, Venue Management teams.

Systems to integrate in a holistic event management model allowing for key personnel to contact key personnel on a contact matrix level.
Vision system is to allow for EOC and management to access in room cameras via desktop, tablet or phone Applications.
All system to be run independent of core ADB event networks.

VENUES
65 x radios to be programmed for each venue in Denarau contact as listed (12 channels)

- Sheraton, Westin, DGRC, Hilton, Radisson, Sofitel & Tappoo Land

CHANNELS
Channel 1: Sheraton Events
Channel 2: Westin Events
Channel 3: Radisson Events
Channel 4: Sofitel Events
Channel 5: AV & Technical
Channel 6: Security (if required)
Channel 7: Catering & Venue
Channel 8: Transport
Channel 9: Media
Channel 10: DGRC (Registration)

- 14 x Radios for Rosie PCO core team
- 2 x PCO Transport
- 25 x Conference Personnel Supervisors / Event Managers
- 4 x MCS core team

- 7 x ADB
- 4 x Security (if required)
- 4 x AV & Tech
- 4 x Venue & Catering

Issue Management (Escalation Points)

Rosie has a commitment to managing all ADB Annual Meeting issues and project challenges with discipline and rigour.

Slide 5 defines precisely who the personnel are to whom issues may be escalated, by venue and date.

A contact list of personnel may be found in the onsite event production schedule.

The process by which an issue is to be resolved is as follows:

- Escalation Process – any issues, concerns or challenges are to be escalated with a priority on communicating the issue at first in writing, or if a written report is unavailable, then verbally via a phone call or using the comms system outlined in slide 6.

- Documentation – Where possible, all issues should be centrally documented using some type of issue tracking system or log. An issue log template will be provided by Rosie.

- Minimum Requirements - Tools used to manage issues should contain (at a minimum) an issue description, impact summary, action steps, current status, issue owner and time/date resolved.

Communication Channels - Overview
Conference Personnel

**Conference Personnel
& Event Managers**
ADB Secretariat/ Management team
MCS Management team

Setup Viber/WhatsApp Groups
CP Registration – Viber/WhatsApp Group 1
CP Airport/Transport - Viber/WhatsApp Group 2
CP Sheraton - Viber/WhatsApp Group 3
CP Westin - Viber/WhatsApp Group 4
CP Sofitel - Viber/WhatsApp Group 5
CP InterContinental - Viber/WhatsApp Group 6
CP Secretariat/Admin - Viber/WhatsApp Group 7
CP Volunteers - Viber/WhatsApp Group 8

Mobile App