# LIST OF STANDARD PCO SERVICES
## as compiled by IAPCO

1. Abstract Handling *(should include on-line abstract handling and/or paper abstract handling, the abstract review process, production of an abstract publication, etc.)*

2. Speaker / Programme Management *(should include the co-ordination of the speakers, the planning of the sessions, the overall logistics related to the contents of the congress programme, and the production of a programme overview)*

3. Marketing & Communication (MARCOM) *(should include the development and execution of a congress marketing & promotion strategy, production of the various announcements and programmes as well as promotional material, social media campaign and presentation / representation of the event to potential participants, sponsors or other stake holders)*

4. Press Liaison & Arrangements *(should include all communication with the press, organisation of facilities, accommodation and press delegations etc) /* [governmental] *(should include liaison with nominated press offices, management of delegates and agencies, installation of technical equipment, accreditation and registration etc)*

5. Budgeting *(should include drafting and managing of the congress budget)*

6. Financial Management *(should include the management of bank accounts, cash flow, taxes, preparation of accounts etc. as well as invoicing and payments)*

7. Exhibition *(should include the selection of exhibition space, the preparation of exhibitor guidelines and exhibition floor plans, the sales and allocation of stand spaces, the co-ordination of stand services, invoicing, and the co-ordination of set-up and dismantling of the exhibition)*

8. Sponsorship *(should include the identification and development of sponsorship opportunities and guidelines, the sales and marketing of sponsorship opportunities to potential sponsors, and delivery of the same; where appropriate, to, or co-ordination with, the governmental body, if applicable, in charge of this*

9. Security *(should include liaison with the various authorities, implementation and dissemination of recommendations, etc)*

10. Registration/Accreditation *(should include on-line registration, on-site registration, collection of fees, and statistical reports on registration numbers, breakdowns etc.) /* [governmental] *should include pre-accreditation and on-site management of delegations; liaison with authorities if accreditation is handled direct by police or similar body*

11. On-site Management *(should include the selection, contracting and co-ordination of supplier services required and the management of all requirements at the venue, including detailed move-in/move-out plans and signage for all venues or locations and, as applicable, the negotiation of the contracts, and on-site management of the event)*

12. Staffing *(should include job descriptions, insurance, staff training and HR, data management and clients satisfaction)*

13. Congress Materials & Print *(should include design and production of any and all congress supplies such as programmes, badges, bags, etc.)*

14. Venue Selection *(should include the selection of the venue and the negotiation of the contract)*

15. Congress Technology *(should include implementation of audio visual equipment, conference apps, use of social media for the life cycle of the event and on-site networking solutions)*

16. Simultaneous Interpretation *(should include the engaging of interpreters, or co-ordination with Chief Interpreter's Office, management of booths and equipment, collection and distribution of papers to interpreters)*

17. Hotel Reservation / Accommodation *(should include hotel block-bookings, allocation of hotel rooms to individual participants and/or groups and delegations, negotiations, payments, management of modifications, reporting, etc.)*

18. Social Programme & Tours *(should include the proposal, sales and management of various social programme activities such as opening and closing ceremony, gala dinner etc., including where appropriate all protocol; proposal and implementation of an accompanying participants' programme, pre- and post-congress events etc.*

19. Transport *(should include the proposal and management, in conjunction with transport managers, of all transportation including airport management, VIP movements, and all arranged coach and/or public transportation, including transportation routes and co-ordination with police on security areas as applicable)*

20. Corporate Social Responsibility *(should include recycling initiatives, carbon-offset possibilities, Fair Trade considerations, and the use of suppliers with an active green policy)*

21. Host Committee Liaison: *(should include direct communications' channel (periodical meetings) with local host and/or international organisation representative, or governmental body, to ensure all parties are aware of the services and requirements being requested and provided)*