



## LIST OF STANDARD PCO SERVICES (In-person/Hybrid) as compiled by IAPCO

1. General Management: should include production of Congress timeline/project plan, business plan and risk profile, sourcing of destination/venue, preparation of internal Delivery Management Guide, and distribution of official survey/feedback form and subsequent analytics
2. Financial Management (incl. budgeting): should include drafting and management of Congress budget, management of bank accounts, cash flow, taxes, preparation of accounts, invoicing and payments, tax arrangements, regular budget updates, post-event financial reports
3. Venue Management: should include managing use of facilities, layout and signage, decoration, on-site sustainability
4. Marketing & Promotion: should include preparation and execution of multi-channel marketing & promotion strategy (incl. social media), the creation, ergonomic design, management, and updating of Congress website containing all relevant information, creation of pre-Congress promotional materials
5. Virtual & Hybrid Delivery (platform & management): should include participant technical support, integration of virtual platform with registration system, Q&A area, helpdesk, provision of analytics to client
6. Exhibition: should include the development of exhibition sales strategy (incl. prospectus), management of exhibition sales, contracting and invoicing of exhibitors, stand personnel registration, exhibitor services and suppliers, on-site management (allocation of stand spaces), production of guidelines and on-site manual, exhibition dismantling
7. Sponsorship: should include the development of sponsorship sales strategy (incl. prospectus), management of sponsorship sales, contracting and invoicing of exhibitors, delivery and fulfilment of sponsorship benefits

8. Virtual Sponsorship & Exhibition: should include platform testing, adaptation of sponsor/exhibitors manual for virtual element, virtual sessions for industry participation queries, management of exhibitor services, compliance policy, management of exhibitor services and suppliers
9. Programme Management: should include the setting of objectives and outcomes, planning of session descriptions, preparation of moderator briefs, logical online presentation of programme
10. In-person Speaker Management: should include sourcing of speakers, creation of a comprehensive speakers' manual, regular speaker communication, and speaker briefing
11. Scientific Programme & Speaker Management (Virtual Element): should include creation of a comprehensive speakers' manual, a comprehensive moderators' manual, scheduling and coaching of pre-Congress recording sessions, arrangement of session rehearsals, provision of relevant logistical information
12. Abstracts Management (Hybrid Format): should include production of guidelines/instructions, management of submissions, review, communication with authors, production of a presenters' manual
13. Registration: should include online registration, on-site registration procedure, collection of fees, a back-up system, reporting, registration form and guidelines, the speakers desk, debit/credit card transactions, GDPR, logistical comms, pre-accreditation and on-site management of delegations (governmental), liaison with authorities if accreditation is handled direct by police or similar body (governmental)
14. Congress Delivery: should include job descriptions, staff training, risk and emergency response planning, data management, and general coordination
15. Halls & Technical Arrangements (On-Site Management): should include 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; meeting rooms, a posters area, a speakers' ready room, participant wi-fi, various offices, AV management
16. Social Events: should include opening ceremony, welcome reception, lunch/coffee breaks, speakers' dinner/party, transportation and guidance
17. Conference Materials (printed and/or digital): should include final programme, abstract publication, badges/IDs, bags, and announcements
18. Sustainability (incl. CSR): should include the development of a legacy programme and a sustainability programme encompassing the pillars of UNSDGs
19. Hotel Accommodation: should include hotel block-bookings, allocation of hotel rooms to individual participants and/or groups and delegations, negotiations, payments, management of modifications, reporting
20. Apps (Congress Technology): should include conference apps, inclusion of social media on Congress website, use of social media for the life cycle of the event on-site networking solutions

21. 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 and headsets to interpreters
22. Press Liaison & Arrangements: should include production of pre-event press comms plan, press accreditation, availability of press room/equipment, organisation of press conference, liaison with nominated press offices (governmental), management of delegates and agencies (governmental)
23. Security: should include pre-event security arrangements, liaison with officials and venue, on-site security arrangements (flow and efficiency), implementation and dissemination of recommendations
24. Transport: should include availability of information on dedicated transportation to Congress venue (from airport and hotel) and social venues, schedules, signage, logistics (flow and queues), VIP movements, co-ordination with police on security areas as applicable
25. 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

**HQ/Secretariat** THE INTERNATIONAL ASSOCIATION OF PROFESSIONAL CONGRESS ORGANISERS ("IAPCO") has a registered office at c/o Prager Dreifuss, Muhlebackstrasse 6, 8008 Zurich, Switzerland, registration no. CH-020.6.900.220-3/. Administration and secretariat services are provided by outsourced contractors based in UK and Belgium. Contact details: [info@iapco.org](mailto:info@iapco.org)

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