



Guidelines

Introduction

ICCA Asia Pacific Chapter will organize an ICCA Client/Supplier Business Workshop open to all its members in the region for conferences of over 500 delegates that rotates throughout Asia Pacific or World/International conferences.

In order to ensure that the participating members are geographically balanced, the number of registrations per geographical area will be equally divided. Therefore, from the 15 participating members, 5 places will be allocated for Australasia members (Australia & New Zealand), 5 for Central Asia members (India, Indonesia, Malaysia, Sri Lanka, Singapore & Thailand) and 5 for North Asia members (China P.R., Chinese Taipei, Hong Kong, Japan, Macao & Republic of Korea). ICCA Asia Pacific chapter reserves the right to accept more than 5 registrations per geographical area should there be insufficient participation from other areas to fill in the 15 allocated slots.

1. Workshop objectives

The primary objective of the workshops is to provide a cost-effective opportunity for ICCA members from Asia Pacific to meet and do business with key decision-makers.

A secondary objective is to introduce clients to ICCA and to explain the benefits of working with ICCA members.

The workshop is not an opportunity to reward a client with a free trip overseas, nor should it be used by the host venue as a site inspection or familiarisation trip.

2. Workshop format

The format is simple: A minimum of 10 and maximum of 15 ICCA members each invite a client to the workshop to discuss their specific meeting requirements. Accompanying clients must conform to strict selection criteria, ensuring that participating members can promote their company and services to senior decision-makers who are actively looking for destinations and venues. No other event offers the same opportunity for client and supplier to meet face-to-face and discuss future co-operation in a tailor-made Workshop environment!

The Workshop commences on Wednesday, 24 September 2014 with the Supplier Presentations followed by a Networking evening. The next day, 25 September 2014 the Client/Supplier Business Workshop will start. All members are to be seated with their respective clients. There will be opening remarks by the Host and ICCA Asia Pacific Chapter chair. This will be followed by a 10 minutes housekeeping by ICCA Asia Pacific.

There will be 3 Business Meeting sessions:

- Business Meeting session I 10:00-11:15 (1 hour 15 minutes)
- Business Meeting session II 11:30-12:45 (1 hour 15 minutes)
- Business Meeting session III 14:00-15:15 (1 hour 15 minutes)

In Business Meeting session I, II and III, there will be 5 meetings between clients and members at each session. Each meeting should be limited to 15 minutes. Clients and members are required to adhere to the timing and keeping their discussion to the allocated time. A bell/buzzer will be sounded to indicate the start of the rounds.

Between each Business Meeting sessions, there will be breaks which are as follows:

- Morning tea break 11:15-11:30 (15 minutes)
- Lunch 12:45-14:00 (1 hour 15 minutes)
- Afternoon tea break 15:15-15:30 (15 minutes)

During these breaks, all participants can freshen up, have their coffee/lunch, relax etc. This is to ensure that the meeting sessions are not interrupted. At the end of the Business Meeting session (15:15), there will be a final coffee break. When resume at 15:30, there will be closing session for all participants.

3. Conditions for participation

- Participation in each workshop is restricted to a maximum of 15 ICCA members, each of whose representatives attends with a client meeting the criteria set out below.
- For a client to be accepted for the workshop, he/she must meet the following criteria:

a) He/she must be a key decision-maker or decision-influencer with regards to where the conference or event takes place in the future. The organization should not be in the Client Exclusion List.

b) The conference must historically meet the size criterion for the workshop (more than 500 delegates).

c) If the conference has no track record the projected number of attendees must meet the size criterion for the workshop.

d) The conference must be at least 3 days duration and must take place on a regular basis and must rotate throughout Asia Pacific or World/International rotation.

e) Association management companies are eligible, provided they submit a document in which the client association agrees to be represented and states that the association management company is involved in the decision influencing process concerning future locations of their event. However no more than two association management companies will be allowed to participate in the Workshop and the first-come-first-served rule applies.

- It is recommended to start looking for a client immediately upon receipt of the invitation. Once a client who fits the criteria has agreed to attend, the completed Registration Form together with the Client Profile should be sent to :

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ICCA Global Research Centre | Asia Pacific regional Office
Email: kavitha@iccaap.com
Tel: +603-7955 3343, Fax: +603-7955 3348

- Members can send in their interest with the name of their client (name, designation, association, name of association meeting, ICCA Data Series No (if applicable) as

soon as possible for verification by ICCA Asia Pacific office. Please refer to the enclosed **Client Exclusion List**.

- Once approval has been granted, ICCA Asia Pacific Regional Office will ensure that the supplier concerned will be informed immediately to minimize the period of uncertainty for themselves and their client.
- Priority will be given to new participants (members who have not taken part in the past workshops). Nonetheless, ICCA Asia Pacific members who have participated in the previous editions of the Client/Supplier Workshop will be given due consideration.
- The supplier profile (will be sent to ICCA AP members who qualify to participate) must be completed and sent to ICCA AP office. Only the official fully completed registration form together with the official fully completed client profile form and official fully completed supplier profile form will be accepted. (Please note registration is only accepted/complete upon receipt of all three forms.)
- It is not possible to reserve a place at the workshop by informing ICCA AP Office by email, fax, phone or otherwise. Only the official fully completed registration form together with the official fully completed client profile and supplier profile forms will be accepted.
- A waiting list operating on a first come first served basis will be set up if over 15 applications are received or if more than 5 members from the same geographical area register.
- If a member's client has been accepted for the workshop, but subsequently drops out, the participant may put forward a replacement client but this will be treated as a new application to be dealt with under the first come first served rule.
- If a member's client is rejected for the workshop because it does not meet with the criteria set out in the guidelines, the member may put forward a replacement client, but this will be treated as a new application to be dealt with under the first-come-first-served rule.
- Participating members are obliged to fully brief their client about ICCA in general and about the objectives of the workshop. Members must ensure that their clients bring with them any information/printed material relating to their conference and organisation which could be of use to participating members. In particular, information relating to the decision-making process for where the event will be held in future years.
- It is not necessary for an ICCA member to have a business relationship with the client they bring to the workshop, only that the client meets the criteria specified above.
- The official language of the workshop is English, so clients should have at least a basic command of this language.
- Participating ICCA members are responsible for their own and their clients travel arrangements to Gold Coast, Australia. They are also responsible for covering the

registration fees for themselves which includes all transport, accommodation, all meals and networking events from arrival to departure at the end of the workshop.

- ICCA Member will be charged Euro 850, and the accompanying ICCA Member will be charged Euro 425 (maximum 1 accompanying person from either same or different member organization).
- If at any time a client is not participating in the workshop (e.g. arrives late, leaves early) (as it has happened in the past) the ICCA member/s who invited him/her is suspended from participating for the time of absence of their client.
- Accompanying person (spouse to ICCA Member or Client) cannot attend any part of the Workshop, business or social.
- Members must be in good financial standing with ICCA if they want to participate in the Workshop.
- If a client cancels their participation in the Workshop for whatever reason, the cancellation policy is upheld and the member who invited the client cannot attend any part of the programme, business or networking/social events.
- Participants are expected to participate in all parts of the programme starting with the Supplier Presentations and networking evening through to the farewell lunch on Day 3 and should arrive on time for all sessions.
- All participants are requested to bring business cards to the Workshop with them.

4. Client (organisation) Profile

Each client is requested to complete the Client Profile. This profile must be sent to ICCA Asia Pacific Regional Office together with the Registration Form. If both forms are not received then it is not accepted as an official application for the Workshop. The Client Profile form will be included in the Workbook handed out to the participants during the Workshop and will be distributed at least two weeks prior to the Workshop.

Additionally the client is requested to supply all other relevant information, which is important for a venue and an event/congress destination and which is not given in the profile, such as: list of local counterparts; outline and structure of the organisation; selection criteria for future events venues; decision making process for future congresses/events/conventions etc.

5. ICCA Member Profile

Each ICCA member is requested to complete the ICCA Member Profile form which will be sent to participating ICCA members once their clients have been approved by ICCA Asia Pacific office. The ICCA Member Profile form will be included in the Workbook handed out to the participants during the Workshop and will be distributed at least two weeks prior to the Workshop.