

Service Requirements

1

General Planning, Committee Liaison and Secretariat

DCC&A places great emphasis on developing a strong working relationship with the organising committee, as this is paramount to the success of any conference. The nature of DCC&A's work means that almost 100% of the conferences we manage involve volunteer committees and we are mindful to make their task as easy as possible.

We develop a clear strategy setting out the dates for key milestones in the planning process; arrange meeting schedules, set agendas, document minutes and actions; report on work in progress at each committee meeting; establish objectives for financial, social and educational outcomes; provide guidelines to the committee with clear lines of responsibility within set time frames.

The conference manager is your project administrator, ensuring deadlines are met in accordance with the critical path and the budget. The conference manager holds regular internal meetings with her conference team, including the Operations Manager who is responsible for ensuring that the conference is on budget and on track.

2

Financial Management

One of DCC&A's major strengths is in financial management and as previously indicated in this proposal, DCC&A demonstrates competence in this area by consistently producing exceptional financial results for the conferences we manage. DCC&A's advice is to set up independent bank accounts and credit card facilities for the conference. Financial reports are provided to the committee at every meeting showing budget to actuals, budget projections and variances, and financial reports are provided within 90 days of the close of the conference. It is through our budget monitoring and analysis and our commitment to careful cost control and risk mitigation that DCC&A is consistently successful in managing profitable conferences.

3

Marketing and Public Relations Strategy

Marketing will be a key element in the success of any conference. Because your event needs to be eagerly anticipated DCC&A will implement a marketing plan across multiple disciplines and marketing channels to promote the conference both nationally and internationally as appropriate. DCC&A develops all printed and electronic materials including electronic registration forms, the conference website, advertising material and the production of onsite tickets, forms, lists and badges.

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Conference Technology

Virtual and Hybrid Platform

DCC&A's online platform, which is integrated into the EventsAIR solution, allows for seamless and engaging event delivery between in person and virtual events. The 3D mode provides a more realistic and inclusive experience for virtual attendees and offers creative options for virtual exhibitors and sponsors to interact with delegates. The online platform allows for delivery of the same experience for both online and in person attendees including, live polls, live Q & A, attendee connections and chat facilities. DCC&A's team is accredited and experienced in virtual / hybrid event delivery.

Conference Website

The conference website provides a central location for the disbursement of all information for potential delegates and registered attendees. DCC&A works with a range of website platforms depending on our clients' needs and existing infrastructure. For some clients we work with their existing CRM system, such as WordPress, maintaining and developing content and providing updates.

Most clients use our CRM system with its designer developed website template which has specific elements tailored for large meetings. EventsAIR also has the capacity for an integrated but less complex website which provides cost effective solutions for many of our clients.

Smart Phone App

Apps are now common place for most conferences. Once onsite the app becomes the 'website' for the event containing all relevant information a delegate may need and affording them the flexibility to access abstracts, posters the daily program and to connect with other delegates.

EventsAir software has an integrated delegate app which provides all the information a delegate needs in one place. Any changes to the agenda become available to all in real time to app users. The app also allows for communication to participants through alerts.

IT and Security

Our IT systems are in the cloud using Google Workspace. Email, calendars, contacts and files are stored this way with 2FA (two factor authentication) on all accounts. The file server is backed up to a local file server and then mirrored online for a third backup. The domain name *dcconferences.com.au* is locked and on auto renew every 2 years and is hosted in Australia. Security is in place to restrict file sharing outside the domain and reports are sent weekly with security insights. We use Apple Macintosh computers in the office for security reasons. The office internet connection is via TPG Fibre 400/400 using ubiquity USG Pro security gateway. Microsoft accounts are also 2FA for all staff.

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Venue Management

DCC&A has a broad knowledge of convention centres and venues in Australia and New Zealand, which enables us to provide excellent advice on suitability and selection of rooms and services. DCC&A liaises closely with the venue manager prior to the conference and provides detailed run sheets for the preparation of event orders. Onsite DCC&A's manager meets regularly with the assigned venue manager.

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Accommodation Management

DCC&A will negotiate on behalf of the conference to obtain special accommodation rates at hotels and apartments within the vicinity of the venue, offering a range of options at various price points. Block bookings are carefully managed according to the contract's attrition clauses and any free-of-charge rooms or upgrades are allocated to the benefit of the client / conference.

7

Program, Speaker and Abstract Management

Almost all conferences managed by DCC&A involve complex programs with multiple streams and speakers, both invited and submitted, and we have developed comprehensive processes to ensure effective and seamless management of abstracts and speakers, including the following:

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| ■ Setting up a customised online abstract submission portal for receipt of abstracts | |
| ■ Setting up reviewer portal | ■ Managing online reviews |
| ■ Sending out letters of acceptance, decline | ■ Assisting in managing presentations into program |
| ■ Liaising with submitted and invited speakers | ■ Managing key speakers' attendance details |
| ■ Briefing chairs | ■ Onsite speaker preparation and speaker assistance |

DCC&A provides a dedicated Program Manager to ensure this vital part of the conference receives utmost focus and attention. The Program Manager will work directly with the Chair, Program Chair and Abstract Committee to provide expert guidance and support throughout the development and implementation process.

The online abstract submission portal of EventsAIR simplifies the management of abstracts. It is customisable and easy to use for submitters and reviewers alike and can handle unlimited papers and speakers' submissions as well as blind and open reviews. Once guidelines are approved they can be uploaded and the technology is easy to follow.

Invited speakers' presentations and timings, bios and photos can also be uploaded through the EventsAIR speaker portal and confirmation letters are sent through the portal. Key speakers are handled personally ensuring they are fully informed of their conference participation and their travel and accommodation details.

The speaker and abstract portal also integrates with the conference app.

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8 Social Program

Social events are often a most memorable part of any conference program, allowing time for informal networking and the opportunity to showcase the event destination. DCC&A will source venues and entertainment for social events and dinners and also tailor an imaginative and exciting program for accompanying persons, if required, to ensure that this conference social program is enjoyed by all attendees.

9 Transport Management

DCC&A can arrange meet and greet services for dignitaries with private car transfers as required. We will obtain quotes and arrange group transport for all conference activities held off-site.

10 Sponsorship Management

Sponsorship and Exhibition Manager, Jo Robinson will work with the Conference Manager to prepare a sponsorship and exhibition prospectus for marketing to potential sponsors. We understand that industry needs a return on its investment and that it is essential to manage this relationship successfully by ensuring the delivery of benefits.

11 Exhibition Management

Almost every conference managed by DCC&A features an associated industry exhibition. DCC&A works with the appointed exhibition provider to carefully devise floor plans that provide the best exposure for exhibitors and allow maximum flow of delegates, using an optimal ratio of floor space to the number of booths. DCC&A provides exhibitors with a set-up / pack-down manual and liaises closely with them through this process.

12 Delegate Registration Management

As previously noted, DCC&A's registration management system is EventsAIR - the most advanced registration system available today. EventsAIR allows for our clients to log in and view real time conference statistics and reports, but these will also be supplied regularly throughout the planning period. Our system allows for self check-in kiosks as well as staffed registration desks. We are able to adapt the onsite registration process by utilising the latest onsite registration technology whilst always keeping in mind delegate expectations of personal attention.

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Sub Contractor Management

DCC&A obtains quotes for all sub contracted services such as;

- Multilingual interpretation Services
- Audio visual services
- Event photography and videography
- Graphic design

DCC&A will recommend and work with experienced providers offering the latest technology and value for money.

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Onsite Management

DCC&A manages onsite logistics to ensure the smooth running of every aspect of the event. DCC&A prepares detailed run sheets with instructions for the venue in relation to timing, catering, program sessions and all subsidiary event coordination. We provide the uniformed staff and equipment to fully service the registration desk and we manage any potential problems before they occur being vigilant to ensure that the highest professional standards are maintained.

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Post Conference Report

DCC&A manages participant feedback surveys and provides extensive post conference evaluations and reports, including demographic statistics and financial summaries within 90 days of the close of the conference.