



Annex A – Partnership Structure and Responsibilities

This annex defines the **partnership structure, leadership roles, and allocation of responsibilities** for the delivery of an ISPCAN International Congress. It provides a high-level framework to ensure clarity, accountability, and effective collaboration among all parties.

Detailed operational workflows and task-level execution are finalized following the award of the Congress and are governed by contractual agreements and the ISPCAN Congress Manual.

Partnership Structure



ISPCAN

- Planning Administration
- Contacts: ISPCAN
- Marketing: International
- Financial Management
- Scientific Program
- Congress Website Management

LOCAL PARTNER

- Sponsorship: Local, Civic
- Marketing: Local associations, NGO's and CAN professional community
- Legacy Plan & Programs
- Bid Preparation
- Scientific Program (research and practice) themes
- CEU's
- PR & Press Coverage

CONVENTION BUREAU

- Sponsorship: Government
- Contacts: Government, Corporate, Dignitaries
- Marketing: City Wide
- Legacy Plan, PR & Press Coverage
- Bid Preparation
- VIP Endorsement
- PCO Vetting

PROFESSIONAL CONGRESS ORGANIZER

- Abstract Management
- Registration Management
- Sponsorship: Corporate
- Contacts and Regional Marketing
- Destination Management and Sales
- On-Site Logistics
- Press / Media Promotion
- Legacy and Congress Reporting



Congress Tasks Division

The management of the Congress is a responsibility shared by the Local Partnership, ISPCAN and the PCO. The following is a typical division of congress management responsibilities. The division of responsibilities is flexible upon agreement with ISPCAN to accommodate regional and cultural expectations.

Responsibility Framework by Congress Phase

Responsibilities are allocated across four main phases of the Congress lifecycle.

Phase 1 – Bid & Pre-Award

- Host city identification and destination support
- Formation of the Local Partnership
- Selection of preferred financial model
- Preparation and submission of EOI and Full Bid Proposal

Phase 2 – Planning & Development

- Scientific program development
- Budget finalization and financial oversight
- Sponsorship and funding coordination
- Marketing, communications, and destination promotion

Phase 3 – Congress Delivery

- On-site operations and logistics
- Scientific program delivery
- Delegate experience and partner engagement
- Protocol, VIP, and official functions

Phase 4 – Post-Congress & Legacy

- Financial reconciliation and reporting
- Post-Congress evaluation
- Legacy initiatives and knowledge dissemination
- Ongoing ISPCAN Country Partner engagement



Partnership Responsibility Matrix

Function / Phase	ISPCAN	Local CAN Partner	CVB	PCO
Host City Selection	Lead	Support	Support	—
Bid Evaluation & Award	Lead	—	—	—
Financial Model Selection & Oversight	Co-Lead	Co-Lead	Support	Support
Congress Budget Development & Control	Co-Lead	Co-Lead	Support	Execute
Scientific Program Development	Lead	Co-Lead	—	Support
Abstract Management & Peer Review	Lead	Support	—	Execute
Keynote Speakers & Scientific Chairs	Lead	Co-Lead	—	Support
Sponsorship & Funding Coordination	Oversight	Support	Lead	Execute
Venue & Destination Management	Oversight	Support	Lead	Execute
Delegate Registration Systems	Oversight	—	—	Lead
Marketing & Destination Promotion	Oversight	Support	Lead	Execute
On-site Operations & Logistics	Oversight	Support	Support	Lead
Delegate Experience & Partner Engagement	Oversight	Support	Support	Lead
VIP, Protocol & Official Functions	Oversight	Support	Lead	Execute
Post-Congress Financial & Activity Reporting	Lead	Support	Support	Execute
Legacy Activities & Country Partnership	Lead	Co-Lead	Support	—



The allocation of responsibilities may be adapted by mutual agreement to reflect regional, legal, cultural, or operational considerations, provided that:

- ISPCAN retains oversight of scientific integrity, financial transparency, and governance standards; and
- Any variations are documented in the Congress agreements.

This annex does not include:

- Task-level operational workflows
- Vendor or supplier management processes
- On-site staffing plans
- Technology platforms or tools

These elements are addressed in the ISPCAN Congress Manual and contractual documentation following Congress award.

Professional Congress Organizer (PCO)

The Professional Congress Organizer (PCO) acts as the primary operational delivery partner for the ISPCAN Congress, supporting ISPCAN and the Local Partnership through planning, implementation, delivery, and post-Congress reporting. The PCO may also serve as the Destination Management Company (DMC), where appropriate.

Key responsibilities:

1. Governance, Communication & Project Management

- Serve as the primary operational liaison with ISPCAN and the Local Partnership
- Respond to communications from ISPCAN leadership and staff within agreed timelines
- Participate in regular planning and coordination meetings
- Provide structured project management across all operational workstreams
- Ensure proactive communication to support decision-making and risk management

2. Financial Management & Contracting

- Support Congress budget development, forecasting, re-forecasting, and reconciliation
- Negotiate local supplier contracts, securing cost-effective and transparent pricing
- Provide multiple competitive quotations for major cost items, where required
- Maintain accurate financial tracking and reporting throughout the project lifecycle
- Manage VAT and refund processes in compliance with local regulations
- Disclose fully any commissions, incentives, or financial benefits received in connection with Congress services

3. Venue, Accommodation & Destination Management

- Coordinate venue logistics, room setup, and supplier interfaces
- Negotiate hotels and provide booking links (no room blocks with penalties)
- Coordinate local transportation, airport transfers, and destination logistics
- Support site visits and destination inspections
- Provide information and coordination for educational tours, optional city tours and delegate activities



4. Abstract Submission and Program Communication

- Manage and administer all operational aspects of the abstract submission process, including system setup, timelines, technical support, and data integrity
- Coordinate all abstract-related communications at each stage of the process (submission, review, acceptance, waitlisting, rejection, and allocation), in close collaboration with ISPCAN and the Scientific Committee
- Serve as the primary operational point of contact for authors, reviewers, session chairs, and speakers regarding abstract-related logistics and deadlines
- Ensure timely, accurate, and consistent communication to all involved parties throughout the abstract lifecycle
- Support the Scientific Committee by implementing review outcomes, managing allocations, and maintaining version control of program data

5. Delegate Services & Registration

- Provide secure online registration and payment systems
- Support visa information and delegate travel queries
- Coordinate accommodation booking links and delegate communications
- Manage on-site registration desk operations and delegate support services

6. Marketing, Media & Communications (Operational Support)

- Support implementation of the Congress marketing and communications plan
- Liaise with designers, printers, photographers, videographers, and other specialists
- Assist with website content management and local information updates
- Develop press kits and support on-site media coordination, in collaboration with ISPCAN

7. Sponsorship & Exhibition Management

- Support sponsorship and exhibition sales in line with the approved plan
- Prepare sales collateral, including exhibition floorplans, prospectuses, and booking documentation
- Coordinate exhibitor and sponsor logistics, communications, and on-site services
- Manage exhibition setup, operations, and breakdown

8. Social Events, Delegate Experience & Cultural Program

- Coordinate official social events, including receptions and cultural activities
- Support sourcing and contracting of venues, catering, and entertainment
- Ensure social and wellness elements align with Congress objectives and budget
- Contribute ideas to enhance delegate experience in line with ISPCAN values

9. Photo and Video Services

- Identify, source, and contract qualified photography and videography suppliers in line with the Congress scope, budget, and ISPCAN brand standards
- Coordinate all logistical requirements for photo and video production, including access, credentials, schedules, and technical needs
- Develop and distribute clear instructions and guidelines for photographers, videographers, speakers, and session chairs as required
- Ensure coverage of key Congress elements, including plenary sessions, parallel sessions, social events, exhibitions, and legacy activities



9. On-Site Operations & Staffing

- Provide on-site operational management, including staffing of registration desks, session rooms, exhibitions, and information points
- Coordinate volunteers and on-site teams
- Manage signage, branding, decor, and technical logistics
- Coordinate suppliers and troubleshoot operational issues during the Congress

10. Post-Congress Reporting & Close-Out

- Coordinate post-Congress supplier close-out and account reconciliation
- Prepare a comprehensive post-Congress report, including attendance analysis, financial summary, and operational review
- Support post-Congress legacy documentation and reporting, as required by ISPCAN
- Close project systems, websites, and documentation in coordination with ISPCAN

Qualifications & Professional Standing

The appointed PCO must:

- Demonstrate a proven track record in delivering conferences of comparable size and complexity
- Be recognized by the national tourism authority or equivalent body
- Be recommended by the Convention Bureau
- Hold membership in relevant professional associations (e.g. IAPCO, WPCOA), where applicable
- Operate in accordance with ISPCAN's governance, transparency, and ethical standards