

The 15th World Scout Moot Iceland 2017

Final Report



15th World Scout Moot 2017
change

Inspired by Iceland



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15th World Scout Moot in Iceland 2018 Final Report

The Icelandic Boy and Girl Scout Association

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General

Introduction

The 15th World Scout Moot was organized by the Icelandic Boy and Girl Scout Association in Iceland 25th of July to 2nd of August 2017. It was attended by 89 countries and 3.741 participants, 624 International Service Team members (IST), 165 Contingent Management Team members (CMT), 540 Moot Planning Team members (MPT) and 53 others (mostly representatives of WOSM and WAGGGS but also specialists). 285 guests joined on a specially designated visitors day.

This is the final report of the 15th World Scout Moot, detailing what was done, how and what the successes and learnings were. It is meant to be a record for future organizers of world and large events to benefit from. The aim of the Icelandic Association was to make the 15th World Scout Moot the biggest one ever held and to re-establish the Moot as a valuable world event for older Scouts around the world.

The participants were aged 18 to 25 and the IST 26 and older. A total of 106 countries registered to attend but 89 attended in the end. The Moot started with an opening ceremony in Laugardalshöll in Reykjavík in the morning of July 25th. Subsequently the participants were transported to 11 Expedition Centers around Iceland where they stayed until July 29th. On the 29th, they were transported to the Úlfjótssvatn Outdoor and Scout Center for a joint Alþingi – or a gathering of all. The closing ceremony took place in the afternoon of August 2nd, following which everybody was transported to the starting point in Reykjavík. The international IST arrived on July 22nd and

23rd and departed on August 4th. The theme of the Moot was Change – Inspired by Iceland.

The Expedition Centers were located in Akranes, Akureyri, Hafnarfjörður, Heimaland, Hólasjóll, Hveragerði, Reykjavík, Selfoss, Skaftafell, Vestmannaeyjar and Þingvellir. The program at the Expedition Centers was grouped into three categories: Adventure and Physical Activity, Culture and Community, and Nature and the Environment. The three program categories were present at all the Expedition Centers, but to different degrees as fitted the surroundings of each site. Each program category and Expedition Center was graded 1-3 for the length of the activities and/or the required physical fitness.

At Alþingi there were five program villages on offer with a focus on issues relevant for the participants age group - lifestyle, environment, history, art and innovation and faith and believes. A Global Development Village was incorporated into each of the five program villages. In addition, a Youth Forum was organized on two days and an International Day took place mid-event.

The Icelandic Boy and Girl Scout Association and the Moot Organizing Committee thank all the National Scout Organizations that participated in the Moot as well as the World Scout Bureau, World Scout Support Centers and the World Scout Committee for the partnership and support. The many volunteers, Icelandic and international, that made the Moot possible through their selfless contribution in its planning, preparation and running, are given the deepest appreciation.

In addition, numerous parties provided financial support and are they remembered with gratitude.

Framework and Timeline

The planning of the 15th World Scout Moot formally started in December 2013 with the formation of the Moot Organizing Team. During the years 2014 to 2017 sub-teams planned their part in the organization of the Moot. The whole planning team met the 1st weekend in March 2014, 2015, 2016 and 2017 in order to coordinating the plan. In the run up to the Moot the organization collected everything in a warehouse in Reykjavík for sorting and delivery for the start of the Moot. Preparation of the different camp sites started as early as 2012 for the main site and in the run up to the Moot for the Expedition Centers.

THE TIMELINE DURING THE MOOT:

- 21 July 60 IST arrived through Erasmus+ Large Event project
- 22 July evening first IST arrived
- 23 July morning remaining IST arrived
- 24 July IST training and service assignments
- 25 July morning Opening Ceremony
- 25 - 29 July Expedition Centers
- 29 July to 2 August Alþingi at Úlfjótssvatn Scout Center
- 2 August departure of the participants
- 3 August IST clean up camp and final party
- 4 August Departure of IST
- 5 August Departure of EVS IST

	July 25th Tue	July 26th Tue	July 27th Tue	July 28th Tue	July 29th Tue	July 30th Tue	July 31st Tue	Aug 1st Tue	Aug 2nd Tue
Morning	Opening ceremony	Expedition Centers	Expedition Centers	Expedition Centers	Expedition Arrival to Alþingi	International Day	Alþingi	Alþingi	Alþingi
	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
Day	Reykjavík Day Expedition Centers	Expedition Centers	Expedition Centers	Expedition Centers	Expedition Arrival to Alþingi	International Day	Alþingi	Alþingi	Closing Ceremony
	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
Evening	Reykjavík Day Expedition Centers	Expedition Centers	Expedition Centers	Expedition Centers	Alþingi Ceremony	International Day	Alþingi	Alþingi	Departure
	Ceremonies	Events in Reykjavík / International Day	Expedition Centers	Expedition Centers	Alþingi	Events in Reykjavík / International Day	Alþingi	Alþingi	Departure





Organization CAMP CHIEF

Role: Hrönn Pétursdóttir

The 2011 World Scout Conference elected the Icelandic Boy and Girl Scout Association to organize the 15th World Scout Moot.

The role of camp chief/head of the organizing committee was advertised in the fall of 2013 and filled by November 2013. The camp chief acted on behalf of the national board of the Icelandic Association and was responsible for the

preparation and execution of the Moot. She was also responsible for the communication and partnership with Scouts and NSOs around the world and with Icelandic and international partners and sponsors.

HONORS COMMITTEE

The Honors Committee was formed with key people from Icelandic society. The role of the committee was to follow the planning and support the organization of the Moot.

MEMBERS:

Hon. Mr. Guðni Th. Jóhannesson, president of Iceland

Hon. Mr. Ólafur Ragnar Grímsson, former president of Iceland

Mrs. Katrín Jakobsdóttir, Prime Minister of Iceland

Mr. Dagur B. Eggertsson, Mayor of Reykjavík

Mr. Kristján Þór Júlíusson, former minister of Education, Culture, Youth and sports.

Mr. Gunnar Þorgeirsson, Grímsnes and Grafningshreppur municipality chair.

Mr. Gunnar Ingi Sigurðsson, Managing Director of Hagkaup

Mr. Finnur Árnason, Managing Director of Hagar

Mrs. Ragna Árnadóttir, Deputy CEO of Landsvirkjun, the National Power Company of Iceland

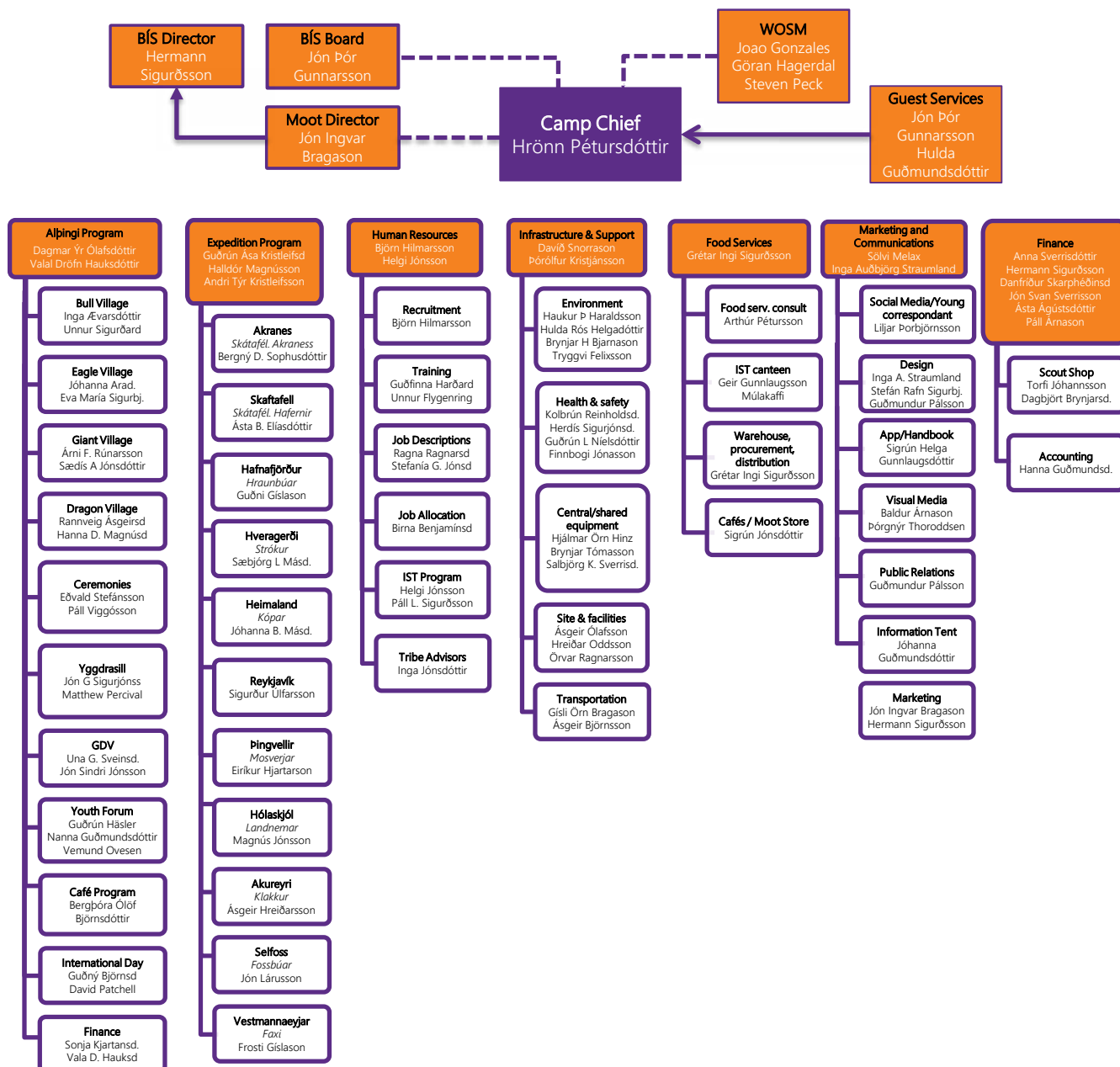
MOOT ORGANIZING COMMITTEE

The camp chief was responsible for deciding on the organization of the Moot team and for the recruitment of the rest of the Organizing Committee, which was done by mid-2014 through a head hunting process. Those who joined the Organizing Committee were chiefs of the different areas of the Moot organization, responsible for the planning, preparation and execution of their area of work. The Organizing Committee set the goals and standards for the Moot, ensured the timeline of the work, decided on the joint working procedures and acted as the coordinator between the different teams.

The chiefs recruited the team leaders of the different sub-teams from mid-year 2014 and until late 2015. The team leaders then identified their team members, most of whom joined from fall 2016 to early 2017. All of these people, in the end around 450 individuals, counted as the Moot Planning Team. Most of the members were Icelandic, but a few volunteers from other NSO's were recruited when the Icelandic team felt an added expertise would be beneficial.

Each team was led by two people, with the leadership of the organizing committee being an exception as the National Board only choose one camp chief. Having two people lead each area of work and team was a response to the long-term commitment needed from the volunteers filling the roles. This way of work was useful on a few occasions as one of a pair of leaders had to withdraw from their commitment.

ORGANIZATIONAL CHART





Jón Ingvar Bragason, Managing Director of the Moot

THE MOOT OFFICE

The Moot Office was set up in 2013. The Moot Managing Director was recruited in March 2013 and worked part time for the following two years, and full time from January 2015. The main role of the Moot Office was to support the planning and execution of the Moot, to make contracts with campsites, municipalities and businesses, apply for all necessary licences that were needed for the execution of the Moot and overseeing marketing and communication.

ROLES:

Jón Ingvar Bragason, Managing Director. March 2013 to March 2018.

Linda Björk Hallgrímsdóttir, registration and contingent support. September 2016 to August 2017

Daníel Másson, project manager – program support. September 2016 to August 2017.

Gísli Guðnason, project manager – infrastructure and support. February 2017 to August 2017.

Cécilia Bourgeois, volunteer – communication support. September 2016 to August 2017.

Camille Lalin, volunteer – communication support. September 2016 to August 2017.

Páll Árnason, financial director.

Hanna Guðmundsdóttir, accountant.

WORKING METHODS

WORKING WEEKENDS

Each of the teams arranged for their

work and meetings as they saw fit. The Moot Planning Team as a whole met for a working weekend in March in the years of 2014, 2015, 2016 and 2017. The goal of those weekends was to ensure that people were aware of the work of the other teams, the coordination between the teams, that the responsibilities and division of tasks was clear and that the timeline for when things needed to be done was understood.

WORKING MEETINGS

In the fall of 2016 a four-hour time slot was set aside once a month for those team members who wished to do their work alongside other team members. That slot was increased to once a week at the beginning of 2017 and until the Moot started. These slots were used by some teams for their own meetings, some arranged to meet other teams and individuals did their own work as well. Most of these meetings took place on a Sunday, which was then changed to Thursdays in the final months prior to the Moot. Participation was better on Thursdays in general.

LEGAL GOVERNANCE

A separate legal entity from the National Association, Skátamót ehf., was established for the Moot. In accordance with an agreement between the Moot Organizing Committee and the National Board of the Icelandic Association, the Moot was independent in decisions and actions from the Association. That meant that the Moot Organizing Committee took what decisions was needed and the National Board only had the right to step in if it was becoming clear that the Moot would put the National Association or Scouting In Iceland in serious jeopardy.

STAFF AND VOLUNTEERS

The Director of the Moot was the only employed person on the Moot team until late 2016, when three more employed members joined in. In addition, the Moot organization benefited from the work of two French volunteers, who joined the Moot office fulltime from September 2016 to August 2017. Otherwise the work was done by volunteers, who donated up to 3 months of their free time each year, for up to 5 years.

SOFTWARE

The MPT used various software applications for planning and development. These are some of the most widely used, but it's likely that some teams used other applications in addition:

- **Sharepoint** for documentation storage and control.
- **MyTimePlan** for IST grouping and service overview.
- **Cvent** for registration.
- A homemade program for participant patrol and tribe grouping.
- **Trello** and **Asana** for tasks overview.
- **Facebook** for communication.
- **Moodle** for e-training.
- **CrowdCompass** for app development.
- **Wordpress** for web development.
- Various social media platforms for marketing (Twitter, Snapchat, Facebook, Instagram).
- **Adobe** applications for graphic design and image retouch.

Participation OVERVIEW

The 15th World Scout Moot had 5113 attendees from 89 countries. The first registration deadline was set on the 31st of December 2016 but majority of the registrations happened during January to March 2017 and the last country to register was in June. During the run up to the Moot contingents were changing their registrations extensively, making it difficult for the Moot to sort out an accurate number of participants for the final preparations and divide the participants into patrols and tribes.

PRE-REGISTRATION

Pre-registrations for the Moot indicated that up to 6500 participants would join the Moot. The pre-registrations were in the form of a written notice from National Scout Organizations (NSOs) with an indication of how many would be signing up for the Moot. The Moot Organizing Committee made a calculation of the capacity of the camp sites and program that was planned and the maximum number was 6500 attendees. A quota was set per country, based on the pre-registration, before the official registration opened.

Registration

Formal registration opened on October 1st 2016 and officially closed on December 31st

2016. Unofficially the registration was open until the Moot opened but the majority of countries respected the deadline. Quite a lot of changes to the registration happened during the months of January-April 2017 and it took long to finalize registrations for all contingents. This caused some issues in the planning for the patrols and tribes in order to have them working in good time before the Moot.

THE REGISTRATION PROCESS

The registration process was based on experience from other world events and from national events in Iceland.

NUMBER OF ATTENDEES PER COUNTRY

United Kingdom	642	Norway	31	Faroe Islands	5
Iceland	544	Liechtenstein	31	Paraguay	4
Australia	457	Bolivia	26	Philippines	4
Switzerland	337	Slovakia	24	Turkey	4
Brazil	322	Saudi Arabia	22	Nicaragua	4
Austria	230	New Zealand	22	Macau	3
Italy	206	Peru	21	Algeria	3
Mexico	177	Japan	20	Mongolia	3
Germany	170	El Salvador	19	Lithuania	3
Canada	169	Tunisia	18	Indonesia	2
Portugal	120	Romania	17	Latvia	2
Sweden	119	Greece	17	Egypt	2
Argentina	116	South Africa	13	Curaçao	2
Netherlands	109	Oman	12	Mauritius	2
Poland	103	Uruguay	12	South Korea	2
Belgium	76	Spain	11	Sri Lanka	2
Taiwan	74	Ecuador	10	Croatia	1
Hungary	73	Kenya	9	Rwanda	1
Lebanon	68	Panama	9	Ukraine	1
Hong Kong	66	Singapore	9	Myanmar	1
Finland	61	Honduras	8	Namibia	1
USA	60	Trinidad and Tobago	7	Moldova	1
France	52	Monaco	7	Belarus	1
Czech Republic	51	Macedonia	7	Bhutan	1
Chile	37	Jordan	7	Kazakhstan	1
Ireland	36	Bosnia and Herz.	7	Burkina Faso	1
Luxembourg	36	Slovenia	5	Bangladesh	1
Denmark	35	Malaysia	5	Azerbaijan	1
Costa Rica	35	Uganda	5	Sudan	1
Colombia	32	Guatemala	5	Swaziland	1

The decision was made to make a contract with Cvent for an online solution for event registrations. One of the major factors in choosing Cvent was that it was used by WOSM for registrations for the World Scout Conferences in 2014 and 2017. The registration process was tested at the National Jamboree in Iceland 2016 and based on that experience several adjustments and customized solutions were provided by Cvent. Testing of the system and the fields in there was done again 6 months prior to the opening of the registration database. By doing this the risk of system failure and not acquiring the information needed was minimized. A special Excel spreadsheet was created for national contingents to register their members. That spreadsheet was sent to the Moot Office and then uploaded to the database. Once registered in the database, the system sent out an email to the attendee to ask for further details. The Head of Contingent had an access to a special report about his/her contingent, in order to follow the registration process and to ensure that those registered were members of the contingent. This process worked well.

CANCELLATIONS

A total of 483 people from 72 countries cancelled their registrations. In some cases individuals were replaced by other individuals. Due to financial difficulties 21 Venezuelan participants could not attend and visa restrictions hindered participants from Algeria, Pakistan, Libya, Liberia, Mauritania, Niger, Lebanon, Jordan, Kenya, India, Oman, Tanzania, Uganda, Swaziland, Haiti, Gambia, Congo, Cameroon, Benin and Tunisia in joining.

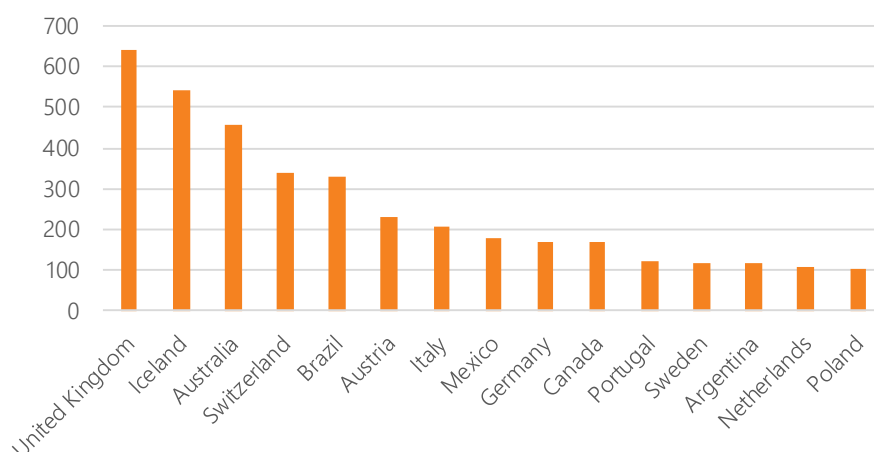
PARTICIPATION IN NUMBERS

The Moot was attended by 89 countries, 106 countries registered but some could in the end not attend, mainly due to visa issues.

A total of 5.113 Scouts
3.741 participants
624 IST
165 CMT
540 MPT
53 others (WOSM, WAGGGS, specialists)



THE 15 BIGGEST COUNTRIES AT THE MOOT



AURORA SOLIDARITY OPERATION

The Aurora Solidarity Operation of the 15th World Scout Moot was established in order to financially support the participation of Scouts from countries that would otherwise not be able to attend the Moot. With the involvement of the WOSM support centers 41 participants were selected to participate at the 15th World Scout Moot. They are all from Eurasia, Inter-America, Asia pacific, Arab and Africa region:

6 from Inter-America
14 from Africa
5 from Arab
12 from Asia Pacific
4 from Eurasia

The Solidarity Operation was funded by 2,5% of the participation fee also some free donations to the fund mainly through the World Scout Foundation. It provided the financial means to support the 41 Scouts with their participation fee, cost of travel, cost of VISA and the equipment and clothing needed for camping in a cold country.

Lessons learnt

- **Communication prior to the Moot.** Not all the participants had a personal email address, so it was a challenge to collect the information needed for registration. Some of the participants in addition did not answer emails and there was not another way to contact them.
- **Communication during the Moot.** Due to the communication difficulties the Moot did not know if the participants arrived in Iceland, they in some cases did not arrive at the arrival destination as expected and so forth. Establishing solid ways of communication with each individual participant is something organizers of future events should put an effort into.
- **The support from WOSM** support centers was very varied, some were very helpful and others less so. It is important to ensure good communication and support from all WOSM support centers in order to make sure that participants in the solidarity operation have good information and support for participation.

- **The VISA process.** It proved quite challenging to obtain visas for some of the participants. A serious effort was made to assist the participants in the process, but the options of the Moot organization were restricted to an invitation letter and an email to the nearest Icelandic Embassy. Some of the participants of the Aurora Solidarity Operation did not know about the challenges of the visa process (time, cost and difficulties). For the next solidarity project, it will be useful to notify the participants about the challenges of the process, prior to selection so that they are aware and ready to take on the responsibility. Visa dates also proved problematic. Some of the participants applied for a visa for the duration of the Moot, but not for the travel dates. Therefore it was needed to change some flight tickets very late in the process.

PATROLS

All the participants (and IST) were organized into patrols and tribes.

- A Patrol was made up of 10 participants from different countries. The patrol was a unit that undertook the same program during the Moot.
- A Tribe was made up of four patrols. The tribe lived together during the duration of the Moot, creating friendships but also sharing the responsibilities for camping, food preparation and other tasks of daily living.

The parameters that were taken into consideration when dividing participants into patrols included:

- Patrols should be international. The aim was to have no more than two per country in a patrol and five countries if participant numbers allowed.
- The three key program areas. Patrols should have similar interests in the three key program areas: culture and community involvement, nature and the environment, and adventure and physical activities.
- Gender.

As a default the patrols were mixed gender, but the participants could choose to stay in single gender patrol and tribe. 387 participants chose to do so and were 8 single gender patrols formed.

*This is my 3rd moot.
In Kenya I was a
participant and in
Canada a Contingent
leader and by far
Iceland was the best IST
experience in terms of
information, training,
time off, social program,
FOOD, work load and
MPT.*

-From Evaluation Survey

Theme

The theme, Change - Inspired by Iceland, was chosen in 2010.

CHANGE - INSPIRED BY ICELAND

The theme of Change signifies the effect that participation in a large international Scouting event has on the participants' views and beliefs in regard to themselves and Scouting. It also signifies the impact that each individual can have on society and the impact the Scouting Movement can have on the world. Iceland is an appropriate venue for an event with Change as its theme, given that volcanoes, earthquakes, hot-springs and glaciers are still forming and changing the country's landscape.

The latter part of the theme, Inspired by Iceland, had a practical secondary function, as marketing material from the public-private partnership Promote Iceland could be used to engage potential attendees and give the marketing campaign a professional feel.

The program worked with the theme of change in various ways, the change of time, the change you inspire in yourself by



reflecting, physical change and development, and more.

Each participant was asked about what they meant to change within themselves by joining the Moot, thus setting a goal that they could work towards.

VIKING NOMEN- CLATURE

In addition to the theme of Change - Inspired by Iceland, various references to the Icelandic Sagas, culture and viking era were used to envelop the environment, graphics and communication in a theme unique to the venue; Iceland. The program sought various elements from Iceland's history. The latter half of the Moot was named Alþingi, which means gathering and is still the name for the Icelandic Parliament, seeking reference to how all the scouts are now gathered in one place, each bringing their own experience and skills with them, very much like the parliament gatherings of old; where viking clans gathered in Þingvellir to amend the law in addition to the social activity that went on. The Program Villages were named after the four Land Wights, the ancient spirits of the land that protected each quarter of the country. The Moot Magazine was named Ratatoskr, after the gossiping squirrel of the Yggdrasill Tree of Life and various place names and program elements sought inspiration from Nordic Mythology.

Educational Objectives

PURPOSE AND AIMS

The purpose of the World Scout Moot is to provide an international and intercultural learning opportunity for young adults that share Scouting's values

The aims of the World Scout Moot are:

- To provide meaningful, active and fun experiences that can contribute to one's personal development.
- To discover and celebrate the similarities and differences between cultures, ideas, lifestyles, behavior and experiences.
- To enable collaboration and exchanges between participants on the challenges of today's world such as employment, family, sustainability, peace, citizenship, leisure, global issues, etc.
- To be an inspiration and starting point for activities, projects, partnerships and cooperation between individuals and associations worldwide.
- To provide a showcase for program and activities for the older sections and young leaders in Scouting.
- To constitute a true example of a youth-driven event, in a international setting, in which participants have the main role in the design, preparation, implementation and evaluation.

15TH World Scout
Moot 2017

change

Inspired by Iceland



THE EDUCATIONAL OBJECTIVES

As an educational event of WOSM, the objectives of the Moot were for the participants to:

- Develop their understanding and experience of belonging to a worldwide movement of Scouts.
- Be challenged by new perspectives of culture, origin, ideas, behaviour and experience.
- Experience the influence and power of nature and the environment on everyday life.
- Be challenged to think about their lifestyle and its impact on the environment and on their individual health.
- Think about their place as world citizens and the rights and responsibilities that go with it.

The program offered at the Moot was organized to meet those educational objectives.

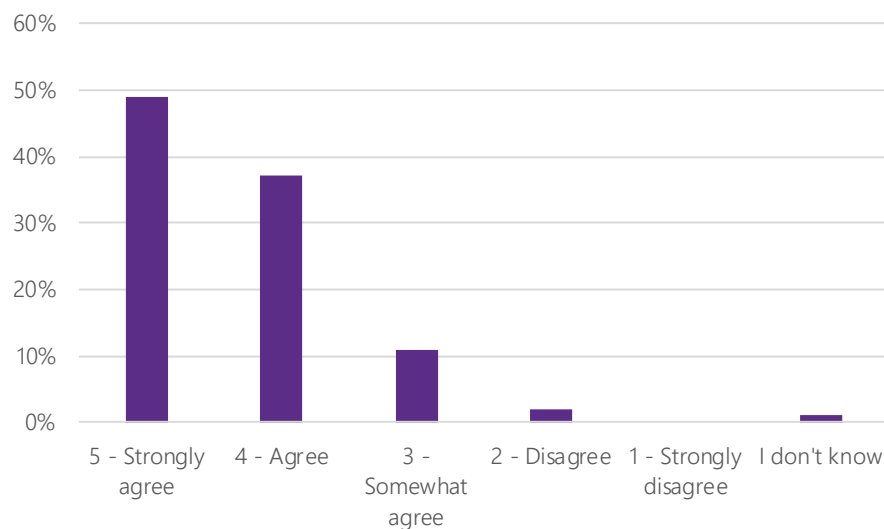
OBJECTIVES

The participants should be provided an opportunity for personal growth by:

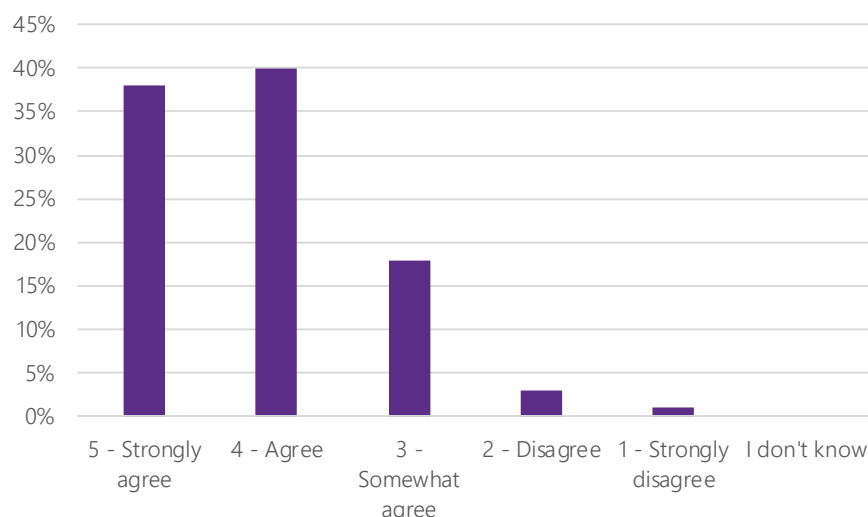
- Challenging new perspectives of culture, origin, ideas, behavior and experience
- Being challenged to think about their lifestyle and its impact on the environment and on their individual health
- Exploring new natural settings that challenge their "comfort zone".
- Being provided with an opportunity to express themselves, in a way they choose and/or on subjects important to them

FROM THE EVALUATION SURVEY:

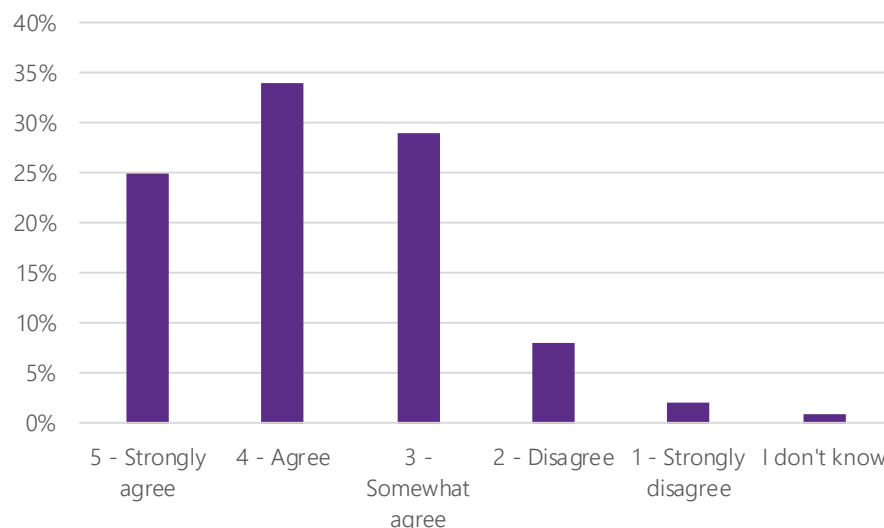
Thinking about the Moot program you participated in, do you agree or disagree with the following statement? I have developed my understanding and experience of belonging to a world-wide movement of Scouts.



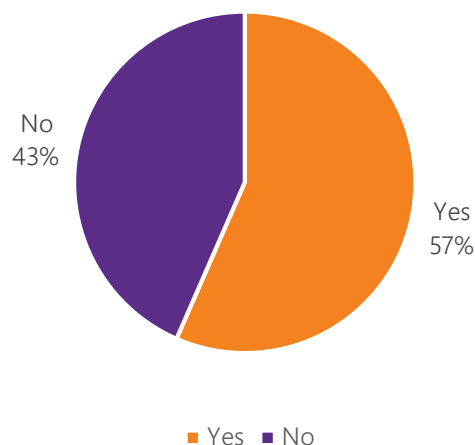
Thinking about the Moot program you participated in, do you agree or disagree with the following statement? I have been challenged by new perspectives of culture, origin, ideas, behavior and experience.



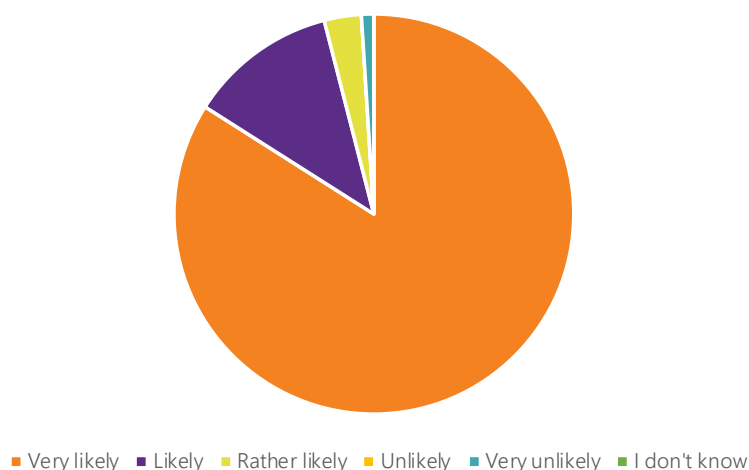
Thinking about the Moot program you participated in, do you agree or disagree with the following statement? I have been challenged to think about my lifestyle and its impact on the environment and on my individual health.



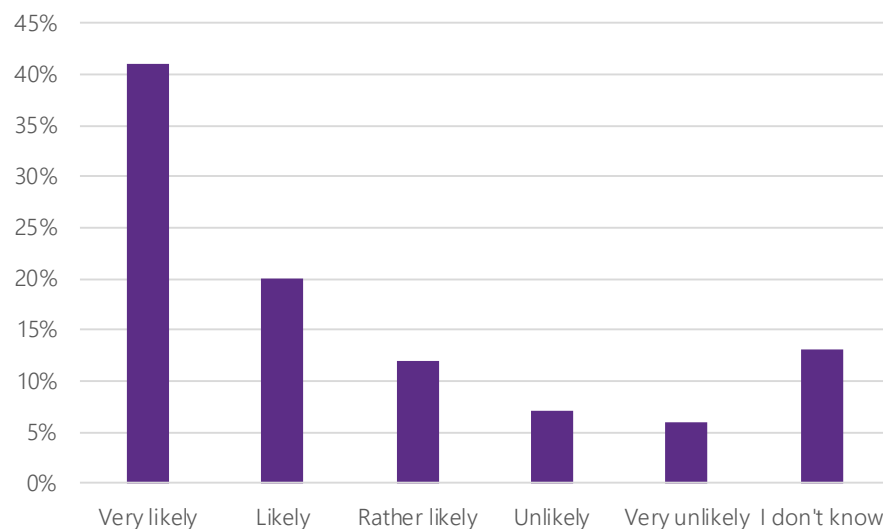
WAS THIS YOUR FIRST WORLD EVENT?



BASED ON YOUR EXPERIENCES, HOW LIKELY OR UNLIKELY IS IT THAT YOU WOULD RECOMMEND TO SOMEONE ELSE TO PARTICIPATE IN AN EVENT SUCH AS THE MOOT?



DO YOU PLAN TO PARTICIPATE IN THE 16TH WORLD SCOUT MOOT 2021?





Program

Program Overview

The program of the WSM was split into two main parts: the Moot Expedition Program (MEP) and the Moot Alþingi Program (MAP).

The **Moot Expedition Program** took place

from July 25th to 29th in 11 camps around the country, with 240-480 participants in each camp. The program of the Expedition Centers (EC) was organized in patrols and consisted of activities in three key areas: Culture and Community Involvement, Nature and the Environment, Physical Activities and Adventure.

The **Moot Alþingi Program** took place

from July 29th to August 2nd at the Úlfjótvatn Outdoor and Scout Center. The program consisted of five program villages along with a selection of evening program and open program.

PROGRAM SCHEDULE

	July 25th Tue	July 26th Tue	July 27th Tue	July 28th Tue	July 29th Tue	July 30th Tue	July 31st Tue	Aug 1st Tue	Aug 2nd Tue
Morning	Opening ceremony	Expedition Centers	Expedition Centers	Expedition Centers	Expedition Arrival to Alþingi	International Day	Alþingi	Alþingi	Alþingi
	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
Day	Reykjavík Day Expedition Centers	Expedition Centers	Expedition Centers	Expedition Centers	Expedition Arrival to Alþingi	International Day	Alþingi	Alþingi	Closing Ceremony
	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
Evening	Reykjavík Day Expedition Centers	Expedition Centers	Expedition Centers	Expedition Centers	Alþingi Ceremony	International Day	Alþingi	Alþingi	Departure

■ Ceremonies
 ■ Events in Reykjavík / International Day
 ■ Expedition Centers
 ■ Alþingi
 ■ Departure

ALÞINGI PROGRAM

	July 29th Sat	July 29th Sun	July 31st Mon	August 1st Tue	August 2nd Wed
Breakfast	Participants arrival day	Breakfast	Breakfast	Breakfast	Breakfast
Morning (9 - 12)	Dragon program test run 09:00 to 11:00 Youth forum Meeting 10:00 to 11:00	International Day Inter religious ceremony from 10:00 to 11:00 Radio scouts FOSE Reception	Program Villages	Program Villages	Program Villages
Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
Day (14 - 17)	Opening ceremony DJ - Party	National cultural activities Spejderman registration	Program Villages	Program Villages Spejderman from 14:00 to 20:00	Closing ceremony Packing starts
Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
Evening	Cafe's / Food houses open until 01:00 Radio scouts Evening program from 20:00 to 23:00	Cafe's / Food houses open until 01:00 Radio scouts Boats open to rent Evening program from 20:00 to 23:00 Gilwell reunion	Cafe's / Food houses open until 01:00 Radio scouts Boats open to rent Evening program from 20:00 to 23:00 Spejderman info meeting IST Program: Giant Village from 20:00 to 21:30 Eagle village from 21:00 to 22:30	Cafe's / Food houses open until 01:00 Radio scouts Boats open to rent Evening program from 20:00 to 23:00 Party with a band IST Program: Dragon Village from 20:00 to 21:30 Bull village from 21:00 to 22:30	Clearing up

Moot Expeditions

OVERVIEW

The first half of the Moot took place in 11 Expedition Centers (hereafter abbrev. EC) around Iceland. Some of the ECs were in urban areas, others in villages, in national parks, the highlands and rural areas.

Each EC had 240-480 participants and took place from July 25th to July 29th. The ECs offered a diverse program that was comprised of half day/full day slots and was chosen beforehand by each patrol.

THE 11 EXPEDITION CENTERS AND NUMBER OF PARTICIPANTS

Skaftafell 320 Participants
Hólaskjól 240 Participants
Heimaland 480 Participants
Selfoss 480 Participants
Hveragerði 420 Participants
Hafnarfjörður 400 Participants
Reykjavík 355 Participants
Pingvellir 390 Participants
Akranes 400 Participants
Akureyri 440 Participants
Vestmannaeyjar 400 Participants

ROLES AND COMMUNICATION

Roles: Guðrún Ása Kristleifsdóttir (chief), Halldór S. Magnússon (chief), Helgi Grímsson (chief for the first few months), Andri Týr Kristleifsson (team member). The Moot Expedition Program (MEP) team was originally intended to oversee the organization of each EC and prepare and run the program, while a request was made to local scout groups to organize and operate each of the camp sites and camp life.

In the end local scout groups and other teams of scouts took on the Expedition

Centers, but with different roles at each site. Thus some ECs were planned in their entirety by local scout groups or scout teams, whereas at other locations the local teams organized and ran the site while a central group organized and ran the program.

Most of the preparation took place in meetings and via communication on Facebook. Communication in the MEP team was quite good between the ones that were active on Facebook while others probably



were not as informed as they could have been as they were not active on Facebook.

In hindsight, it would have been useful to identify a person responsible for the program for each centre and include that person in the local campsite team. The responsables for each local team and site were:

- Akranes, Bergný Sophusdóttir, Akranes Scout Group.
- Hafnarfjörður, Guðni Gíslason, Hraunbúar Scout Group.
- Hamrar, Akureyri, Ólöf Jónasdóttir, Klakkur Scout Group.
- Heimaland, Jóhanna Björg Másdóttir, Kópar Scout Group.
- Hólaskjól, Magnús Jónsson, Landnemar Scout Group.
- Hveragerði, Sæbjörg Lára Másdóttir, Strókur Scout Group.
- Reykjavík, Sigurður Viktor Úlfarsson, Skjöldungar Scout Group.
- Selfoss, Jón Lárusson, Fossbúar Scout Group.
- Skaftafell, Ásta Bjarney Elíasdóttir, Hafarnir Scout Group.

- Vestmannaeyjar, Frosti Gíslason, Faxi Scout Group.
- Pingvellir, Eiríkur Eiríksson Hjartar, Mosverjar Scout Group.

OBJECTIVES

Each Expedition Center offered a program that gave opportunities to meet the World Moot standards of educational program: physical health, mental health, intellectual health, social health and emotional health. When deciding on where to locate the ECs we took into considerations program opportunities that would benefit in different ways how Iceland and Icelandic culture has changed over time and how individuals and groups can promote change and positive development.

Participants should:

- Get to know themselves better
- Expand their comfort zone
- Challenge themselves physically
- Experience the Icelandic nature
- Expand cultural knowledge
- Understand the meaning of service learning
- Discuss new personal experience
- Develop working skills in camps

PROGRAM

Each EC was rated depending on the program that could be expected at each center. There were three program themes; Nature and the Environment (N), Culture and the Community (C) and Adventure and Physical Activities (A). The rating given to each site indicated what the level of each program theme was at each site. For example; a rating of N3-C1-A3 meant that the majority of the program would be nature and activity related, but less related to culture and community. The number for the A activities also indicated the level of physical fitness required to participate in an activity.

Lessons learnt:

- The program was overly complicated, with too many options to choose from and too many variables. Simplifying

the program would have made it easier to organize and to execute.

- Some centres set up the program with a highlight program for a day and community service for ½ day, so that the program selection was only for a day and a half, which simplified things.
- The hikes organized as moderately challenging were in many cases too difficult for the participants. They should be shorter and less challenging.

PATROLS AND COMMUNICATION PRIOR TO THE MOOT

When participants registered for the Moot they had to identify the program themes they were most interested in. They were subsequently divided into patrols based on their program interest, and the patrols then placed at an Expedition Centre that fit their program theme choices.

A Facebook group was set up for all Expedition Centers and the participants sent invites by email. The participants were quick to join the groups and at that moment the Moot came alive as the organizers could now “see” and “meet” the participants. Only one Facebook

group was made for each centre, but an event was made for each patrol within the group so that each patrol would have a place to communicate. Some groups used the events while others used other platforms for their communications, such as WhatsApp.

When the majority of the participants were in their Facebook groups, the program activity selection was posted into the groups and the patrols given a week to communicate with their patrol members and send the Moot organizers their program choices. When the program choices had been received the MEP team went through a huge organizational task in sorting out exactly what activities should be run where and when. Four ECs were self-sufficient in their program allocation, i.e. the local teams running the centers were also running the program, but the central group MEP oversaw the allocation for the remaining seven ECs. It was a lot of work, some program options were very popular and some not at all so adjusting the program in order to meet the wishes of the participants was time consuming. It took a little longer than expected to get all of final activity schedules together but a confirmation of the activities they would be undertaken was sent out to all the patrols about 10 days before the Moot started.

Akureyri was absolutely amazing. The MPT were extremely helpful if we had questions or were about lost/confused. The evening activities worked very well and were very entertaining. The way that all of the kitchen tents were on one field was also really nice as gave a communal feel between everyone.

-From Evaluation Survey



Alþingi OVERVIEW

The Moot Alþingi Program (MAP) teams role was to plan, organize and oversee all program related activities within the Alþingi half of the Moot. These projects included program villages, walk-in program, ceremonies and evening program as well as the program offered in the cafés.

ROLES AND COM- MUNICATION

The MAP was lead by Dagmar Ýr Ólafsdóttir (chief), Vala Dröfn Hauksdóttir (chief/finance), Sigurlaug Björk Jóhannesdóttir (finance, discontinued her role before Moot) and Sonja Kjartansdóttir (finance, discontinued her role before Moot).

The management structure overwent several changes throughout the planning phase. As the scope of the program was quite extensive it was evident that financial overview and procurement control was of utter importance.

TEAM LEADERS

Finances - Sonja Kjartansdóttir and Vala D. Hauksdóttir

Giant village - Árni F. Rúnarsson, Sædis A. Jónsdóttir

Bull Village - Inga Ævarsdóttir, Unnur Sigurðardóttir

Eagle village - Jóhanna Aradóttir, Eva María Sigurbjörnsdóttir

Dragon village - Rannveig Ásgeirsdóttir, Hanna D. Magnúsdóttir

Yggdrasil village - Jón G. Sigurjónsson, Matthew Percival

GDV - Una G. Sverrisdóttir, Jón Sindri Jónsson

Youth Forum - Guðrún Häsler, Nanna Guðmundsdóttir, Vemund Ovesen

International Day - Guðný Björnsdóttir, David Patchell

Ceremonies and Evening Program - Páll Viggósson, Eðvald E. Stefánsson

Café Program - Bergþóra Ólöf Björnsdóttir

RECRUITMENT

Early in the recruiting process it was decided that all teams should be headed by a team of 2-3 people to minimize workload and meeting attendance. Team leaders were given relative freedom to choose which volunteers they recruited, which lead to most teams consisting of friends or family members.

To ensure a wide variety of competences, non-Icelandic scouts and non-scouts were recruited as volunteers. This was very valuable but had an effect on the complexity of the communication. It proved hard to get volunteers to commit themselves for 2-3 years, so some of the teams underwent changes throughout the process. Having two team leaders for each sub-team worked well, lessened the workload and was instrumental to the success of the program, as changes are inevitable in such a long timeframe. The fertility of the team members also presented challenges, welcome as the children were.

INTERCULTURAL TEAMS

Three independent teams consisting of non-Icelandic volunteers running program during the Moot. This is highly recommendable, as it gives more variety to the program and adds an international element.

- **MPEs from the Netherlands:** A fantastic group that delivers primitive scouting activities, a program very relevant for the participants age group, activities were fun, simple, practical and interesting.
- **IMWe (international):** Delivered an innovative and creative program.
- **Radio scouts from the Netherlands/ UK/Iceland:** Delivered a technical radio scouting program. The program was really good and age appropriate.

COMMUNICATION

The teams met up regularly in person or on Skype. During those skype calls the status was checked and the next steps taken in the planning phase.

Working methods:

- Alþingi team meetings were kept short, usually an hour, with updates from the organizing committee and the chiefs.
- Short term goals were set (3-4 months) as well as long-time goals

(1-3 years).

- The team communicated extensively through a Facebook group, which was also the means of communication during the Moot itself.
- For the last 6 months the team attended the weekly workspace sessions that were open for all teams.

GUIDELINES

For the sake of planning it was decided that the program in the program villages should be able to serve a total of 2000-4000 participants at any given time. The most optimistic projections estimated 5000 scouts attending the Moot, out of which 4000 would be participants. All teams made activity lists that would serve 4000 participants, but had contingency plans as to which activities they would skip if there were only 2000 scouts attending the Moot in the end.

THEMES

The main theme of the Moot was Change - Inspired by Iceland. In addition to working with the theme of change in the program, a general viking era theme was added to provide a symbolic frame. The second half of the Moot was named Alþingi, as a reference to the general assemblies of the Icelandic Commonwealth, where the local leaders would gather with their clans, discuss and develop the country's legislation and use the opportunity for social events and trade. The Program Villages were named after the four Land Wights of the Icelandic Coat of Arms: a Giant, a Dragon, an Eagle and a Bull. A program for each Village was developed, that symbolized the qualities of each of these protective spirits:

- The Bull: stable and connected to the earth - Environment.
- The Dragon: mystery and excitement - Arts and Innovation.
- The Eagle: flying through time - History.
- The Giant: big body, big soul - Sport and Activity.

A year into the planning of the Moot or in 2015 at the WSJ, it was observed that faith and believes was something young people were really interested in, and after this it was decided to give faith and believes a bigger role. Thus, the fifth Program Village was added to the Alþingi program and named Yggdrasil. Yggdrasil is the the tree of life in Nordic mythology and the symbolism of connecting all faiths

and beliefs together, symbolizing that all humans are connected in some way. Educational objectives were written, with the theme change as an important element.

All this work into the ideology and objectives behind the program, as well as the cultural aspect of it, made it quite easy to choose and decide on the activities of the Alþingi program.

FINANCES AND PROCUREMENT

BUDGETING AND MONITORING

Each team got a separate budget that it was responsible for. A common Excel workbook gave everyone the overview of the budget, their spending and the ability to compare spending to the other teams.

PROCUREMENT AND MATERIALS

Each team was in charge of finding/buying the material for their village and activities, this is recommended as it gives the leaders opportunity to adapt to what is available. The national association had a storage full of material for all kinds of activities. Each team was required to go there and look through the available material before buying new material. This was very valuable, and was the basis of quite a bit of savings as an incredible amount of material was found lying in boxes. Before buying anything the teams were required to get a voucher issued for the purchase. This system gave those responsible for the finances an overview

of expenditure and the ability to say yes or no to expensive purchases.

The team did an incredible job of getting discounts and donations, and were very aware of what the other members of the team needed as this was shared eagerly on Facebook.

The chiefs organized office supplies for each team, and also bought materials for those who didn't have the time or opportunity to do so. It was decided to have a chiefs' stockroom with stationary and other office supplies, candy, and games. Boxes for each team were supplied.

All the tents, chairs and tables for the program villages was on the teams budget, in addition to extension cords and such items. As these are big expense factors it was necessary to be mindful of the budget, which took a team effort. The budget was a worry for the team, but in the end, the Alþingi program was under budget. Strictly monitoring each team and helping in the search for solutions when things were too expensive clearly paid off.

STORAGE PRIOR TO THE MOOT

A special storage space was organized to gather and sort out all material needed. Some delays affected the work as it took a while to secure the space and move all materials into it. Each team got an allocated space and boxes to sort out their material. This meant that when transported to the main camp it was easy for the transport team to deliver the material directly to the right location and nothing got lost in transportation.

HUMAN RESOURCES AT ALÞINGI

Some issues with human resources arose during the Alþingi half of the Moot.

- **Training.** The time for task specific training at Úlfjótstvatn was not sufficient as most of the programme IST was at the Expedition Centers and only arrived at Úlfjótstvatn the day before the Alþingi programme started. In some cases those who showed up for training were not necessarily on duty in the program village the whole time.
- **The Day Off.** Many IST members had their day off during the allocated training slot, which was problematic.
- **Shift length.** Having 6 hour shifts was simply not realistic, as the villages were open 3 hours in the morning and 3 hours in the afternoon. At least a 30 minute preparation time and 30 minute closing down time needed to be added.
- **Communication prior to the Moot.** It would have been preferable if the IST patrols and job allocation would have been ready earlier, so that the teams could have contacted the IST directly prior to the Moot.
- **Program Villages opening for IST.** Each program village was open for one night specifically for the IST to enjoy. This needs to be built into the shift schedule, as it caused frustration for some of the IST working at the site.



PROGRAM VILLAGES

PROGRAM VILLAGE OVERVIEW

The initial goal was to have a good mixture of diverse activities that met the educational objectives but were also simple, fun, interesting, mindful, cultural, cosy, crazy and outside the box. Early on it was decided to have all the activities open, but control the number of participants in each village at each time (5 groups app. 800 in each group). This increased the likelihood that the participants would visit all the villages. It was not mandatory to participate, and the time slots were 3 hours each which worked well, and time consuming projects could be finished. It also gave the participants time to get to the villages without stress, and there was space to sit or lay down and rest, chat, make friends, learn, as well as being active.

This was very successful. All the program villages were incredibly different, with about 80% participation in each of the villages, at any given time. Also by having the activities simple and open the participants had the chance to change them if they found the need to do so, and they did, hereby owning their program and making "change" and impact. This opportunity to adapt the program to their need was very satisfying for them and made the participants happy, and gave different experience to each group doing the same activity.

Only one of the program villages gave out badges, which was not ideal for expectation management. It is recommend that either all villages give out badges, or none.

BULL VILLAGE

Change by Nature

Theme: Environment and Nature.

Wight: The Bull

The Bull is a sign of stability, that is what we want to see in environmental issues, we want things to stay the same or get better, we want to decrease the changes caused by global warming and other human imprints today.

Participants should:

- get the opportunity to discuss important environmental issues
- get to know how the power of nature is used in Iceland
- get an overview of the big picture of global warming

Most popular activities:

- Handicrafts like lava-stone crafting and driftwood carving.
- Makey-Makey (computer games directed with fruit).
- Geological hikes.
- Volcano chill zone
- Yoga Nidra
- Popcorn making

The sunny weather had an impact and activities designed to accommodate rain and bad weather were dropped due to lack of popularity.

DRAGON VILLAGE

Change by Performance

Theme: Art and performance

Wight: The Dragon

The Dragon is a sign for magic and therefore creativity and imagination. The magic happens within the making of arts, creating something new and fresh that supports positive change. Anyone can make the magic happen. Imagination, innovation, creation, they all make magic.

Participants should:

- Get an opportunity to express themselves in their own way
- Get an opportunity to work on an innovation of their own
- Let the creativity of other scouts change their outlook on our world

The village was divided into zones:

- **IMWe - creative zone**, run by an international group of scouts
- **Folksongs** - traditional Icelandic music
- **Leaf bread** - making deep fried carved Christmas bread
- **Drum Circle** - rhythm zone

All the activities were very popular and busy all the time.

Over 3000 scouts made a leaf bread, which means 80% of the participants made one.

The **folksong** activity had been planned partly around music online, and as Wifi was not available the leaders of the village had to step in and improvise. Not many participated compared to the other activities, but those who came were ecstatic and some did not want to leave.

The **Drum Circle** was full at all times. It exceeded expectations by far. The activity was even repeated with the whole crowd during the closing ceremony.

The **International Creative Workshop for Scouts (IMWe)** was offered by the German Scout Association VCP. A dedicated international team of scouts of 5 nationalities offered a program in music, theater and handicraft. A camp fire was set up in one of the tents and handicraft workshops were offered in the other tents. A theater workshop was cancelled due to location and noise issues from the Drum Circle. The team offered an evening program called "Creative Evening" at the main stage where participants could perform and show their talents.

EAGLE VILLAGE

Change through Time

Theme: History

Wight: The Eagle

The Eagle is a sign of having wings and taking risks in the hope of improving oneself and the society in which we live. The Vikings took off to places far away, they did take the risk of open sea, hoping to find something good on the other side.

Participants should:

- Get to know old Icelandic culture through games, crafts, and stories
- Get to see how things in Iceland have changed by time
- Get the chance to share how their country has changed by time

The activities were aimed at different skills that the Icelandic population had to learn in order to adapt to the harsh living conditions. A timeline was built, that displayed what was happening in different parts of



the world compared to Iceland. The village was located in a remote area, which offered both challenges and opportunities.

- 3,5 days were spent trying to get the tents to stay put in the wind.
- Electricity was promised on site, but was not present. In the end, generators were borrowed and arrived the day before the program started.
- First Aid was not sufficient. The program area was far away from the hospital and many activities revolved around knives, fire and gas.
- Giving IST the freedom to change the program if they wanted proved a positive experience.
- Participation was 500-700 people in each session, or on average 610, which is about 76% for each slot, but about 80% of all the participants did participate.

GIANT VILLAGE

Change by Lifestyle

Theme: Sport and activities

Wight: The Giant.

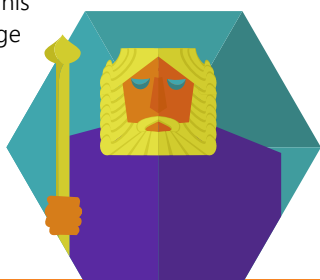
The Giant is a sign of strength. Living a healthy lifestyle, physically, emotionally and spiritually will make you a stronger person and therefore better able to deal with change.

Participants should:

- Challenge themselves physically
- Be introduced to ways and ideas on how you can improve your lifestyle for better life
- Get to know yourself better
- Get to know your own limits

The village had various sport oriented activities in combination with quiet and peaceful activities. Participation was way beyond what the team had hoped for. There were no bottlenecks to speak off, and some activities were surprisingly more popular than anticipated e.g. the Giant Jenga.

The IST was extremely positive, and they were not afraid to show initiative. This resulted in change in some of the activities to the better.



YGGDRASILL VILLAGE

(Faith and Belief Zone)

The Faith and Believe Zone, Yggdrasill, offered participants to engage in numerous activities related to spirituality and cultural understanding. Additionally, participants were provided with Thoughts of the Day throughout their expeditions, and were encouraged to reflect on those at the beginning of each day.

Interactive Activities

The interactive activities were intended as an opportunity for participants to engage with each other and IST members, and to spark dialogue.

The activities were:

- Henna tattoos,
- Turban tying,
- Stitching,
- Origami,
- Walking meditation.

Dialogue Activities

Two different dialogue activities were offered, each offering slightly different prompt questions, and methods and topics of dialogue.

Evaluation and participant

feedback:

All activities were generally well received by the participants and we estimate that more than half of the 4000 participants attended the village and participated in more than one activity, and a good number visiting the tent on more one occasion.

- All interactive activities were popular with participants, although due to the sheer number of participants it sometimes became difficult to engage participants in meaningful spiritual discussion at some of these activity stations.
- In future events of similar size FAB Zone organizers should consider having at least 2 IST members at each station, and having printouts or other information about the cultural history and significance of the activities in case participants cannot reach a member of the IST.
- Discussion activities were immensely popular with participants, highlighting the need for a formal place for young adults to engage in



spiritual, ethical, and cultural dialogue.

- A vast majority of the non-specialist IST group was interested in spirituality and spiritual development, but those that were less spiritually inclined were tasked with duties such as working at the Yggdrasill café, greeting participants at the door, and assisting other IST at the interactive activities.
- In general participants were very happy with the dialogue zones but some important feedback was provided by the participants:
- Dialogue topics could have been "heavier", focusing on topics such as grief, death, loss, marriage and family. The years between 18 and 25 are a time of immense change and turmoil in many people's lives, so offering guidance and dialogue about those topics would be very appropriate.
- The dialogue zones could have been at a quieter area and be offered during the evenings to allow for more peace during discussions. As the dialogue zones at Yggdrasill were located in the village main tent, the area often became crowded and loud, making discussions difficult.

IFOWS Participation and IST need

In estimating staff needs, 3 staff members were allocated to each faith organization. Three members officially represented the Sikh faith, two the Catholic faith, and two the Buddhist faith. The remaining 23 staff members were all IST allocated to Yggdrasill from the Moot IST pool. From that pool there were members of the Protestant faith and Islam, as well as one member of the informal Spiritico group. Although most of the IST was interested in spirituality in scouting (or became interested by working at Yggdrasill), it would be hugely beneficial if IFOWS (Interreligious Forum of World Scouting) members would be categorized differently than other IST and not calculated into the workforce need of the FAB zone. Having these members educate and train the non-specialist IST before the participants arrive would then help educate the non-specialist IST and aid in their efficiency as facilitators of spiritual dialogue and education.

Some participants mentioned that they were glad that not all members of

Yggdrasill were representing specific faiths, saying that they felt freer to voice their opinions to those IST than faith-specific representatives. The mixture of specialized and non-specialized staff contributed to the unique Yggdrasill atmosphere, and benefitted both staff groups.

FAB Zone Location and Status

The original location of the Yggdrasill Village was at the centre of the Moot site, but as the number of participants to the Moot grew the village was relocated to the edge of the Moot site.

As any FAB zone is designed as a forum for different faith groups to come together, educate participants, engage in dialogue, and demonstrate the ability of people of different faiths to come together as one, it is essential for the activities to be located at the same place. Additionally, having Yggdrasill as a specific program village contributed to the large participant turnout and engagement.

The final location of the village was one of the reasons why Henna was chosen as a craft activity and also a Yggdrasill Village badge created. At Jamborees Henna is normally run as an activity in the Islamic tent and is always popular – it also works as free advertising. Getting a badge also

also gave participants a reason to travel to the village. Initially 1500 badges were made which participants could earn by engaging in 3 activities, at least one of which had to be dialogue. These badges ran out on the 2nd day, but despite this there was only a negligible reduction in participants. This demonstrates clearly that participants, although eager to earn a badge, did not come to Yggdrasill solely for the badge but to engage in dialogue and expand their minds.

Overall the engagement and enjoyment of participants at Yggdrasill highlights the need for materials and forums for young adults in scouting to engage in serious deep dialogue about spirituality.

One of the activities in Yggdrasill Village was making an origami crane, which is something that was done in the Buddhist tent in 2007 and 2011. One of the reasons for this was to make a Senbazuru (a string with 1000 cranes) that could be given to the Scout Association of Japan as a gift from the Moot to be taken to Hiroshima.

Lessons Learnt!

- The Interfaith Team worked well together and showed again that in Scouting people of many Faiths can work together in harmony.
- The age group of 18-25 are interested

in a FAB aspect of the program and enjoy finding out more about not only the beliefs of others but also their own spiritual beliefs.

- The FAB Zone has to be a place where everyone feels comfortable – religious, atheist or agnostic. Where people are accepted for who they are and where they are in their own spiritual journey.
- Looking at the number of participants visiting the Yggdrasill Village over 3.5 days of program, The FAB Zone ideally could have been bigger and with more IST.
- One other thing that is interesting from an IFOWS perspective is how IFOWS members running the FAB Zone are registered at WOSM events. This has been different at the last 4 events (21st, 22nd, 23rd WSJ & 15th WSM) and has sometimes worked better than others. At the Moot they were designated as special IST, were included in the registration of their NSO but not a part of the quota of the NSO.
- The crux is that IFOWS do not fit easily into any of the traditional participation categories for WOSM events. If they apply as NSO IST, they cannot guarantee that they will be chosen to be part of the contingent.



The 15th World Scout Moot 2017 in Iceland

GLOBAL DEVELOPMENT VILLAGES

Traditionally, GDV zones are open and comprised of drop-in activities that all address social needs or in some way engage the awareness of the participants of issues such as social responsibility, humanitarian aid and environment. In an attempt to boost participation and to address the lack of space at the Moot site, the organizers decided to incorporate GDV into each program village, instead of constructing a single independent village.

Educational Objectives

The global scout must be aware of how important changes in the world have occurred. Cultural changes, environmental changes, changes in human rights etc. How have these changes had an effect on our lives, and how can we treat our earth with the respect it deserves. How can we support human rights in our own environment?

Participants should:

- Raise awareness of the importance of human rights
- Get ideas on how you can contribute to the global society
- Learn how one scout can change the world

Overview of Activities

Giant

- **WAGGGS**
Discover WAGGGS: Participants could discover some of WAGGGS programs by trying out some interactive and fun activities, such as thinking about gender equality, how to be smart online or celebrating their bodies and individuality.
- **The Football Association of Iceland**
Presentation of the Association and football exercises.

Eagle

- **Refugee awareness workshop**
Time to be Welcome' Refugee Awareness Workshop: The workshop aimed at raising awareness among participants to be tolerant and more open towards people potentially in need of international protection by improving understanding of the refugee experience. The program is a 2 year project run in Athens and Paris and the Moot is part of that.
- **Slysavarnarfélagið Landsbjörg / ICE-SAR**

Icelandic Association for Search and Rescue: A presentation about the volunteer association, their projects and activities. A display of various equipment and gear used by Icelandic search and rescue teams.

Bull

- **Road Safety Project**
RSI "Panos Mylonas" coordinating "Scouting for global road safety". The RSI workshop included the following activities: rollover car (Highlight attraction), driving simulator, drunk simulator (Alcoa goggles), weight scale, distraction of attention device, questionnaire filling in, in relation to road safety.
- **Environmental Moot**
The Moot and the Environment: A discussion of how much garbage each participant will leave behind during the camp.
- **The Ranger Association of Iceland**
Ranger Association of Iceland: An introduction of rangers in Iceland and worldwide.

Lessons Learnt

Challenges:

- It was difficult to reach some organizations and for others it was difficult to get volunteers to attend the Moot due to the summer holidays. In some cases there were no answers to inquiries.
- The fact that responses came late made it really difficult to plan the program offers and materials needed to deliver the program.
- The set up plan did not work out for the GDV which meant that it was difficult to be ready when program started.
- It was hard getting people into some of the workshops when other activities that looked like a lot more fun were next door.
- The placement of Kandersteg International Scout Center in the GDV was not ideal since they did not address an issue the world as a whole faces today. In hindsight KISC would have been better placed in the Better World Tent. It would also make it easier for the people doing KISCs badge challenges if they had a central location to return to.

What stands out:

- Great support from the IST, good attendance and ambitious in their work.
- Good coordination from the MAP

team leaders.

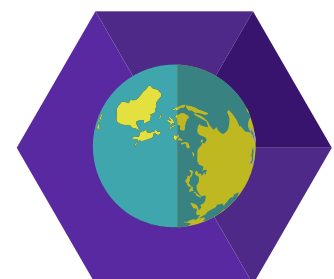
- The program was good and the program was well attended.
- The external partners that offered program all offered a good and interesting programs that was well attended and supported with enthusiasm.
- The partners seemed happy with the interactions they had with the participants. Two examples:
- One of the park rangers was quite enthusiastic when she left the site on the last day. She said it was good to meet young people who care about the problems park rangers face.
- The team from road safety felt that the participants were their perfect target audience: Young people who just got their license and influence other younger drivers by setting a good example.

A review of the experiment of distributing GDV to different program villages:

- Pros: Having the GDV as a part of other program villages meant less pressure if some of the offers did not work out. Two organizations dropped out on the last minute but that did not affect the program as much as it would have if the GDV was a separate program village.
- Cons: It was difficult to have a good overview as everything needed to be coordinated with different program villages.

Recommendations

- Continue to have the GDV as a part of the program villages in order to boost participation.
- Instead of having a separate team with an GDV overview, allocate the responsibility to a member of each village team. The responsible team leaders still need to coordinate their work in order to avoid overlapping program, but this means that the development of the program is in sync with the rest of the program in the village and a true part of it.





THE INTERNATIONAL DAY

The International Day was a whole day of celebrating culture and world-wide friendship. It took place on the 30th of July, the first full day of Alþingi. The concept of a carnival day was expanded to a full day of activities, which was a risk, but the day as a whole was very successful.

EDUCATIONAL OBJECTIVES

The international day is intended for all participants to introduce what is important for them in their own culture. This is an opportunity to develop a cultural fair into a carnival, a joyful event of different happenings, great and small.

Participants should:

- Introduce and share important cultural aspects from the scouts cultures
- Opportunity to get to know their new friends' culture
- Opportunity to enjoy and experience something great

WALK-IN ACTIVITIES

The idea was to try and dive a little deeper into cultures and cultural differences than usually at international days. This generally went down well with the participants. The central area, where the activities were based, was buzzing with people.

- **The Raffa-Raffa game** worked well. The organizers fear had been that the participants were perhaps too old to enjoy this type of activity but that did not seem to be an issue.
- **The beads activity** was great as it really created talk about cultural difference. However, a bracelet making activity doesn't appeal to everyone, but it worked as well as expected and was even offered to the IST in the days after the International Day (after many people asking for it).
- The so called '**bus-stops**' worked great and were probably an unexpected highlight of the day.
- It was great to see large crowds in the **story-telling tent** where a participant got up to tell a story from their culture.
- **Tai Chi** also turned out to be popular with everyone.

CARNIVAL

The Carnival took place in the afternoon, - a carnival of culture where each contingent introduced their unique country with food, dance, games and traditions.

The contingents had planned their stalls well and offered a great variety of things to see and experience.

Booking and Communication

32 countries had signed up for a stall before the Moot started. Information regarding this was sent out in a bulletin

to all CMTs as well as being posted in the HoC Facebook Group. The response from the bulletin was really poor, with only 13 countries replying within the deadline given. The other 19 responded to Facebook messages at a later stage (2 weeks prior to the Moot). In addition to this another 11 countries spoke to the organizers after arriving at Úlfjótssvatn, most the day before! Then there were 5 contingents turning up on the day asking for tables. Luckily plans had been made for contingents asking to join in and it was therefore possible to accommodate everyone. In the end 48 contingents participated in the Carnival.

Facilities

The contingents could apply for facilities upfront and were allocated tents for their activities. 4-5 contingents shared a 40m² tent and 8-9 contingents shared 100m² tents. In addition to this, contingents could also have outside space which many took advantage of and used to play games, show dances and so on. Two campfire circles were also used.

A table was provided for each contingent (approx 1,7m long). Everything else the contingents had to bring with them. Overall this was no problem. A few contingents emailed to ask if material could be provided, chairs and so on but understood when it was explained that this was not possible. Quite a few contingents emailed in advance to ask for advice on how to procure things in Iceland. On the

day there were no problems at all with contingents asking for things.

A decision was made to use the infrastructure already set up for other program areas for the International day. This saved a lot of hassle with putting up tents just for the day and saved a big sum of money. The Dragon Village was very accommodating in allowing the use of all their tents. Overall this worked well and it is recommended do it the same if repeating the event. The downside was that the area for the use of the activities of the day was quite small and the „corridor“ created between the rows of tents was tight. On the other hand it did definitely create the market atmosphere the organizers were after.

Some contingents were disappointed that there was no stage within the Carnival area where they could perform songs, dances etc. and this might be something to consider in the future.

Participation

There was a huge turnout of participants, ISTs on their day off, MPTs and day visitors and actually it became necessary to control the crowds/flow by letting people into the Carnival area in small groups. There was an approx. 20 mins wait to get in, but people did not let that stop them and were singing and having fun in the queue.

Participants started to walk around the area a good hour before the carnival started and it took a bit of an effort to keep them away as the days ISTs were at lunch. Some contingents were ready before others and started serving people early. Plans had not been made for such a big crowd to gather before the event was due to start but given the experience it is recommended to plan for security to be around and also mention to contingents in advance not to start serving people early to avoid chaos.

EVENING PROGRAM

The Open Mic Night was a bigger success than expected. The crowd was substantial, many people were disappointed that they had not signed up prior to the Moot, others that the organizers were happy as they grabbed a slot for a 'no show' and a lot of fun was had by all. It was a great way to end the day giving some participants, no matter their ability, the opportunity for a moment on the stage.

Minute to Win It games did not have the uptake of participants as hoped. Perhaps there were too many things going on at the same time. The participants who did join in found the games to be great fun and the ISTs who ran them enjoyed themselves. The activities ran for an hour and a half.

In the end the Open Mic would have been enough, the crowd was there.

HUMAN RESOURCES

Human resources proved to be the biggest challenge of the International Day. Not all the ISTs allocated to the program showed up for training or even their shift. The team had asked for 70, planned for 50 and ended up with 40, some of which were untrained. It was difficult to reach the allocated IST and in the end the organizers resorted to posters around camp in order to communicate with the IST. Some of the IST volunteered to work, despite being on their day off.

The main thing to consider for future international days is the staffing. Does the day need to be run by the Contingents themselves, or are there going to be ISTs available? Running activities definitely increases the depth of the day and fun was had by all the participants.

Here's an overview of the IST need and

turnout.

- Wake up: 10 IST members were to be allocated to this task but because of lack of communication they didn't show up. Early rising IST members volunteered and the wake-up was a success, albeit a bit quieter than planned.
- Carnival: 8 ISTs were present which was sufficient but security should have been more prominent.
- Walk-in Activities: 41 ISTs in total were on duty whilst the walk-in activities were going on, 27 of them had turned up for training but the other 10 had been away at Expedition Centres or been at training with other program villages. 5 of the IST were purely controlling the crowds, telling people where to go and such, so 36 were running the activities. 70 IST had been requested and the plans extended to how things could be operated with only 50 (trained) IST's. Luckily the ISTs that did have training were excellent and considering that some of the material was not there and only 27 ISTs knew what to do, the activities were actually a huge success and something we would want to repeat and develop further. They definitely did create the discussions hoped for amongst the participants.
- Evening Program: 14 ISTs turned up for work in the evening (out of 30).





OTHER ACTIVITIES

YOUTH FORUM

The Youth Forum gives scouts an opportunity to listen to and respect opinions and views of others, and share your own. Learn how to mold these views into a joint resolution(s). Change the world by turning resolutions into action.

Participants should:

- Learn what democracy is all about
- Learn to share your views with a large group
- Learn how to share and make the views and resolutions of the Youth Forum known to the world

Participants had the opportunity to apply for the Youth Forum during the registration process for the Moot. 1100 scouts were interested. 220 participants were chosen, but only 145 attended. The participants were divided into two groups, each spending one day at the Youth Forum, which was held at the historical site of Þingvellir, the location of the first parliament. The participants were chosen balancing gender and nationality. The aim was to have the whole world represented. Overall, the program was well organized, and the UN sustainable development goals selected were very relevant, and covered today's world challenges.

The organizing team was made up of

scouts from Norway, Ireland and Iceland, the reason being that there was little knowledge on how to plan a Youth Forum within Icelandic scouting. With an international team the communication was a bit of a challenge in the preparatory phase.

The reason why only 145 scouts showed up is mostly unknown. An idea to increase the chance of better attendance, is to make the applicants write a short essay on the reason why they would like to participate. One contingent had a competition and had their participants make a presentation for the rest of the contingent, on why they should participate.

SPEJDERMAN

Spejderman (which means scout-man in Danish but sounds like Spiderman), is a challenge that is 1/4 of a ironman/triathlon. In total 198 scouts finished the Spejderman Challenge, stepping outside their comfort zone.

The Spejderman Challenge was well promoted in advance and the organizers managed to create quite a buzz with an attractive badge, instagram activity and PR. However, the planning by the organizing team was not sufficient. Proper risk assessment had not been developed or cleared by the Health and Safety Team, the swimming pool could not handle the amount of interested participants and the route chosen was deemed unfit. Last minute changes were made when this was discovered and the final event was quite different from the original plan.

INTERRELIGIOUS CEREMONY

An interreligious ceremony took place in the morning of the International Day, where Catholic, Protestant, Muslim and Sikh participants gave readings to a group of 65 people in English and French. Hilmar Örn Hilmarsson, the Head Chieftain of the Ásatrúarfélagið Norse Paganism Fellowship of Iceland, was also invited to the ceremony. As with the inclusion of Shinto at the WSJ in Japan, the organizers felt it was important that local religious representatives were also included.

RADIO SCOUTS TF15MOOT

The Radio Scouting and Electronics Activity had about 650 visitors. The amateur radio station TF15MOOT was operated by scouts of 14 nationalities who are radio amateurs.

- 500 TF15MOOT badges were issued.
- 190 clapplights were soldered. The average building time was 1 hour.
- 450 radio contacts were made by the amateur radio station, including contacts to Gilwell park (GB2GP) and the German National Jamboree (DP9S).
- The NFC game was played by more than 100 visitors out of which 85% finished. The average play time was 8:35 minutes. The fastest did it in 1:35 minutes and the slowest in less than 40 minutes.
- The Radio Scouting meeting was joined by 17 Radio Scouts from 12 nationalities.

CEREMONIES AND EVENING PROGRAM

OPENING CEREMONY

The Opening Ceremony took place at the main hall of Laugardalur Sport Center in Reykjavík at 10 AM, July 25th.

Program

The following items were on the program of the Opening Ceremony:

Welcome to the Moot - hosts

- Flag Video
- Mr. Guðlaugur Þór Þórðarson - Minister for Foreign Affairs
- Mr. Þórgnýr Thoroddsen - Chairman for the Committee of Sports & Leisure for the City of Reykjavík (and incidentally a member of the MPT).
- Circus Iceland - first performance
- Mr. João Armando Gonçalves
- Hrönn Pétursdóttir - Camp Chief
- Circus Iceland - second performance
- Moot Song - Be Prepared

The time keeping of the program was successful. Speakers were ready few minutes before going on stage and there was a person specially fetching the speakers and handing them over to a stagehand that prepared them and showed them to the stage.

Hosts

Two bilingual presenters were chosen from the Icelandic participants, one with a English native speaking parent and one with a native French speaking parent. Their grasp of the language was important as both spoke as natives.

Screens

Two screens were used. All material on the screens was made in cooperation with the Moot Marketing and Communication team. Instead of a flag ceremony, a successful flag video was made with the aim at making the ceremony short and fun. Most of the time a direct video feed was projected on one of the screens, so that the audience could see a magnified version of what was happening on stage, and a French translation on the other. The font proved to be too little to be legible for some of the participants, which was fixed for the following stage events.

THE MAIN STAGE

Beforehand, little had been scheduled on the main stage at the main camp site, other than the Welcoming Concert, International Day celebration and Closing Ceremony, but due to the amazing weather, the main stage proved to be a good platform for the evening program, so events were moved to the stage. This meant last minute changes, a budget increase and solutions to technical agreements.

Equipment

The stage was well equipped with a sound system and a LED screen. Professional technicians were needed in order to operate the sound system and screens, so when a decision was made to increase the program activity on the stage a budget increase followed.

The stage was equipped with a camera for a live feed on the screen, which magnified the program. This professional equipment and knowhow almost did not make it to the budget, but proved instrumental in the enjoyment of such a large crowd.

The screen could have been used more to communicate information. A special team within the Moot Marketing and Communication team could oversee the screen and provide material for projection.

Program on the Main Stage

- Welcoming Dance
- Open Mic (International Day)
- Creative Evening (a spontaneous event, by the initiative of the IMWe team).
- Closing Ceremony





EVENING PROGRAM AT CAFÉS

There were 5 cafés/food houses in the central area, and in addition an IST Café located at the IST camp site.

The cafés housed a variety of events, such as concerts, karaoke, a pub quiz, dances, a chess tournament, a burlesque show and more. A coordinator organized outside artists and musicians to perform, but some of the events were planned by the café managers themselves.

Lessons Learnt:

- The plan was that the evening program at the cafés could cater to 10% of the participants. This was not sufficient and if the weather had been worse there the participants would have been lacking things to do in the evenings.
- The cafés' requests for technical support arrived late and were not very detailed.
- The cafés should let the program coordinator know in advance how self-sufficient they would be with their evening program to avoid overscheduling.
- It was an asset to have different

countries running their own themed café, food house, or disco. Giving them creative freedom was appreciated.

- It was important to plan practical things, like not having an open mic and a chess tournament at the same time.
- Live music and board games do not mix very well.
- Some of the events and activities were planned late or in the spur of the moment, with information not reaching the participants. This could have been remedied by putting up more notice boards, using the Moot app or the screen on the main stage.
- It is important to be able to shorten or lengthen the evening program as needed, as the atmosphere cannot be predicted. During the Moot it was very lively and participants were having fun long into the night. Noise late into the night however brought complaints from those who wanted to sleep, as the site was quite concentrated space wise.

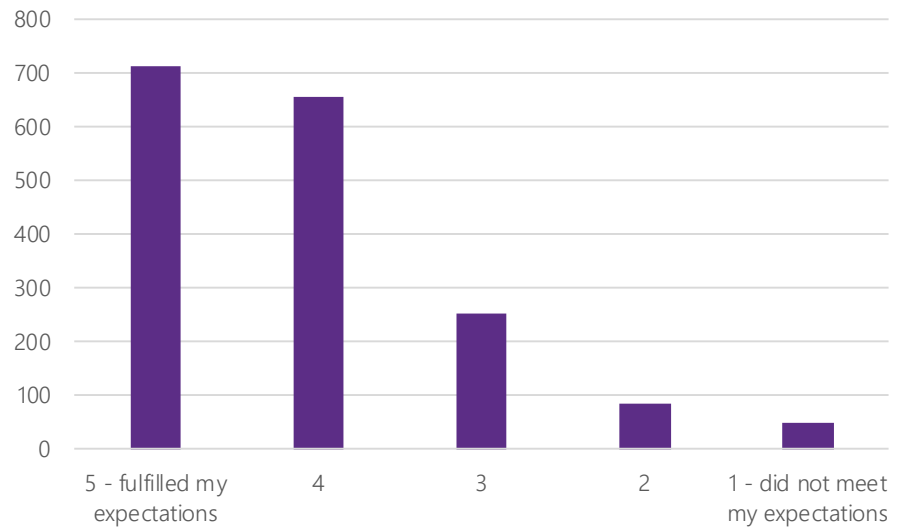
The existence of the Rainbow Cafe was absolutely fantastic and it was incredibly wonderful to see an official support for LGBTQ+ members of the organisation.

-From Evaluation Survey

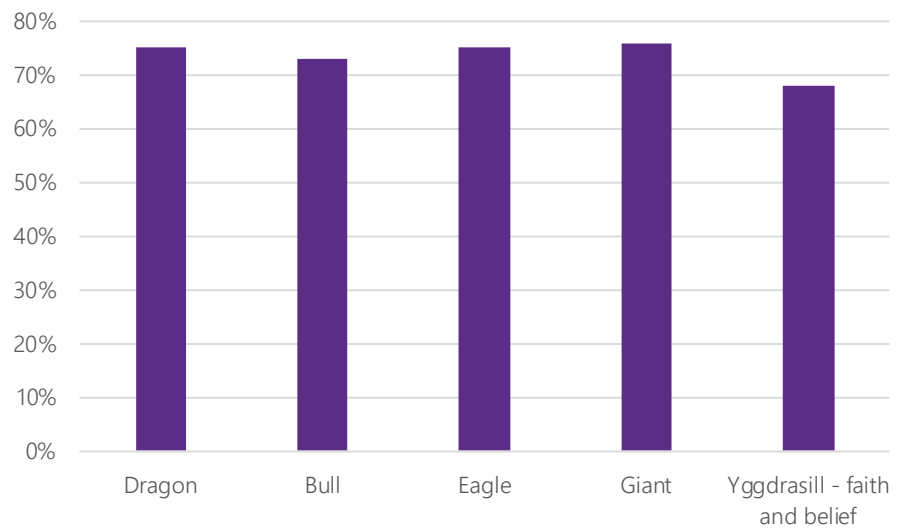
I loved the Youth Forum. That was definitely a high point of the program. I also enjoyed spending time with my tribe at the Expedition center.

-From Evaluation Survey

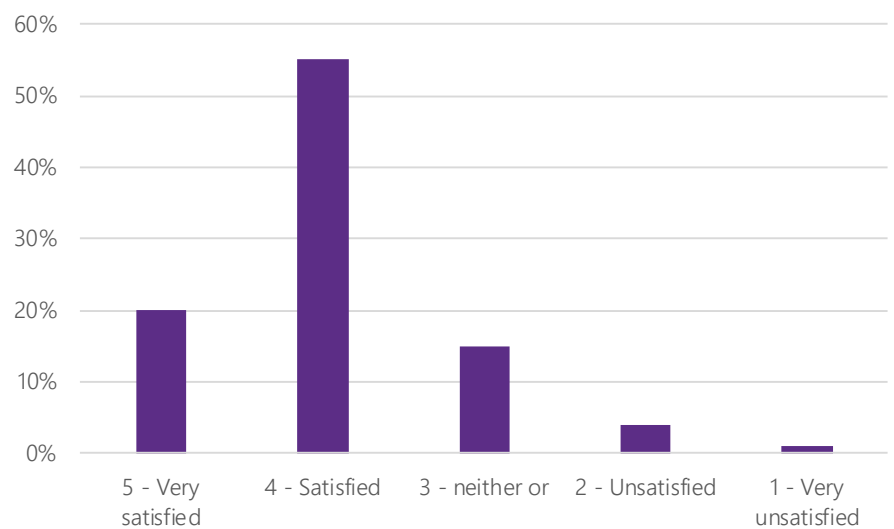
HOW WOULD YOU RATE YOUR EXPEDITION CENTER?



WHAT PROGRAM VILLAGE DID YOU PARTICIPATE IN?



IN GENERAL HOW SATISFIED ARE YOU WITH THE ALPINGI PROGRAM?





Human Resources

Overview

A total of 643 Scouts from 89 countries joined the International Service Team (IST) as volunteers. In addition to the IST, 530 Scouts joined the Moot Planning Team (MPT) and 57 from the Contingent Management Team (CMT) served as advisors and IST.

The activities, schedules and program of the IST, along with some of the activities for the MPT and CMT, were organized by the Moot Human Resources Team (HR).

Final participation numbers for those over 26 attending:

- IST: 643 volunteers
- MPT: 544 volunteers
- CMT: 57

Roles and Communication

Roles: Björn Hilmarsson, Helgi Jónsson and Guðfinna Harðardóttir (chiefs of the HR Team), Unnur Flygenring, Stefania Gyða Jónsdóttir, Ragna S. Ragnarsdóttir, Birna Dís Benjamínsdóttir, Páll Línberg Sigurðsson, Inga Hrönn Jónsdóttir, Hafdís Bára Kristmundsdóttir, Jukka Tulvuori, Luc Ibis Rubben, Hirochi Iwasaki and Annick Tremblay.

Support on specific projects funded by Erasmus+ : Marta Magnúsdóttir and Sigrún Flygenring.

Job Allocation

IST was separated into 6 categories and then into international patrols, based on nationality, skillset, gender and other factors.

IST Categories:

- M01- Program
- M02 - Food and transportation
- M03 - Infrastructure and logistics
- M04 - Health and Safety
- M05 - Organization, Operation and Communication
- M05 - Moot Advisors

Each IST was expected to work 6 hours a day, with one day off.

TIMELINE

The original timeline for the job allocation:

- **Phase 1 – April 2017:** Meet with one contact in each team, give them access to MyTimePlan and teach them how to insert their IST need into the system.
- **Phase 2 – April/May 2017:** Map the workforce need from all teams. Find the high demand points. Find demand in each job category (M01-M06) and compare with wishes in the IST registrations.
- **Phase 3 – May 2017:** Create patrols according to pairing wishes, special skills and service category wishes.
- **Phase 4 – May 2017:** Assign IST to main service category and Expedition Centers. This was to be done with regards to wishes, special skills and demand from each team.
- **Phase 5 - June 2017:** Import individual IST into MyTimePlan with complete registration and according to job categories and Expedition centers. The patrol should be included in the import file so that was possible to work with one unit at a time.
- **Phase 5 – June 2017:** Create shift schedules. Assign shifts with regards to patrols as possible, so that everybody in a patrol has the same shift.
- **Phase 6 – June/July 2017:** Release shift schedules for each unit and print out individual schedules for the IST.

CHALLENGES WITH THE JOB ALLOCATION DIFFICULTIES IN IDENTIFYING IST NEEDS

A key challenge regarding allocating the IST to their service areas, tasks and shifts was that most teams had a difficulty in identifying how many IST they needed, for specifically what tasks and thus what skills were needed, as well as when. In order to avoid wrong data being placed in MyTimePlan, needing manual corrections later on, the request information was originally entered into an Excel file. This however caused other issues as there was a constant need to double check the data between Excel and MyTimePlan and this subsequently caused too many mistakes in the allocations.

IST was thus originally divided into service categories based on very rough estimations. That complicated the actual service allocations later on, working with individual groups for each category would have made things simpler and saved a lot of time. IST would also have been informed of their service area and specific service task earlier. Instead they received their allocations very late.

In addition the international patrols IST could sign up for did not come into effect as planned, as the IST knew very late who they would be in a patrol with. There was therefore no time to get to know each other before arriving at the Moot and subsequently no time to plan a patrol camp or daily life.

PRE-BOOKED TOURS

Before the Moot the IST was offered to book a tour that they would take on their day off. There were six different tours that they could choose from and because some of them were very popular and/or available for small groups only this ended up being 213 people in nine groups going on pre-booked tours. One of the challenges with allocating the IST to their shifts was that these tours had to be booked well before the shift schedules were ready, as contracts were made with third party tour companies.

As the tours were prebooked well in advance of the Moot and as IST paid for

these tours, the day off had to be arranged around the tour, not what the service area necessarily needed. As the tours were also only from the main camp at Úlfjótstvatn some tours had to be booked when a specific IST was at Úlfjótstvatn. That meant that if a IST was based at a Expedition Center for the first half of the Moot, the tour could only take place in the second half.

Also, changes to the tours came quite late as well as new bookings, making for extra work on the shift schedules.

SOME TEAMS HAD VERY SPECIFIC REQUESTS

While many teams had difficulty in identifying their IST needs, some teams had very specific requests about who they wanted on their team.

As an example, on team handpicked the IST they wanted and got permission to contact them well prior to the Moot because they wanted the IST involved in the preparation. In the end some of that IST were not interested in serving in that particular area and had to be reassigned.

As another example some of the teams brought their own team members that they did not expect to be assigned to other service areas. This was not clear and so these individuals had been signed elsewhere too.

PEOPLE REGISTERED AS IST BUT NOT AVAILABLE FOR WORK

There were also some cases where individuals registered as an IST but were not available for IST duties. Most commonly these were CMT's that registered as IST as well, but in some cases there were other reasons, like for example promoting another scouting event, running their own program or helping with their contingent. This threw the job allocation and shift schedules off.

CHANGES IN SCHEDULE

Yet another issue that required changes in the shift schedules were unannounced early departures.

In total, for the 643 IST present, 134

changes had to be made to the shift schedules. The main reasons were as follows:

- 35 because of early departure.
- 25 because of cancellations (IST that registered but did not attend the Moot).
- 18 were also Advisors and CMTs and the workload of added IST duties was too much
- 6 because they had been recruited to the Better World Tent without the Moot HR team being informed
- 5 because of changes or misunderstandings with pre booked tours.

The remaining 45 changes were for different reasons; in some cases because an IST with a special skill was needed for some specific task, in some cases there were health issues and in a few cases an IST requested transfer because they did not like the task they were given.

Lessons Learnt!

- Two program areas need a particularly careful selection of ISTs, the Rainbow Café and the Faith and Believes Program Village.
- The information in the registration system on arrival and departure can be unreliable as it is entered into the system up to a year prior to the event and people forget to update it. A confirmation of the dates is necessary closer in time.
- It should be made clear that everybody registering as IST is for the event organizers to allocate to a needed service area. A special participation category needs to be established for those who are neither participants, IST nor CMT but still attending as a part of a contingent but with other duties.
- Strict deadlines need to be in place on when special pre-booked tours can be booked and when changes can be made. Or alternatively, not to offer tours of this kind during an event like the Moot. Instead arrangements could be made before or immediately after the event.
- Communications with the different teams regarding IST need should have started at least a year before the Moot if all the information was to be ready in time. The teams would have needed a lot more guidance in how they estimated their IST need and the HR team should have been there to help them.
- A event HR team needs to be directly in communication with all key sub-

teams, instead of relying on those responsible for larger areas of work to communicate information to their sub-teams.

- It was a good match to have the CMT in advisor roles but it does not work having a CMT as an advisor and an IST. The workload was too much in many cases and the CMT meetings made it hard to follow a shift schedule.

The experience overall was fantastic. I felt really appreciated and cared for as a member of IST, more than any other event I've ever been on. From the coffee and cake waiting for us when we first arrived at Þingvellir to being served dinner by Hrönn and the team and the IST party on the last night, it felt like genuine thought and planning had gone into the IST experience, and that our efforts were being acknowledged.

The IST programme was varied and interesting, I loved the little touches like having board games and crafts in the IST cafe, to things like the TED talk. Even though I didn't spend much time in the IST cafe, I liked knowing it was there as a space to relax and have a break.

-From Evaluation Survey

Training

IST training was divided into three parts:

1. Online Training
2. General training
3. Task specific training

The online training was completed prior to the Moot, but the other two phases took place at Laugardalshöll Sport Center during the days before the Moot or during the event, in the Expedition Centers or at Alþingi.

The image below shows the training schedule for the three days prior to the Moot. The facilities in Laugardalshöll suited the purpose well and up to 120 IST members could participate in each session of the general training. There were seldomly that many; mostly between 80 and 100 each time.

ONLINE TRAINING

The online training consisted of Safe from Harm training, Get Ready Online

(training in intercultural learning, project management and self assessment in cooperation with Erasmus+) and the Iceland Academy, produced by Promote Iceland.

SAFE FROM HARM

Safe From Harm was an online course, intended to make the World Scout Moot a safe and abuse-free environment. All members of IST, CMT and MPT had to complete the Safe From Harm training prior to arrival and bring a printed copy of their completion of the course to the registration upon arriving at the Moot. Those who did not bring a printed copy had to go through the course on-site.



Information on where participants and IST could seek help was available, the code of conduct listed and guidelines outlined regarding how to take action. In addition, the trainee was exposed to guidelines on values and norms, behaviour, gender, religion, personal space and other cultural differences. Lastly, the zero tolerance policy

on drugs and alcohol was explained. The modules were available on the Moot website and open to everyone.

At the end of the modules, the trainee was asked to confirm that they understood the contents and would comply with all the directions and code of conduct listed. The trainee received an automatic email

with a certificate and was instructed to bring a printed copy to the Moot to hand over during registration on-site.

Online Module

The training consisted of information regarding bullying, physical abuse, emotional abuse and sexual abuse.

Development

Material from the World Scout Jamborees in Sweden and Japan was used to model the training, with adjustments for the objectives of the Moot, the location of the

Moot IST Training Agenda

22. - 25. of July 2017

Hour	22.7.2017 Room 1 Gr. floor	23.7.2017 Room 1 Gr. floor	23.7.2017 Room 2 2nd floor	23.7.2017 Room 3 2nd floor	23.7.2017 Canteen	24.7.2017 Room 1 Gr. floor	24.7.2017 Room 2 2nd floor	24.7.2017 Room 3 2nd floor	24.7.2017 Canteen	25.7.2017 Room 1 Gr. floor
08:00										M06 Advisors
10:00		IST General Training	M03 Infrastruct. & logistic		M02 Food & Trading	M04 Safety & Security	M03 Infrastruct. & logistic	IST General Training	M02 Food & Trading	OPENING Ceremony
11:00			M03 Infrastruct. & logistic	M05 Org, op. cer. and comm.	M02 Food & Trading	M04 Safety & Security	M03 Infrastruct. & logistic		M02 Food & Trading	
12:00		IST General Training	M06 Advisors	M05 Org, op. cer. and comm.	M02 Food & Trading	M04 Listening ear & First Aid	M06 Advisors		M02 Food & Trading	
13:00			M06 Advisors	M01 MEP Program	M02 Food & Trading	M04 Listening ear & First Aid	M06 Advisors		M02 Food & Trading	
14:00	General Training/EVS Room 1	IST General Training	M01 IST Program	M01 MEP Program	M02 Food & Trading	M04 Listening ear & First Aid			M02 Food & Trading	
15:00			M01 IST Program	M01 MEP Program	M02 Food & Trading	M04 Listening ear & First Aid	M05 Org, op. cer. and comm.		M02 Food & Trading	
16:00		IST General Training		M01 MEP Program	M02 Food & Trading	M01 Program Althingi	M05 Org, op. cer. and comm.		M02 Food & Trading	
17:00	IST Registration starts			M01 MEP Program	M02 Food & Trading	M01 Program Althingi	M05 Org, op. cer. and comm.		M02 Food & Trading	
18:00	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	
19:00	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	
20:00	General Training Room 1	IST Welcome Party								
21:00	General Training Room 1	Room 2, 3 & 4 2nd floor								



Moot and its target group. Information about Icelandic culture, nature and weather conditions was added to the training.

This work was more time consuming than expected and the results were not of the quality originally planned.

The Safe From Harm material was translated to French, but never published online. This did not seem to matter, at least no one asked for the French version.

Follow Up

The experience from the World Scout Jamboree in Japan was that many IST members did not complete the Safe from Harm training before arriving to the campsite. This was not evident for the Moot. Approximately 10 IST members neglected to complete the training and had to go through it at arrival. Just to be prepared though, the HR team had a printed backup list with all the names of the IST members that had completed the training.

When considering the fact that events like Moot, Jamboree and regional events, are held on regular basis, it is a surprise that WOSM does not provide the organizers with basic material for the Safe from Harm training, especially since it is sometimes mandatory to provide this training for the IST. Best practice would be WOSM

providing material and the platform, which the organizers could then adjust to local needs and cultures.

GENERAL TRAINING

The general training was provided at Laugardalshöll Sport Center in Reykjavík prior to the Moot and all IST was expected to complete this training. The general training was a mixture of information on the Moot, practical matters, cultural issues and issues regarding the safety of attendees in general and specifically in regards to the weather and nature in Iceland. The duration of the session was approx. one hour and each member of the IST had to complete a session.

The content of the training was piloted at a European Input Weekend that the Moot organized in 2016 in order to get feedback from the participants age groups on the plans of the Moot. The training was subsequently adjusted according to comments from participants. Another tryout of the training was done at a special training day held on the 7th of May 2017 for all Icelandic members of the Moot Planning Team.

A translator was made available for French speaking trainees, but only one requested this assistance.

A Moot lunch box was handed out at the

end of the general training, which worked as a motivation for the IST to complete the general training.

TASK SPECIFIC TRAINING

The third phase of the training was a task specific training where the chiefs of each team were responsible for providing training for the IST assigned to their team. The quality and organization of the task specific training came down to the preparation of the chiefs/team leaders.

Human Resources During the Moot

ARRIVAL AND REGISTRATION

Arrival and on-site registration took place in Laugardalshöll - Sports and Exhibition Center in Reykjavík, July 22nd-25th.

Lessons learnt from the arrival and registration!

- Arrival of the IST and registration went very well, but information about the IST arrival was limited until very late in the process.
- Lodging resources for IST were only confirmed a couple of weeks before the IST arrived, which delayed the planning of where the volunteers should stay prior to the Moot. The lodging was in schools close to where the opening ceremony took place. Negotiations for using the schools started with the City of Reykjavík a year and a half prior to the Moot but the City was not able to confirm the actual schools to be used until just before the Moot started. This is something another event organizer should try to avoid.
- The facilities at Laugardalshöll Sport Center and the service of their employees was great and helped a lot regarding the arrival of the IST.
- The decision to open registration early (on the evening of 22nd of July) proved a good one and the que for registration was never very long.
- The first day in the sports hall was challenging; the WiFi was not up and no access to computers, but the team managed on printed lists that had been prepared.
- Most of the IST was experienced and had done SfH before. Very few thus neglected to bring a printed copy of their Safe from Harm (SfH) certificate, and had to take the SFH course onsite.

DEPARTURE FROM LAUGARDALSHÖLL

Roles were unclear in the aftermath of the Opening Ceremony. The HR team had expected to distribute IST assignments and to send them off, but the Moot Infrastructure and Support Team (MIS) had expected IST to help with clearing up after the ceremony and the departure of the participants. The HR team undertook to lead IST in doing what needed to be done; such as cleaning, moving tables and chairs and such.

ARRIVAL AT ÚLFJÓTSVATN

- A decision had been taken that only the essential infrastructure for the IST would be ready upon IST arrival, the rest were to be put up with the assistance of the IST itself. Thus the IST Café was not in place and the IST canteen was used as a social venue for the first evening.
- The HR team had put in a purchase list in advance of the Moot. Unfortunately not much on that list was in place upon arrival at Úlfjótstvatn and so valuable time on the second day was used for getting the needed items.
- Printed maps of the site and signage were not ready on the first day, which made directing people to different locations challenging. There were also issues because there was no access to WiFi for the IST.
- Since the Welcome Center was not in place until the fourth day of the Moot, or prior to the participants arriving to the main site, the HR office handled on-site registrations for the first few days. Those being registered on-site were mostly MPT's in those first few days.

IST OFFICE AT ALPINGI

The IST Office was open from 8 AM to 9 PM, which was excessive.

The IST Office was located at the IST subcamp, which was at the outskirts of the Moot site. This is too far away and being central would have been preferable and saved time for the ISTs.

COMMUNICATION DURING THE MOOT

The team had difficulties in communicating with the IST. The primary method of communication was through email, but the limited wifi onsite was an obstacle. There was also an information board in the IST Canteen and IST Café, which was used for announcements. Push notifications in the app were used when appropriate.

THE HELPING HAND PROGRAM

It was expected that the first days in the main camp at Úlfjótstvatn would be somewhat unpredictable, with delays in delivery, technical issues, unplanned IST needs popping up and unforeseeable weather that could impact planned schedules. A certain amount of flexibility had therefore to be planned for.

To meet that situation Helping Hand shifts were created and most of the IST allocated there for the first days. IST reported thus to the HR Office at the start of their shift and were assigned to a task based on what needed to be done at that time.

A small number of IST was allocated to Helping Hand shifts throughout the remainder of the Moot.

This system is highly recommended in order to handle unexpected and unplanned tasks. A few tips for such a system to work are:

- The HR team members delegating the tasks need to be well prepared and have good organizational skills.
- Good communication with team leaders onsite is necessary.
- A good tip is to organize the shifts so that they don't all start at the same time, to limit queueing at the HR Office. Keeping 30 minutes between shift groups worked for the Moot.
- During the latter days of the Moot, these shifts are the perfect assignment for CMTs and advisors that still want to participate as ISTs.

IST SOCIAL PROGRAM

A decision was taken very early in the planning process to provide a social program for the IST at the Moot, both as a recruitment selling point but also as a token of appreciation for their contribution to the Moot. The aim was to make the IST stay as enjoyable, instructive and fulfilling as possible.

Thirty volunteers (IST and/or CMT) from 15 countries were allocated to this task. After the Opening Ceremony, 8 of the volunteers went to Úlfjótuvatn and 2 to each Expedition Center. After regrouping in Úlfjótuvatn some CMT left this group. The role of the Social Program IST members at the ECs was to initiate something special for the IST, such as games, campfires or other program intended for team building.

THE IST CAFÉ

The IST Café at the main site was the main venue for the IST to come together, chat, eat, drink, play board games and take part in events. The tent had an information board with information regarding social opportunities. The café served sandwiches, drinks, cakes and more. The Café was open from 9 AM - 23 PM from the evening of 26th of July and until the 2nd of August.

DAY OFF

All IST members were allocated a day off and could use that day as free time, to participate in the social program on offer or to join one of the excursions offered at a cost. As already mentioned in the chapter Job Allocation, this proved to be quite problematic for the making of the shift schedules.

MAIN ACTIVITIES

- **Reykjavík Street Game** - The team made an orienteering game for IST, MPT and CMT which led them around Laugardalur (the area around Laugardalshöll Sport Center). The game was printed on a leaflet and was handed out at the Information Desk and IST registration in the Laugardalshöll Sport Center.
- **Welcome Party** - An event for IST, MPT and CMT on the 23rd of July. A kickstart of the Moot for many. The IMWe Team provided singalong

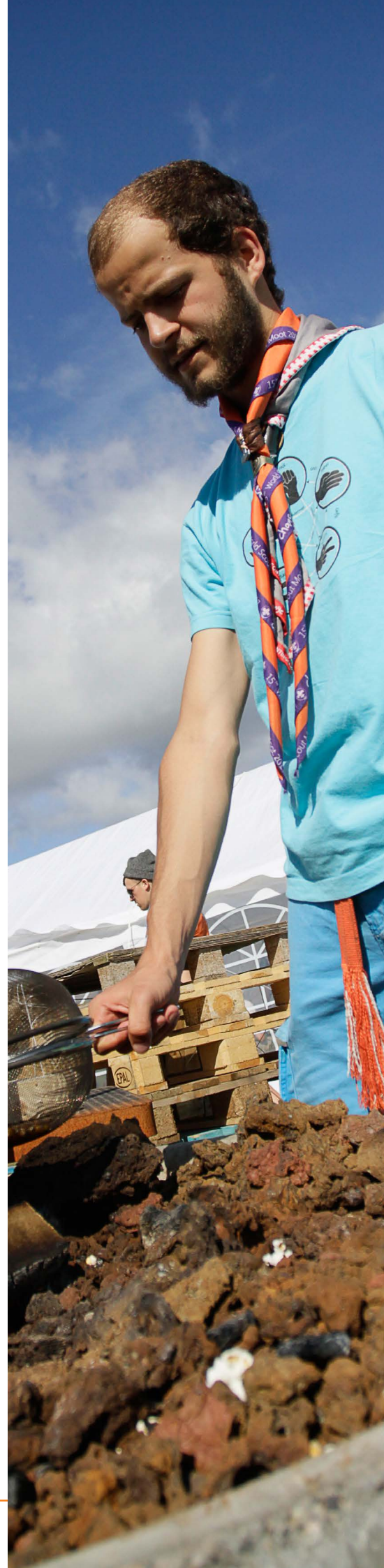
music and an Icelandic comedian had an Icelandic lesson in the form of a stand-up comedy show.

- **The Sportsday** - The evening before the Opening Ceremony, IST was invited to join sport activities such as ultimate frisbee, flaghunting and more.
- **Organized Tours** - Included the Ljósafoss Scouting Museum and Energy Exhibition at Ljósafossstöð (hydropower plant).
- **Swimming** - IST could go swimming in a nearby town to the main camp-site for free.
- **Fontana** - IST could enjoy the Fontana Geothermal Spa for free (limited spaces).
- **Scouting Ted Talks** - Speakers were Camp Chief Hrönn Pétursdóttir, Guðmundur Finnbogason manager of Úlfjótuvatn Scout Center and Elín Esther Magnúsdóttir program director of Úlfjótuvatn Scout Center.
- **Hiking and Frisbee Golf** - New hiking, frisbee golf and orienteering maps for Úlfjótuvatn were made in collaboration with Úlfjótuvatn Scout Center.
- **Dancing** - A professional dancer taught zumba and country line dancing.
- **Campfire** - There were two campfires lead by the social program team, but most nights additional campfires were initiated by IST themselves.
- **Program Villages** - the four program villages at Álþingi were specifically opened for the IST..
- **Farewell Party** - A more luxurious dinner than the other days, with the members of the MOC and HR team serving the IST. A duet performed a concert, followed by a DJ playing dance music into the night.

Érasmus+ Projects

The HR Team participated in two European Erasmus projects:

- E-learning in cooperation with Roverway 2016 in France, WOSM European Support Center and CISV - international summer camps.
- EVS - Large Scale Project: 57 Participants from 20 countries joined the IST experience.



Advisors

According to the WOSM Guidelines for the hosting of the World Scout Moot (p. 4), advisors are members of the IST that work with the participants to support their educational experience at the World Scout Moot. The assistance that advisors provide should be through supporting the work of the Tribe Leaders that the participants choose amongst themselves, as the Tribe Leaders were the ones in direct contact with participants.

Each Tribe of 40 participants was supposed to be supported by one Advisor, aged 26 or older, and the original idea was to have a team of two advisors working together, one from Iceland and one from another country. The reason for this was that it was known from the beginning that there were not a sufficient number of Icelanders available to man the advisor group, at the same time as it was recognized that local knowledge was important.

It became evident in the months leading up to the Moot that this would not be possible, as there were not enough Icelandic volunteers to man even half the advisor places. Therefore a decision was taken to change the system so that 11 Icelandic volunteers were headhunted and appointed to the Expedition Centers as Head Advisors. The volunteers often had expert knowledge of the area and it was an asset for them to be local, having an easier time navigating the culture and language. In addition to the 11 Head Advisors, 120 Tribe Advisors were selected from the CMT and IST pool, all experienced scouts and qualified for the role.

It was originally expected that the advisor role would not be a full-time service, so it was planned for the Tribe Advisors to take on other tasks. It turned out that the Tribe Advisor role was much more extensive than estimated and the original plan of having other duties was not easily doable. In addition, many of the Tribe Advisors belonged to Contingent Management Teams and had duties in that role.

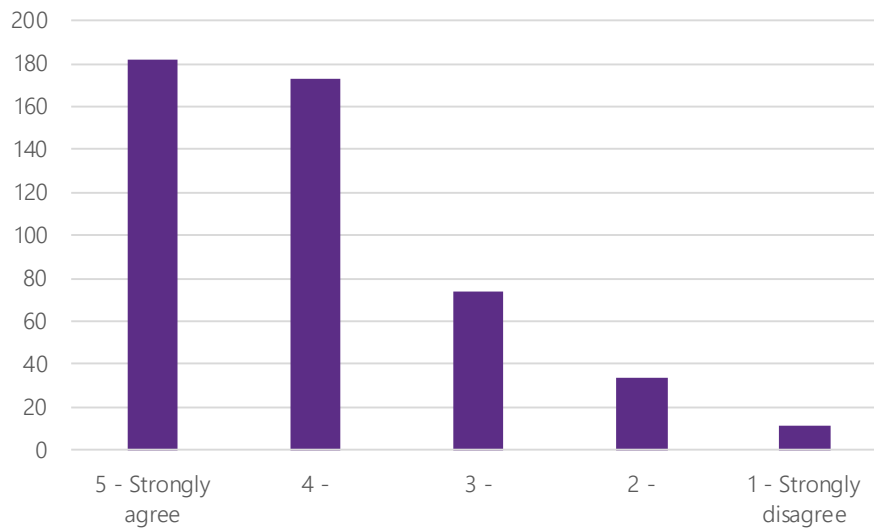
It also became evident that the role of a coordinator needed to be created and so a Chief Advisor was instated, as a part of the Moot HR team but attending all meetings of the MOC and extensively in direct contact with the Camp Chief and different team chiefs and leaders. The Chief Advisor

was a much needed and an invaluable role. This system, of having one coordinator, one local Head Advisor for each EC and one IST Advisor for each Tribe, turned out to be a very successful system. The recommendation is to use this system in the future.

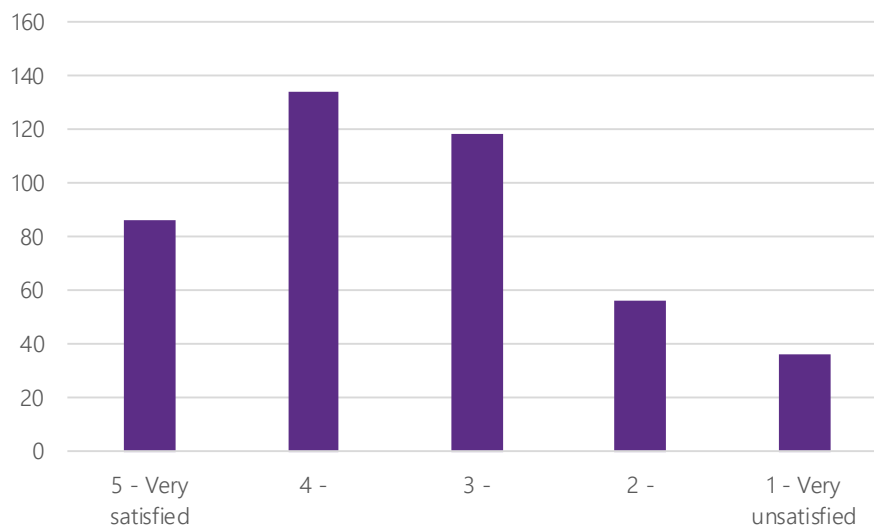
Lessons learnt:

- The Chief Advisor needs to have great communication, people and organizational skills. He or she needs to be an initiator and problem solver.
- The Head Advisors need to be very experienced and able to solve many different issues.
- The Head Advisors should be a part of the EC team but should not be too involved in other tasks at the ECs, such as program, camp issues etc. Information with regard to the role of the Head Advisor in relation to other functions at the EC has to be clear.
- It needs to be ensured that the Head Advisors are well informed about the ongoing issues important for their role.
- The Chief Advisor needs to join all important meetings, including MOC and HOC meetings.
- It is of utmost importance that all Head Advisors and Tribe Advisors use social media, such as Facebook and/or Whatsapp so they can communicate before and during the Moot.
- Preferably, the Head Advisors should connect to their Tribe Advisors before the Moot in order to get to know the group.
- Two hours is suitable for the training of Tribe Advisors but at least one hour should be added in order for the Head advisors to meet with their Tribe Advisors during the training days. It is necessary for the advisory team to get to know each other and plan for the work ahead.
- The system of appointing one Tribe Advisor per tribe and then having 1-2 extra advisors on stand-by at each EC Advisory Team was most fortunate. Thus, for 97 tribes, 120 advisors were appointed. Almost all extra advisors had to step in as Tribe Advisors or to support the Head Advisors when unexpected things turned up.
- Tribe advisors have to speak English. This task is a demanding one, requiring experience in working with the 18-25 age group, social skills, communication skills and problem solving skills. It is impossible to act as a Tribe Advisors and not being able to successfully communicate. In several cases, appointed Tribe Advisors were replaced by one of the extra Advisors due to language issues.
- Tribe Advisors being also CMT members needs to be assessed, as around 30% of the group were not able to attend to the IST training before the Moot. In several cases, the task of being both CMT, IST and Advisor became too heavy, since several CMT issues arose during the Moot that took more time than expected.
- The Tribe Advisor task can be combined with other IST tasks, but no other duties beside the advisor one should be scheduled during transportation days or the first day at the EC as these days are crucial for the Tribe Advisor role.
- The clarity of roles regarding CMT vs. advisory team needs to be thought through. This was evident with issues like incidents requiring hospital care. The communication processes were straightforward at the ECs, with relevant advisors being informed, but became slack at Alþingi where the CMT was often contacted instead, while it was neglected to inform the advisors.
- Generally it was more difficult to retain the needed level of communication after arrival at the main camp site. A recommendation is that Head Advisors are provided with some kind of office space, Advisor HQ, that serves as a communication center at the main camp site.
- Advisors need to have access to the registration system and be able to retrieve and update information such as list of Tribe members, dietary needs, arrival dates and more.
- The Advisors were faced with many challenges related to food, particularly special diets and allergies. It would have been preferable for the Tribe Advisors to have access to a list containing the exact number of people with allergies or special diets in each Tribe. It became clear that not all participants had reported special dietary needs during registration and some actually became vegetarians during the Moot. Some problems related to this would not have risen if a complete list had been provided to the Tribes/Patrols, making it easier to plan for meals.

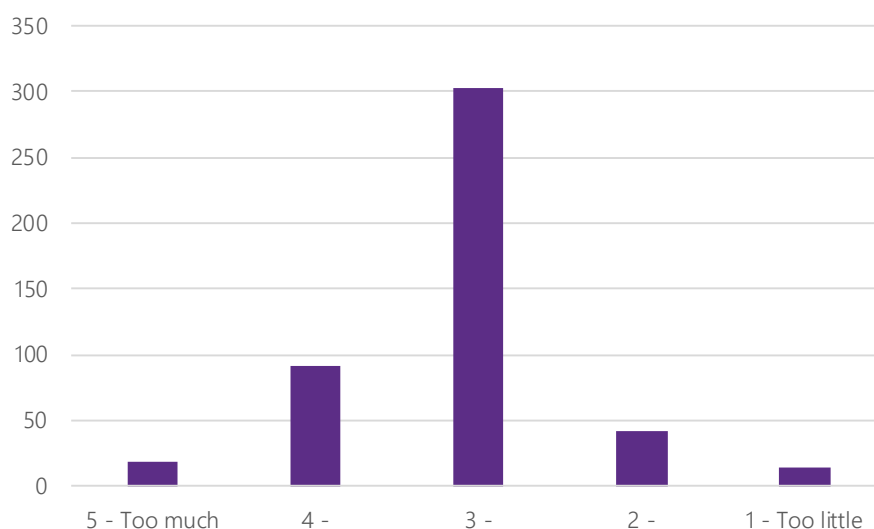
DID YOUR ROLE AT THE MOOT MEET YOUR EXPECTATIONS?



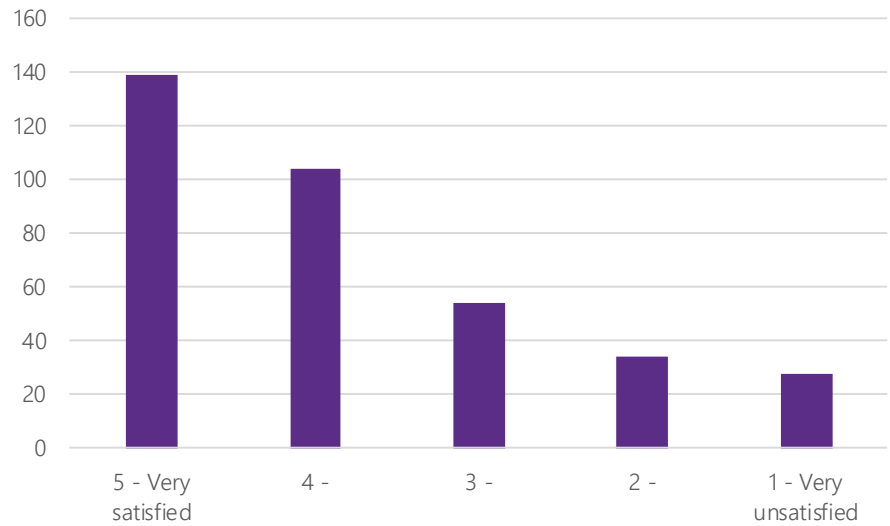
HOW SATISFIED WERE YOU WITH THE TRAINING YOU RECEIVED FOR YOUR ROLE?



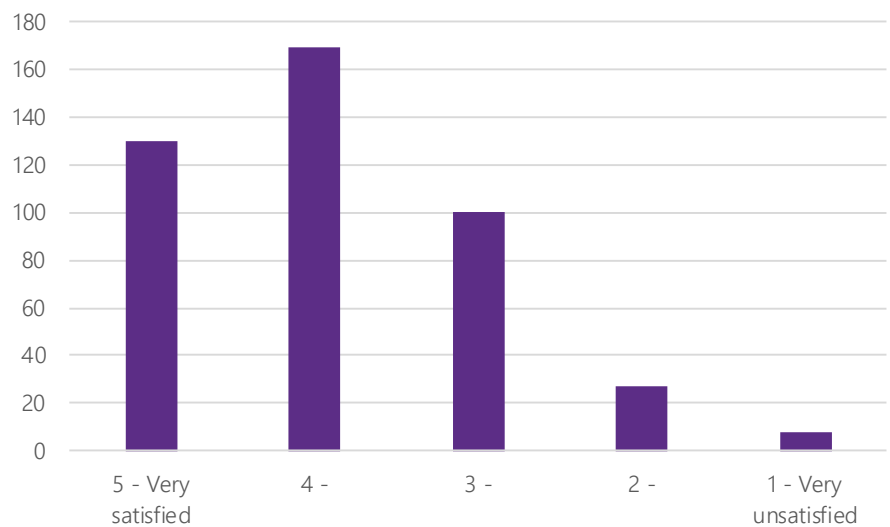
DID YOU THINK YOUR WORKLOAD WAS ?



HOW SATISFIED WERE YOU WITH THE PATROL SYSTEM



HOW SATISFIED WERE YOU WITH THE IST SOCIAL PROGRAM?





Marketing & Communication

Overview

The main role of the Marketing and Communication team (hereafter MCC) was to oversee marketing prior to the event, oversee design, develop the overall look and feel of the event, a camp handbook and the website, along with managing social media, photography, videography and the camp magazine during the event.

Roles and Communication

Roles: Sölvi Melax and Inga Auðbjörg K. Straumland (chiefs). App/Handbook - Sigrún Helga Gunnlaugsdóttir. Photography - Baldur Árnason. Public Relations - Guðmundur Pálsson, Jón Halldór Jónasson and Sölvi Melax. Social Media - Liljar Már Þorbjörnsson. Verbal Media - Inga Auðbjörg and Stefán Rafn Sigurbjörnsson. Visual Media - Þórgnýr Thoroddsen. Information Tent: Jóhanna Guðmundsdóttir. World Scout Center: Þorvaldur Guðlaugsson. Marketing in the early stages: Jón Ingvar Bragason, Hermann Sigurðsson. Proof-reading: Ólafur Patrick Ólafsson.

Marketing

The overall objective of the Moot Marketing and Communication (MMC) was to get 4000 to 5000 people to attend the 15th World Scout Moot 2017, from as many countries as possible from all parts of the world.

The proportion between participants from low income countries (Categories A-B) and high income countries (Categories C-D) was also important in order to ensure a balanced budget of the Moot as the different categories pay a different participation fee.

The promotional campaign was focused on online media as much as possible. Information was made available early on through the website and social media. In addition, the marketing team sent representatives to strategically chosen events, in order to network and provide

visibility.

TARGET GROUPS

WSM participants and IST members participate through a national contingent and cannot attend the Moot on their own. For that reason, the target audience was defined as International and National Commissioners of NSOs, possible participants (18-25 years of age in 2017), Heads of Contingents, International Service Teams, and other interest groups that need to be well informed, such as WOSM World Committee and management team, Icelandic politicians, municipalities, media etc.

The main focus was on the International Commissioners and the National Commissioners, as they are the ones that decide if their NSO sends a national contingent to the Moot and appoint a Head of Contingent.

The secondary focus was that the target groups of participants and IST members become aware of that the WSM is taking place, follow the Moot online, start fundraising and begin preparation, and later register and attend the camp. In return they get an experience of a lifetime in a country that was made to run events like this one, providing opportunities of all sorts in the amazing nature.

Important to note is that for most of the marketing process an estimated 95-98% of those the Moot organizers spoke directly to - which counted around 15.000 people - did not know what a Moot was. Raising the profile of the brand "Moot", thus became a necessity.

MAIN MARKETING OPPORTUNITIES AT EVENTS

A detailed plan was laid out in 2013 to attend strategically important events, as the organizers assessed that direct contact with people would be more useful than communication via ads in scouting magazines, letters, etc. Here are the main highlights:

- **The World Scout Conference** in Slovenia 2014. Three representatives from the Moot attended, and had assistance from members of the Icelandic delegation to the Conference. Each NSO was provided with a formal invitation to the Moot and then contacted and asked to fill out an estimation of participation. The estimation after the conference was that approx. 5000 would join the Moot. A thank you note and a reminder was sent to all NSOs after the conference.
- **Partnership events in Europe.** Moot representatives attended two partnership events in Europe; 2015 in the Netherlands, the emphasis was on partnership with Interamerican Region, and in 2016 with Africa Region. Both hugely successful in getting contacts into the regions.
- **The World Scout Jamboree** in Japan 2015. A team of four took part in the Better World Tent and had the assistance of three IST's speaking French, Spanish and Japanese. Approximately 10.000 scouts were approached and all Heads of Contingent.
- **Interamerican Scout Summit and Conference.** A team of 2 persons took part in those meetings in the years of 2015 and 2016. It proved really important to establish personal contacts and to give first hand information, in addition to gain an understanding of the needs of different NSOs.
- **European Scout Conference.** The Moot had a team of 3 persons responsible for promoting the Moot during the conferences of 2013 as well as 2016.
- **Asia-Pacific Scout Conference.** A team of 2 persons took part in the conference.
- **Roverway in France.** A team of 4 persons took part in Roverway in France in order to promote the Moot in addition to getting an insight into the infrastructure and organization of the event.

Public Relations

PR was led by the Moot Office and the Camp Chief. In the years 2014-2016 the

main focus was on sending out some news facts about the Moot bi-annually, with a focus on possible financial resources or other support for the Moot. In the months running up to the Moot Sigrún Stefánsdóttir, a professional PR consultant, was recruited to direct the PR and how to achieve the mission of raising public awareness in Iceland about the Moot, its purpose and activities. A very successful campaign was run to get specific messages out to different media like TV, Radio, Newspapers. Selected people of the Moot organization and BIS national board were put in the forefront of that campaign.

App/ Handbook

The original intend was to make traditional camp handbooks in two languages, English and French. The material for such a book was gathered from the fall of 2016. Following the successful use of CrowdCompass App at the Educational Method Congress in Kandersteg in May 2017 the Moot organizers decided to use an app instead of printing traditional hand-books for the Moot. The information that had been gathered for the handbook was useful for the app but the app had multiple benefits over a printed book. The benefits of an app over a printed book:

- The ecological footprint is smaller with an app vs. a printed book
- The app can be updated during the event, whereas the book would have to be printed some weeks before the event.
- People tend to have their phone with them at all times, but a camp book often gets lost during the course of the event.
- The app has multiple features that are beneficial to the experience of the participant, such as:
 - An overview of all participants with a personal messaging system
 - An interactive program where the user can bookmark the events they want to attend
 - A fun game that encourages users to use the app
 - An interactive map
 - A push notification system that could be used to alert participants or IST if needed

The development of the app generally went well despite the very narrow time frame available for setting it up. CrowdCompass (an associate of Cvent) offered a fully developed platform which could be used by filling in the Moots design and content. It is a recommendation based on the Moot experience that WOSM will continue the use of an app over a printed book at world events.

Lessons Learnt!

What went well:

- The participants were generally quite happy with the app, found it informative and used it a lot.
- The app looked good with the Moot logos and brand colors.
- The group function proved very valuable, as the Moot organizers could steer which content people saw, depending on their role or location, and send notification specifically to each group.

What could have been better:

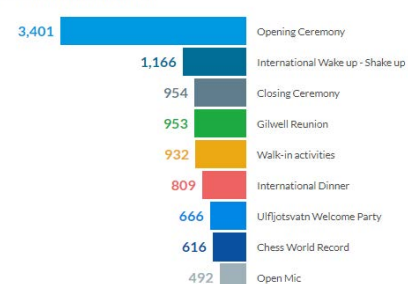
- Despite intend prior to the event, the internet access was quite limited. This limited the use of the app and the satisfaction of the participants.
- Developing the app in such a narrow time frame meant that the MCC had very little time to introduce it to other teams, which meant that the teams did not manage to use it to the fullest extent of its possibilities.
- The app did not seem to work for a number of uses with "outdated" phones.
- The app had a built in game called Click where participants could take photos in certain categories. There was no prize for the winners of the game (which pissed some of the more active players off).
- In order to make information more accessible for those without a smartphone a handbook was

designed with the information available, in A4 intended for individuals to print at home. In the mayhem prior to the start of the Moot it was then decided to print 200 copies of the handbook, to give to the CMTs and the people running the MEP teams. Not much effort was put into it, as it had very few colors and was generally rather cheap looking. The bill however was way, way higher than expected and in the end not all the booklets were handed out.

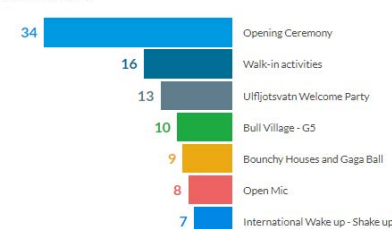
THE APP IN NUMBERS:

- 4,580 users in total
- 2,658 Android users
- 1,804 iOS users
- 129 web users
- 3,740 logged in users
- 25,100 session views
- 158,000 navigation icon taps
- 191,000 minutes open
- 37,300 user contributions
- 47 notifications sent

Top Sessions By Engagement



Most Rated Sessions



An overview of the engagement by day



Design

The original Moot logo and brand was designed by Guðmundur Pálsson in 2010 and redesigned in 2014. It consisted of a logo, two types of font and two main brand colors (orange and purple). The brand was revisioned again a year before the Moot by Inga Auðbjörg K. Straumland and Stefán Rafn Sigurbjörnsson. Two additional colors were added and the hexagon chosen as a graphical element, seeking inspiration from the Icelandic basalt trap rock columns.

The design team developed the following material:

- Logo and Brand Manual
- Logos for each Program Village and other program points
- A badge for the Moot
- Badges for each Expedition Center
- Souvenirs and T-shirts
- Scarfs, badges and woggles
- ID cards and business cards
- Signs, flags and banners
- Social media content

Lessons Learnt:

What went well?

- The orange color originally chosen was a very prominent way to brand the event and infused into all the Moots marketing. It worked very well in the promotion at events prior to the Moot and made the brand cohesive and attention grabbing.
- Picking brand colors and sticking to them quite strictly created cohesion.
- The design team was ambitious in creating a logo for each Expedition Center and Program Village which made flags, signs and other material very impressive.
- The badges were a success.
- The look and feel of the event got a lot of positive feedback.

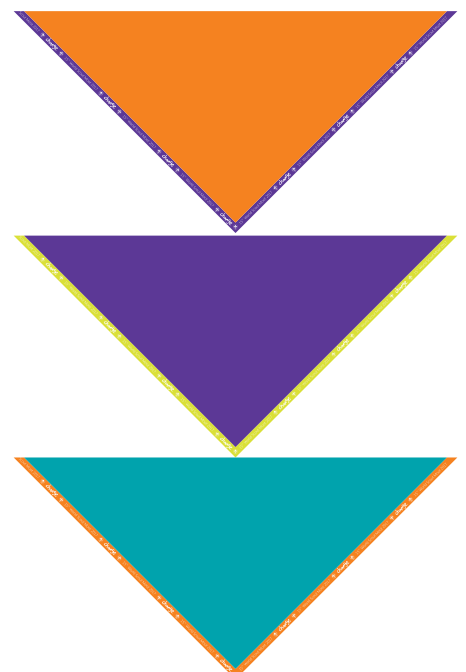
What could have been better?

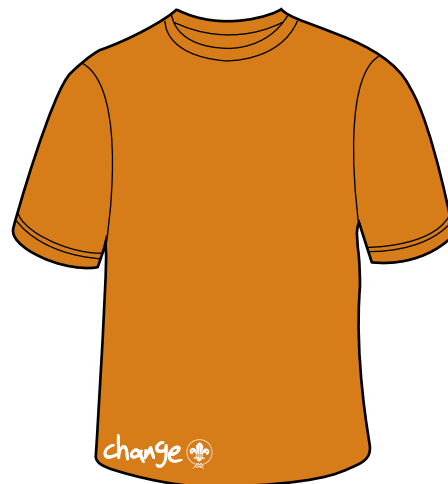
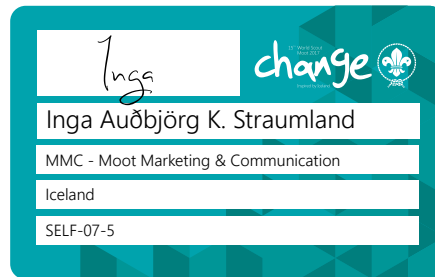
- The logo was designed in haste for the promotional material in the bidding process. Such an event deserves a well thought through design process and could have been developed with more thought and ambition.
- When it came to designing souvenirs it became evident that the logo had certain design flaws, such as very small letters that were not legible

when the logo was printed on small areas.

- The logo was a wordmark, but one might argue that a more iconic/symbolic logo would be more appropriate for a gathering of young people. The scout movement has an affection for symbolism, so integrating that into a logo would have made the logo more versatile and fun.
- Only one of the Program Villages decided to use their budget to produce badges for the attendees of their program. This created confusion amongst participants. It needs to be an either or.
- Badges were not produced for the other program villages and just a limited edition of the expedition center badges. They proved immensely popular and it was decided to sell them in a package after the Moot. A total of 300 badge sets were sold, which is approx 0,06 per attendee.
- The participant scarf was orange with a purple edge and the IST scarf was purple with an orange edge. Although totally different when unfolded, once they were rolled up they looked a bit too similar. Not a big deal but something to keep in mind.

DESIGN EXAMPLES:





Photography

The original intention was to have 11 photographers to cover the 11 Expedition Centers, selecting them from the list of registered participants. In the end 8 photographers were found. The photographers were allocated to one Expedition Center each and asked to plan how to cover as much of the program as possible. Each photographer was supposed to deliver 10-30 pictures a day which was more than enough but also little enough for all pictures to be high quality. The photographers' levels of expertise was diverse and their expertise was different. That resulted in a great team with a lot of talent. 3g routers were used to send pictures to the Media Center at Úlfjótvatn. Dropbox was used for uploading and storing pictures.

Videography

There were problems recruiting in this role for the MMC team. It is a very time consuming role and more than one person started working on it but with limited results. Few videos were made before the Moot but mainly other videos made by others in Iceland were used for marketing purposes, like the Icelandic Academy, Jungle Drum and so on. There was a limited budget for videography but when going through the lists of IST there were highly qualified IST's interested in being on this team and were willing to bring their own equipment. This resulted in great video production during the Moot. One extra camera was rented so there were two cameras. Great videos were made for all main ceremonies and most of the videos were on social media.

DRONES

It was a surprise how many people attended with drones. Originally the believe was that it would be very few individuals but ended up being tens of people. A special drone pass was made and no-one without that pass was allowed to use a drone during the Moot. The Media Center issues these passes and the rules were:

- Be careful and use general common sense

- Avoid flying a drone close to another one
- Do not fly a drone over people or crowds of people
- Respect other people's privacy when flying a drone
- You must fly during daylight hours and only fly in good weather conditions
- The drone must always be within your eyesight
- During larger events, flying is not allowed without a special permission from the Media Center
- Security can stop anyone flying a drone at any time

Ratatoskr Moot Magazine

6 ISTs were selected as reporters. This was their main task for the duration of the camp.

Ratatoskr was the Moot Magazine and it was published in 750 copies (two per patrol and extra for IST) 4 times over the course of the Moot. Two of the issues were 8 pages and two were 16 pages, and publishing dates were every second day, 27th, 29th, 31st of July and 2nd of August. All the issues were then published in a compilation on the last day and handed out to every attendee. The Ratatoskr team consisted of 6 ISTs and 2 MPTs.

Publishing plan:

Thursday 27.7 - 8 pg | quantity: 750
Saturday 29.7 - 16 pg | quantity: 750
Monday 31.7 - 16 pg | quantity: 750
Wednesday 2. ágúst - 8 new pages and the other 3 issues compiled in a single issue handed out to every attendee (48 pg in total) | quantity: 5200

Lessons Learnt:

What went well?

- The magazine looked professional and appealing.
- The team was amazing. The ISTs were selected from the limited information that was provided by the IST registration system. They all proved to be fantastic. A care was

taken to select some ISTs that had English as their mother tongue, which proved crucial to the quality of the written text. ISTs that spoke Spanish were also selected, as it was important to be able to gather information from Spanish speaking participants.

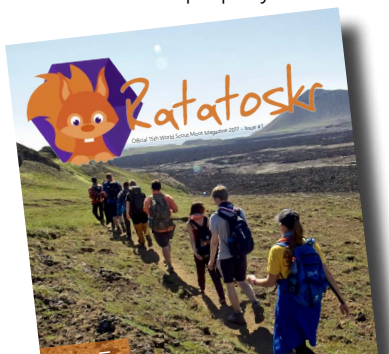
- The team loved their assignment and became very tight and ambitious.
- The idea of cutting down publishing days from 6 to 4 was instrumental in the magazine's success. Every other day is the perfect rhythm, as publishing days often end very, very late in the night.
- The Magazine is a very good source and memorabilia for the Moot. It captures the Moot, events of importance and gives a good idea about the atmosphere.
- There were themes in every issue, which made a red thread throughout the issue and ensured that all the essentials were covered, such as every Expedition Center, all the program points and main events.
- Originally the intend was to have excerpts in French, but it was decided to scrap this idea on the first day of the camp given the few numbers of people who spoke no English and did speak French. Not a single complaint was received. From a practical point of view each issue was ready between 04-07 in the morning and it would have been a real struggle to translate excerpts late in the night.
- Google Drive was used to organize the work and that worked very well. Folders were categorized into drafts, ready to be proofread, ready and finished (already in layout). That meant that the people with the highest level of English could start right away with proofreading.

What could have been better?

- Originally a deal was made with the printing factory to have the magazines delivered in Selfoss (15 minutes away from the main site) instead of Reykjavík (50 minutes away), but they didn't live up to that. This was not a major problem.
- It was hard to communicate to people that the first issues were for sharing and that everyone would get a copy in the end, so many hoarded them the first days which led to some people never seeing a single issue until the last days.
- Magazines were placed in the seats of the buses on the last days, when people were being transported

from the Moot. It was probably the best method of dissemination but some of the buses came back for more participants and through an estimation is that approx 15-35% of the magazines came back and were not picked up. It was highly irregular, and as buses were organized by country, it's safe to assume that culture and language had an effect on the pickup rate.

- The internet was often down during Alþingi, once the majority of the attendees arrived. It was hard for the MMC team to work when it was not possible to share files, browse photos and communicate properly.



Social Media

Facebook was used more than anything else. Initially it was used by the MMC team and then a year before the Moot two french volunteers started working at the Moot office and took over most of the posts on Facebook.

FACEBOOK

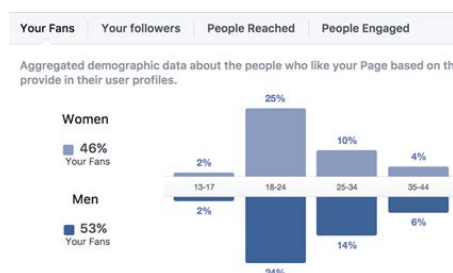
No funding was spent on ads and nonetheless the Moot Facebook page got up to 19k followers, which is believed to be very good. A lot of private messages were received from individuals interested in coming. Prior to the Moot the most common response was to tell them to contact their local NSO, but the queries were also regarding specific activities etc. The Facebook page was therefore a great tool to see what people were interested in and where the focus should be during the Moot.

STATISTICS FOR FACEBOOK

Unfortunately statistics are only available for the two years prior to the Moot, but the number of likes was steadily increasing. Originally there was approximately one post a week, but the closer to the Moot it got the numbers increased. How many depended somewhat on what was happening at the time.

Most of the likes on the Moot organizers posts were from South America. That corresponded with most of the messages coming from South America as well. Representatives of the Moot attended the Interamerica Summit and the Conference which might have had this effect. The 18 - 25 age section is also very active in that area.

Slightly more followers were male than female and in the age group of 18-24 which is the participant age so that should be no surprise.



Total Page Likes as of Today: 19,095



Net Likes

Net likes shows the number of new likes minus the number of unlikes.



Unlikes were few but most of them happened right before the Moot or during the event.



As mentioned before no money was spent on promoting posts so there were no paid posts, despite what is pictured in the image here after. On the 19th of July, a total of 268.599 people were reached in one day.

30/07/2017 23:08		Have you ever tasted vegemite, bubble tea or salty licorice? Learn			23K	21.7K 1.2K	
30/07/2017 18:26		Mister Guðni Th Jóhannesson, pr			13.2K	2.6K 410	
30/07/2017 14:02		The first days of World Scout Mo			113.4K	9.5K 4K	
30/07/2017 10:08		The Second Issue of the Official			6.4K	478 226	
29/07/2017 22:43		"There is no change which is too			29.7K	26.9K 1.1K	
29/07/2017 20:05		Welcoming party at Alpingi! 🇮🇸			34K	2K 900	

TWITTER

Twitter was used both prior to the Moot and during the Moot. In total the Moot organizers tweeted just over a thousand times. The Moot Twitter account had 1,552 followers and 1,508 likes.

INSTAGRAM

Instagram was used quite a bit. Especially for pictures. The Moot organizers posted 181 times and reached 2,794 followers. Unfortunately Instagram has no insight tools with a breakdown of statistics, as the system just has one type of accounts.

The #Moot2017 was the official hashtag. It was a good hashtag and successful on social media. 9,576 posts were posted using that hashtag, many during the event on social walls. The Moot itself purchased a social wall through CrowdCompass. It was an expensive purchase and turned out not to be worth the expense. It is however recommended to future event organizers to have large screens to share media, although the Moot cannot recommend that particular one.

SNAPCHAT

The Moot Snapchat was used mainly in the run up to the Moot. Contingents could request an access for the Snapchat to show their preparation. This was done in the Netherlands, Denmark and Belgium at least. During the Moot some post were shown with live action from the Moot.

SOCIAL WALL

The Moot bought a SocialWall solution from Cvent/crowdcompass. The wall was used on the big screens, both at the opening ceremony and beside the stage at Alþingi. At least one of the Expedition Centers also displayed it on a projector.

What was good?

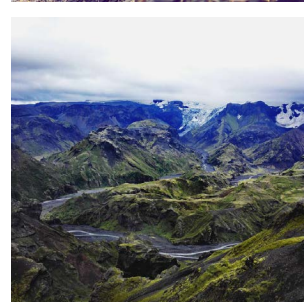
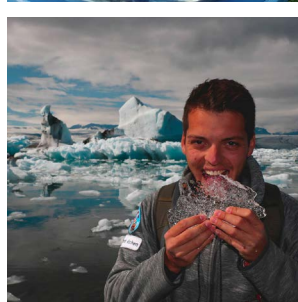
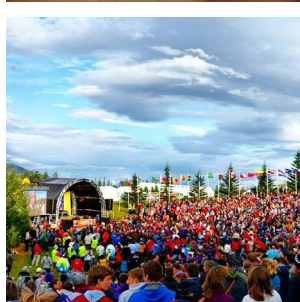
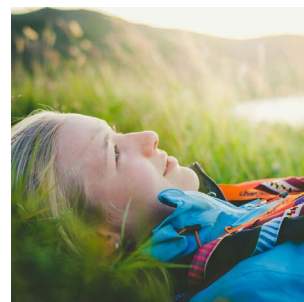
- It was nice to have something interactive during inactive periods in the stage program.
- The SocialWall connected with the Moot app, which was a plus.

What could have been better?

- The Cvent SocialWall was rather expensive compared to other solutions on the market, but did not live up to the Moot organizers expectation, functionality or design wise.

#MOOT2017

Photos taken by participants and marked with the #Moot2017 hashtag.

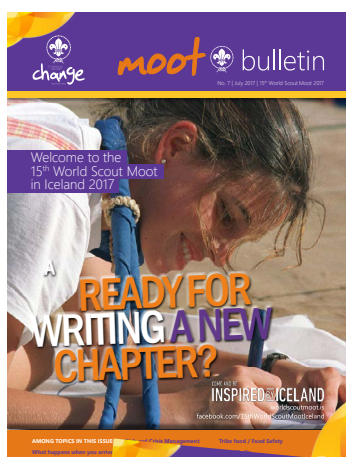


Website

The Website www.worldscoutMoot was designed visually and set up by Guðmundur Pálsson in July 2014, with the content written by the Camp Chief. An emphasis was made to have as much information as possible on the website from the beginning and the site was then updated as the planning evolved.

Bulletin

A total of 7 Bulletins were published. Each bulletin took about 3 months to process: gathering material, writing, proofreading, translation, lay-out and publishing. Officially the two Moot languages were English and French and so the Bulletins were published in those languages. However, given the interest from South America it was decided to add a Spanish version. The Bulletins contained key information and were easy for contingents to use to contribute information to the participants, IST and CMT. In addition to being sent via WOSM's Scoutpak to all NSO's, the Bulletins were published on the Moot website for all to access.



Moot Letters

Regular letters to the Heads of Contingents were sent out from September 2016 to July 2017, in total 9 letters. The main purpose was to get information fast to Heads of Contingents without using the formal communication of the Bulletins. Those letters prove to be a good addition to the other information channels of the Moot.

Young Correspondent/Young Spokesperson

The main idea for the Young Correspondents program at the World Scout Moot was to tell the story of the Moot to those attending the event, as well as to the people of the participants respective home countries. Young Correspondents were supposed to have the opportunity to:

- Provide stories to the media in their home country
- Write articles for the World Scout Moot media (newspaper, website, etc.)
- Use the World Scout Moot social media platforms
- Take photographs and stream activities online
- Learn about media work – how to write articles, use cameras, edit video, etc.

HoCs were asked to fill out applications for those participants interested in the Young Correspondent program, which the Moot organizers then used to select the final group from.

What was done:

- The organizers facilitated a facebook group where there were introductions and short lessons.
- A training session was organized

the day before the opening ceremony where expectations and the opportunities of being a correspondent were discussed. Very few showed up to this session.

- An online communication was on-going while the Expedition Center program was going on, sharing stories, photos and videos.
- Open hours were daily at the main campsite at Úlfjótavatn, where correspondents could meet the facilitator for assistance or request assignments.
- Short lessons in photography and journalism were delivered by members of the media team.

Lessons Learnt!

- There needs to be a very clear structure on how the Young Correspondents create and deliver material, and who receives it.
- To facilitate and support a group of 30 Correspondents takes time and work. The program therefore needs its own facilitator, one or two computers and internet access.
- IST running the program in the Expedition Centers need to know that this program is going on, and be able to help the participants to document their experience and assist them delivering material to the media team.
- Do what is promised. The roles of Correspondents was advertised as way more of a program then when we the media team was assigned the project to facilitate it, causing stress for us to make the best out of what we had with somewhat let down for participants taking part in the program.

Information Center

The Information Center was located centrally and was intended as a hub for all questions raised by attendees. Originally the Information Center (IC) was a part of the Alþingi Program Team, as most questions were expected to be about program. Later it was decided that it should be a responsibility of the Marketing and Communication Team. In hindsight it would probably a good idea to make the Chief Advisor responsible for the responsibility for the Information Center, as

that is probably one of the people with the best overview of what is going on.

An Information Desk was set up at Laugardalshöll, where the opening of the Moot took place. That was essential and extremely important. A lot of attendees had all kinds of problems and the desk came in handy in many ways.

At Úlfjótuvatn, the Information Center was located in a tent centrally.

Lessons Learnt!

What went well?

- Having the Information Center centrally located, near the cafés, worked really well, so that participants waiting for information had somewhere to go in the mean time.
- Having a really dedicated and positive team in the Information Center - making people smile was often a substitute for giving them information!
- Having all main tools like printer and laminator within the Information Cent, rather than having to send and collect printing elsewhere.
- There was a good communication flow between the Moot Organizing Committee, MMC team and the MAP team before the Moot.
- Having people in the Information Centre who could cover a number of languages, as participants found it easier to communicate complex problems in their first language. IST that spoke the languages of attendees who were less likely to speak English, were especially recruited.
- The IST team was fantastic in problem-solving, had the highest service level and went above and beyond to help participants.

Things to improve:

- The definition of what falls under the Information Center needs to be clear very early in the planning.
- The Information Centre should open early (around 6.30, depending on the program of the day) on the morning after participants arrive at the main camp-site.
- During the Moot the communication could have been a bit better; the Information Center learned about changes in some of the program from the participants themselves.
- Changes in programs such as the Spejderman challenge, where participants are asked to go to the Information Center, need to be communicated directly to the Center.
- It would have helped to have a representative at the Head of Contingent meetings as well.
- The Contingent Management Teams needed to be much more visible and contactable. Each contingent was provided with a small tent at Úlfjótuvatn as their HOC headquarters, but very few used them. There was also a working space for them at the World Scout Centre, but few were normally there at any given time.
- ATM facilities and basic pharmacy supplies were not provided on site. These were two of the most common questions that the Information Desk could not resolve and as the main site was not close to a town then these became real issues.
- The Information Center should have had a detailed plan of all activities and what was happening. Especially for activities like the International Day.

Camp song

The camp song, Be Prepared, was written and performed by Kristinn Arnar Sigurðsson.

Lessons Learnt!

What was good?

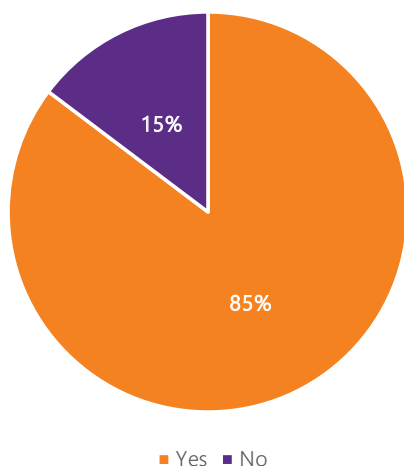
- The recording and song was of nice quality, rather catchy and the playback very lively
- Kristinn is a Scout and thus understands the atmosphere the Moot was trying to convey
- Kristinn brought a band with dancers and drummers to the opening ceremony. The performance was very well received.

What could have been better?

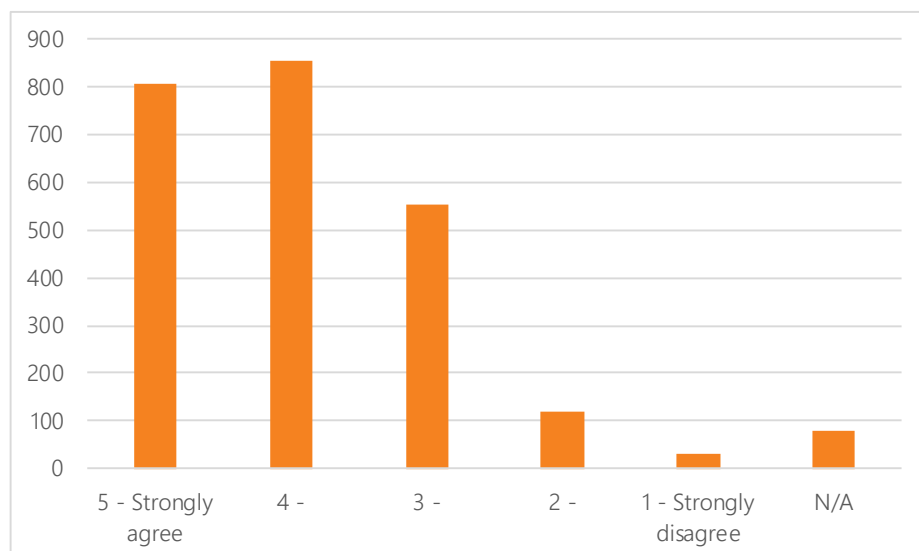
- The song could have been played more often, such as before ceremonies.
- The lyric video lagged a bit and at times it was hard to use it to sing along with.
- The English lyrics should have been proofread thoroughly before production. Some of the phrases were downright awkward.
- The song was played with playback at the Alþingi welcoming party and at the closing ceremony. There were dancers on stage at the welcoming party, which was nice, but not at the closing ceremony. An empty stage with a playback is a bit silly, and it would have been nice to have someone perform (sing) the song live with the playback.
- The verses were in minor and the key a bit too low for a group singalong, so it sounded a bit gloomy.



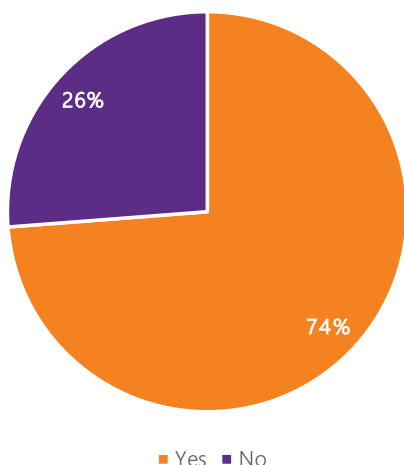
DID YOU READ THE MOOT MAGAZINE - RATATOSKUR?



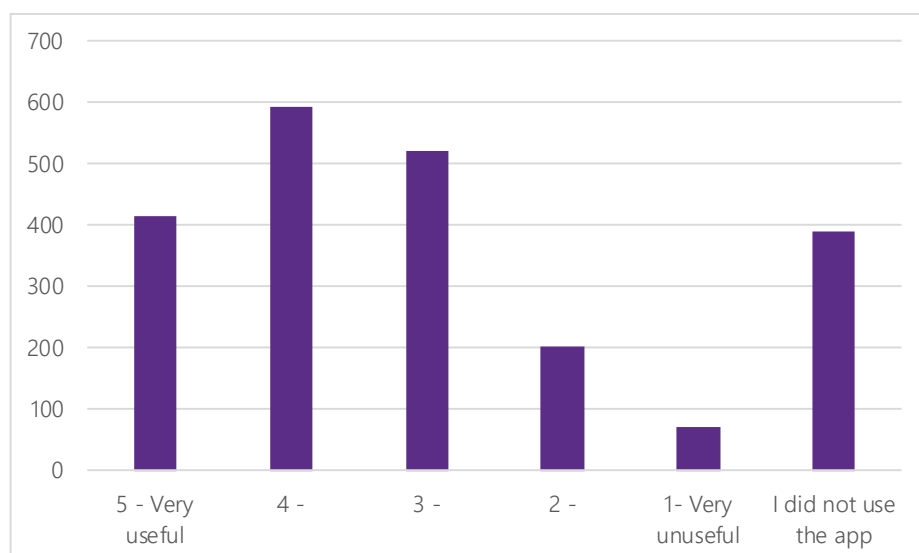
IF YOU COULD CHOOSE WOULD YOU SAY IT'S IMPORTANT TO HAVE THE MOOT MAGAZINE?



DID YOU USE THE MOOT APP?



IF YOU USED THE MOOT APP - WAS IT USEFUL?



I thought the magazine was great! Getting a collection of all of the magazine at the end of the Moot was a really nice touch, and it's amazing to have all those memories all in one place.

- From Evaluation Survey



Infrastructure Support

Overview

The main responsibility of the Moot Infrastructure and Support team (MIS) was to prepare the campsites and manage the main one, set up and operate infrastructure, oversee logistics and transportation, provide equipment and ensure the health and safety of the attendees.

Roles and

Communication

Roles: Davíð S. Snorrason (chief) and Þórolfur Kristjánsson (assistant chief).
Úlfjótswatn: Jakob Guðnason (team leader), Ásgeir Ólafsson, Örvar Ragnarsson, Hreiðar Oddsson, Guðmundur Sigurðsson, Ragnar Prastarson. Transportation: Gísli Örn Bragason (team leader), Ásgeir Björnsson, Sævar Öfjörð Magnússon. Environment: Haukur Þór Haraldsson (team leader), Tryggvi Felixsson, Brynjar Hólm Bjarnason. Equipment: Hjálmar Hinz (team leader), Salbjörg Kristín Sverrisdóttir,

Brynjar Tómasson. Health and Safety: Kolbrún Reinholdsdóttir (team leader), Herdís Sigurjónsdóttir, Guðrún Lísbet Nielsdóttir, Finnþogi Jónasson, Vigdís Björk Agnarsdóttir.

Úlfjótswatn Campsite

The Úlfjótswatn team was responsible for the organization and operation of the main campsite.

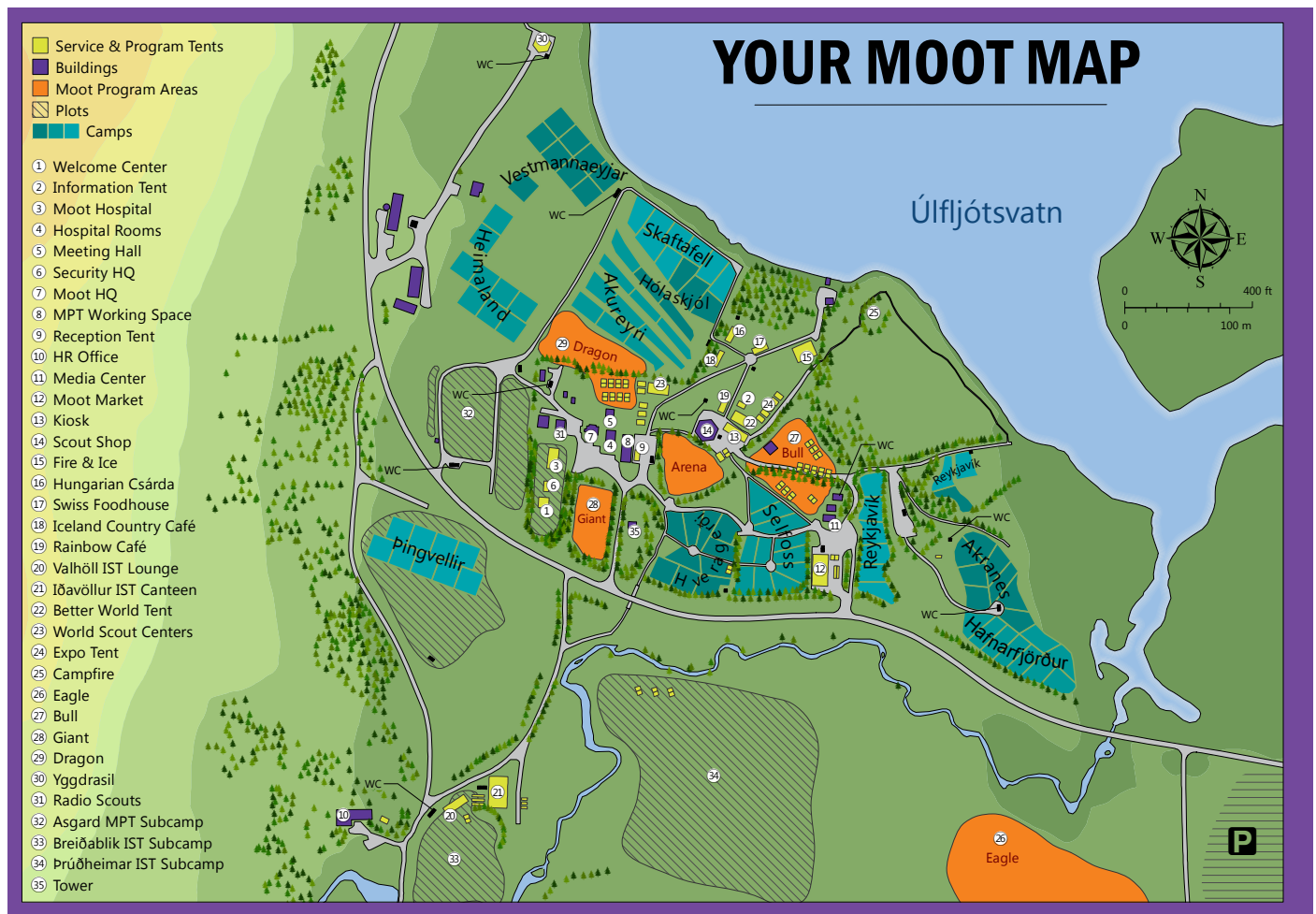
THE SET-UP

The team worked on the preparation of the campsite in cooperation with the Úlfjótswatn Scout Center in the run up to the Moot. The set-up of the campsite at Úlfjótswatn infrastructure started 10 days before the opening of the Moot. The main focus was to put up the main constructions, such as the site service center and the IST Canteen. The second phase was to set up the central operation with the main stage, the Scout Shop and cafés. Program teams were responsible

for setting up their own tents but the Úlfjótswatn team assisted when needed with electricity and water. The team had several challenges, including heavy wind during the set up period which slowed the process down.

DECON- STRUCTION

The clean up of the campsite started right after the closing ceremony. The main focus was to take down and clean up the subcamps and program areas first and then all Moot service facilities. A central task allocation team was stationed in the center of the camp and IST was organized in groups that went with team leaders to clean up specific areas. This went all quite quick and well. The main bottleneck was the central service center where all the gear had to be sorted to be sent back to storage or suppliers in Reykjavik. Another factor was that the weekend after the Moot ended was a popular holiday and camping weekend for Icelanders, or one of the busiest weekends for the Úlfjótswatn Scout Center as the site caters to the public as well as the scouts. A big pressure was to quickly finish all areas and a decision was made on the 4th of August to stop the clearance of the site in order



to make room for the public. At that time most of the clean up had taken place, but things still needed to be sorted and sent off site. The clean up was resumed after the weekend, finalized by the end of August and all material sorted, delivered back to suppliers or stored in a warehouse of the Icelandic NSO.

LAYOUT AND MAP

Ragnar Prastason made the layout of the campsite in cooperation with the Moot Office who provided the number of participants and need for service areas, following consultation with all the different teams. It was a big challenge to make sure to have enough space to meet all the requirements. The final layout was not ready until about a month before the Moot, even if preliminary options for a layout were ready a couple of years before the Moot. Tests that were run during the National Jamboree held in 2016 gave a valuable insight into how best to utilize the campsite for the operation of the Moot.

SERVICE CENTER

A service center was set up for logistics and food distribution.

SANITATION AND SHOWER FACILITIES

An estimation was made that the Moot required one shower per 200 attendees and 1 WC per 50 attendees. This was in excess to the standards set in Icelandic laws.

The campsite has 13 permanent showers and 44 permanent WCs. Temporary showers were added next to the IST camp (10 in total) and next to the campsite main service block (10 showers). The campsite is connected to the local geothermal water system so there was no shortage of hot water and the amount of showers was sufficient.

Toilet blocks were not evenly distributed through the campsite, meaning that some subcamps experienced lines during rush hours. This was due to the fact that the

Moot was not able to ensure enough portable toilet blocks due to high demand in Iceland, where the tourist industry grew by 30% each year in the years prior to the Moot.

WI-FI

The intention of the organizers was to provide internet access onsite, as it was being utilized in program and through the use of a Moot app instead of a handbook. Each participant received 300MB free and cards with extra credit were being sold at the campsite.

In the end the equipment that had been bought to handle the internet traffic was not set up in full and the wireless internet available was not able to handle the situation. The mobile network broke down, meaning it was difficult for the attendees to get online, but it also caused havoc for the service tents selling services or accepting cards as the POS system used to process payments went down.

I was incredibly, unbelievably happy that gender-neutral toilets were available, for me as a non-binary person it made a world of difference. Neutral showers would also have been nice. I was lucky enough that the staff at my expedition centre sorted out something for me because no neutral bathrooms were available there.

-From Evaluation Survey



Transportation

The Transportation teams role was to oversee the transportation of people, personal gear and tribe equipment to and from the Expedition Centers and from Úlfjótstvatn to Reykjavík after the closing of the Moot.

PRIOR TO THE MOOT

The majority of the common gear for tribes (tents, cooking equipment, gas) was transported to the ECs the weekend before the opening of the Moot. The plan was mostly carried forward by the Moot Office and the leaders of the ECs.

25 JULY - THE OPENING CEREMONY AT LAUGARDALSHÖLL

Participants that prior to the Moot stayed at school accommodation arranged by the Moot, used public transport to get to the venue, but all personal gear was transported with trucks to the Laugardalshöll Sport Center where registration and the opening ceremony took place. When participants arrived to the sport center they found a space marked with their EC and tribe and left their personal luggage there. All food for the tribe was already in the marked area and from that point onward the tribe became responsible for transporting everything with them. Detailed description of the plan can be found here.

After the Opening Ceremony each EC left the hall in a specific order that facilitated the departure of the groups to the Expedition Centers. In determining the order of departure distance of the EC from Reykjavík, ferry connections and efficiency were key elements. Participants picked up a packed lunch, then went to their tribe space to pick up their personal luggage and shared gear and then went to their designated coach. There were 51 coaches in total, doing 81 trips, transporting 3800 attendees. 400 participants used local transportation and 400 walked to their EC in Reykjavík. Each coach had 48 participants on average. In most cases, the shared gear went on the coaches with the participants, but the Reykjavík EC gear was transported with trucks and a container was sent to the Vestmannaeyjar EC.

Time	Number of people departing
11-12	1343
12-13	1303
15-16	1228
17-18	260

The overall organization of transporting participants to the EC went according to plan. A few weeks before the Moot it became clear when discussing with the service providers that the Moot could not get the number of coaches needed and therefore the plan was revised so that 27 of the 51 coaches did 2-3 trips with the average of 48 passengers. The decision to transport food and tribe equipment with the coaches, instead of transporting it directly to the EC with trucks might not have been the best one. Due to the large amount of personal gear the space in each coach filled up very quickly and measures had to be taken to solve the situation on the spot, resulting in more complications than needed.

TRANSPORTATION DURING THE EXPEDITION PROGRAM

During the expedition half of the Moot, the transportation team oversaw the daily communication with the bus companies about the transport need for each day and changes that happened during the program. Each EC was given the option of two coaches for their program operation. The length of the service each day - or the number of trips, distance travelled and hours of service - was not communicated clearly enough prior to the Moot to those organizing the expedition centers and program, with the implication that too much was planned for each coach each day, resulting in one EC suddenly amounting up to 25% of the total transportation budget for the Moot.

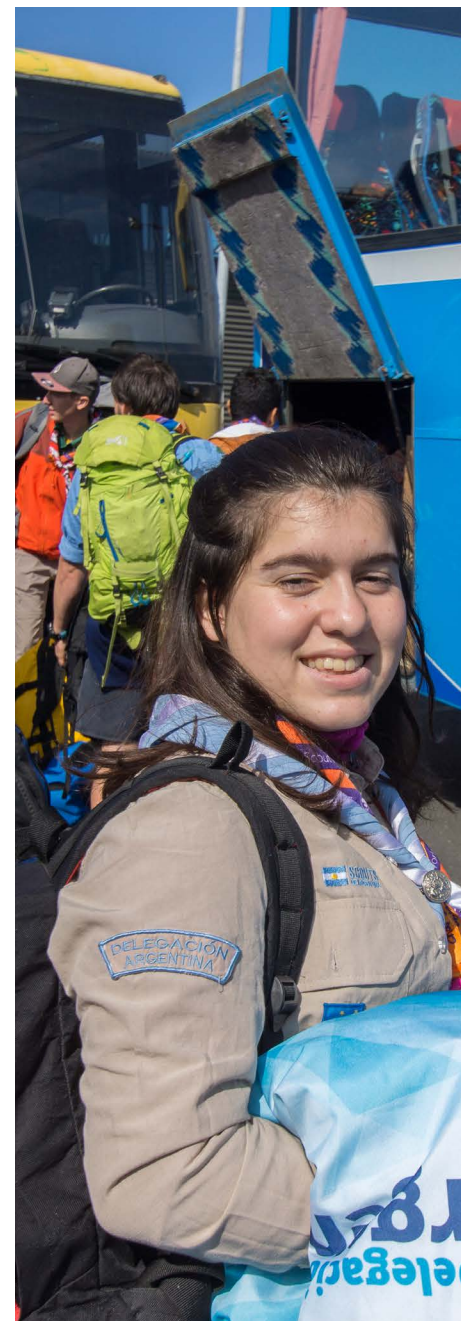
FROM THE EXPEDITION CENTERS TO ÚLFJÓTSVATN

The original plan was changed due to the learning curve of the first day and each EC had one truck transporting common gear to Úlfjótstvatn. That plan worked really well and all equipment arrived at the same time as the participants. The first groups arrived at Úlfjótstvatn at 9 AM and the last around 6 PM.

TRANSPORT FROM ÚLFJÓTSVATN

Participants were transported from Úlfjótstvatn to the Laugardalshöll in Reykjavík from 6-10 PM on the 2nd of August and 8 AM to 2 PM on the 3rd of August. Half of the participants wanted to leave the site on the 2nd of August, preferably with the first departure. This caused some confusion due to the very limited space for departures but the transportation team managed to organize and utilize the space in order to meet those wishes.

The transport to Reykjavík was included in the Moot fee but contingents could book transportation directly to Keflavik International Airport for an extra fee. Transportation worked well and all plans worked out.



Environmental Action Plan

An Environmental Action Plan was published and implemented in 2015. The purpose of the Environmental Action Plan was to minimize any risks of environmental harm. Objectives and targets were set for environmental performance. The Environmental Action Plan was applicable for both the main event at Úlfjótavatn and the ECs.

THE MANIFESTO ON ENVIRONMENT AND SUSTAINABILITY

An Environmental Sustainability Manifesto addressed the scope of the Moot operations and its environmental impact. It included information on location and sensitivity of the local environment, environmental impact, activities, products, services and facilities.

These actions were met:

- An accurate scope statement addressing the extent of the Moot's operations.
- Commitment to continual improvement in environmental sustainability.
- Commitment to legal compliance and to other requirements.
- The highest level of the Moot organisation, the Moot Organizing Committee, adopted the Policy. The commitment to Environmental Sustainability was an integral part of the organizers' scope of work.
- The Policy was promoted and communicated to all participants of the Moot, its organizers, the staff and all suppliers of products.
- The Policy was publicly available on the website, in the app and in bulletins.

These actions were not met:

- Commitment to give preference to products and services of local origin, and follow fair trade principles. It was discussed but found difficult in implementation.
- There was little evidence of preference for procurement of local and/or

eco-labelled food, goods, other consumables and services.

Lessons learnt:

A policy is a good guidance. To work, it must be an integral part of the Moot management. Even though Moot organizers read and understood the policy, action has to follow.

COMMUNICATION

Effort was made to make conservation efforts and environmental work enjoyable and interesting. This was especially true in the Bull Village. Activities and information in the tents were motivating and inspiring. The main objective was that participants would take home more knowledge about the way mankind interacts with the environment and how they can, through their actions, reduce the negative impact on the environment. This objective was met in our opinion.

Action items

- An environmental educational plan was developed and published for IST. It was used in the IST training to some extend.
- Environmental information was published on the website prior to the Moot initiation.
- Participants did not sign the environmental sustainability manifesto as planned. However, in the registration process the participants and IST did sign that they had read information material prior to listing up.
- The Moot Alþingi Program committee cooperated, especially the Bull Village and the GDV.
- Information on environment and conservation was part of the information for IST
- There was environmental information on public display for participants.

Lessons learnt:

- Communication is probably the single most important action. Clear messages are essential for success. The Moot could have done better. More signs with simpler messages would have resulted in better waste recycling for example.
- The participants were ready and interested to learn and take part in environmental conservation.

COMPLIANCE

The MOC made effort to comply with all

applicable regulatory requirements for legal operation, including environmental management, quality management, health and safety.

Action items met:

- The Moot complied with all relevant laws and legal requirements. All requirements of environmental, health and safety authorities were met as far as the Moot organizer know.

Action items not met:

- All applicable regulatory requirements were not collected in the legislation register as planned. It was supposed to include copies of permits, licenses and agreements, records of compliance and correspondence with regulatory authorities.
- There were initial plans to have the Moot certified as eco-friendly. However, it was not possible to find any official body to conduct the certification and so that plan was not carried out. The Úlfjótavatn Scout Center however finished their work with Vakinn - the official quality and environmental system for Icelandic tourism, and received their certificate on on July 17th .

Lessons learnt:

Contact should be taken with relevant authorities in time. The environmental team learned shortly before the Moot that all permits had not been applied for.

RISK ASSESSMENT

The Moot organizers considered the likelihood and severity of potential impacts (risk assessment) including the ability to prevent and/or mitigate impacts should they arise. It identified possible accidental situations that could have an environmental impact.

Action items met:

- There was a process in place to respond to accidents and emergencies and to prevent and/or mitigate associated impacts (Health and Safety Team).
- MPT and IST received training before the Moot to meet the requirements of the Environmental Action Plan with respect to their duties (including emergency procedures and environmental incident reporting).
- The environment team ensured that all organizers and IST knew of and

understood the Manifesto and the commitment to, and responsibilities for, implementing the Action Plan.

Action items not met:

- Procedure for dealing with non-conformity and appropriate corrective and preventative action to meet conformity requirements was not developed as planned.
- The environmental impact of the Moot was not assessed using LCA (life-cycle assessment) methods. There was initially an agreement with the University of Iceland to conduct the assessment. They however did not fulfill their part.

Lessons learnt:

Trying to foresee emergency situations can be of importance. It is a difficult task and it would have been better to have a specific or a few specific individuals conduct the risk assessments rather than relying on the many team leaders and others as was done.

DATA COLLECTION

Data was collected and recorded to assess the environmental impact of the Moot and the effect of the environmental conservation measures.

Data collection included to the extent available:

- Energy Consumption data
- Potable Water Consumption data
- Water Saving data
- Waste Sent to Landfill
- Waste Recycling data
- Environmentally Harmful Substances
- Management of Freshwater Resources
- Wastewater management
- Ecosystem Conservation and Management measures where explained in the Global Village.

Estimated environmental impact
(Calculated carbon footprint):

Carbon Equivalent (tons)	Carbon Offset (number of trees)
67	625
4300	40000
11	99
4378	40724

ENERGY EFFICIENCY, CONSERVATION AND MANAGEMENT

Emissions (sources such as transport) were

assessed using online calculators and estimated numbers of trips. Procedures to minimize impact and implement carbon offsets were not clear.

Action items met:

- The use of renewable energy was be maximized in the form of hydroelectricity, which is eco friendly in Iceland. Fuel burning vehicles and machinery were be replaced with bicycles and electronic cars at Úlfjótavatn.

Action items not met:

- A program to offset the carbon generated by greenhouse gas emission was not developed. However, there was a limited tree planting program offered to the participants in cooperation with the The Icelandic Forestry Association.
- There was no evidence of the Moot organizers minimizing energy use, ensuring that the energy supply was sustainable and, where practical, using renewable energy. Use grid electricity (hydroelectricity) and choose means of transport that reduce energy use.

MANAGEMENT OF FRESHWATER RESOURCES AND WASTEWATER MANAGEMENT

The Moot committee established efficient use of the freshwater supply and minimized the consumption of freshwater resources.

Action items met:

- The freshwater was from a sustainable source
- There was a program in place to ensure water conservation as much as possible. All sewage water was disposed of in an ecofriendly way and with the blessings of the environmental authorities.
- Low/dual flush toilets implemented to extent feasible.
- Low flow tap/faucet fittings implemented where possible.
- Low flow shower fittings implemented where possible.
- Grey water and wastewater was treated onsite.
- The Moot organizers did treat wastewater/sewerage and discharge effluent in a manner which will cause the least ecological harm and to a

recognized standard. The level of treatment depended on the location.

Action items not met:

- Regular maintenance schedule was not being implemented and there was no formal maintenance schedule. There was however IST that attended to it during Moot.
- Rainwater was not collected. Such means are not necessary in Iceland.

ECOSYSTEMS CONSERVATION AND MANAGEMENT

Moot events occurring in or near natural ecosystems have the potential to affect those ecosystems. The organizers and participants were to be informed about conservation requirements for any local wildlife and/or natural ecosystems.

Action items met:

- The Moot ensured that any disturbance of natural ecosystems was minimized. This was done with information.

Action items not met:

- The Moot organizers did not ensure that maintenance, refurbishment, replacement and construction materials and replacement vehicles, vessels and equipment were chosen for their eco-efficiency and that their use was sustainable. Apparently environmental issues where not the primary concern when purchasing for the Moot. Some evidences for environment best practices, were however noted, for example the dishes and cutlery for the IST Canteen.
- The Moot did not ensure the purchase of local and fair trade goods and services.
- The Moot did not put up signs to guide both IST and participants from vulnerable areas and minimize disturbance of wildlife.

Lessons learnt:

- Responsible purchasing is an important part of environmental conservation. The Moot could do much better in this field.

SOLID WASTE MANAGEMENT

The Moot organizers implemented a waste

management plan in order to minimize the production of any solid waste and ensure that disposal will not have an adverse environmental impact.

Action items met:

- The Moot reused and recycled waste.
- IST and participants were educated about the measures and how they could support their implementation.

Action items not met:

- Utilizing organic waste through a management program such as composting. Waste was however sent to compost.
- Waste was not minimized by considering the packaging of materials. Up to a point reusable goods were utilized rather than disposable ones. This could however have been done with more enthusiasm.
- Most containers used were recyclable (like cardboard boxes), cutlery and food ware. However, using for example polystyrene boxes as coolers is not environmental best practice.
- Recycling was made easy and accessible by placing labelled containers in strategically optimal places. Labelling could however have been much better.

Lessons learnt:

- Environmental conservation is in the mind of many the opposite to practical. The leaders must decide and the rest must follow. In the case of the Moot, there were too many decision makers along the way, some of those not interested in the environmental conservation.

MANAGEMENT OF ENVIRONMENTALLY HARMFUL SUBSTANCES

The organizers vowed to identify, store, distribute, transport, dispose of and use harmful substances in a manner, which minimizes the risks of ecological harm and is in accordance with local regulations or international standards. Where possible, the organizers ensured the procurement of environmentally preferable products and services.

Action items met:

- IST (whose duties involved handling harmful substances) were aware of the storage, handling and clean-up requirements.

- Organizers ensured that the disposal of any environmentally harmful substances would not cause ecological harm. Attention was paid to the disposal of waste oil, batteries, any toxic chemical containers, and sewage or water treatment plant sludge.
- A spill kit was purchased for the event.

Action items not met:

- Material Safety Data Sheets (MSDSs) were not collected for each potentially harmful substance stored on site. There was however MSDS collection at Úlfjótssvatn.
- There is a bulk container at Úlfjótssvatn Scout Center not fulfilling regulations.





SHARED TRIBAL EQUIPMENT

- | | |
|---|---------------------------|
| 1 | cooking tent 4m2 |
| 2 | gas stoves w. 2 hotplates |
| 3 | pots |
| 1 | frying stove |
| 2 | cutting boards |
| 4 | sharp knives |
| 1 | soup spoon |
| 3 | ladles |
| 1 | spatula |
| 2 | serving bowls |
| 1 | tray |
| 1 | water canteen |
| 1 | sieve |
| 2 | dishwashing basins |
| 3 | dishwashing brushes |
| 1 | dishwashing liquid |
| 4 | cloths |
| 4 | drying cloths |
| 1 | scissors |
| 1 | peeler |
| 1 | pliers |
| 2 | matchboxes |
| 1 | box |
| 1 | first aid kit |
| 1 | fire blanket |
| 1 | extinguisher |
| 1 | table |

Central and Shared Equipment

The Central and Shared Equipment team started preparation early 2015. The team tested several different options for tribe equipments during the planning phase. Based on requirements the Moot Office started negotiating early 2016 with potential suppliers but final agreements were made early 2017 when registration numbers became clear.

Lessons Learnt!

- In large part the calculation of needed equipment turned out to be good and equipment bought sufficient for the Moot. Few things should have been considered:
- Testing was not possible as the equipment arrived just in time for the Moot.
- The amount of work needed to sort out the equipment was way more than anticipated.
- Stoves were not fine tuned when they arrived, resulting in groups running out of gas sooner than expected and the cost of the gas being more than expected.
- Cooking equipment should be provided for example vegetarians/vegans or those with special needs in food. At the Moot they were expected to share the equipment with their tribe, which was not efficient due to the size of the equipment but also the time it took to cook several rounds of food items.

Health and Safety OVERVIEW

The role of the Health and Safety Team was to strive to keep participants as safe and healthy as possible during the camp. First Aid Points (Expedition Centers) and

the Moot Hospital (Alþingi) were staffed by medical professionals and/or volunteers with extensive first aid training. Both were open 24 hours. Ambulances were available at Úlfjótstvatn and in all Expedition Centers where there was a significant distance to the nearest medical facility.

ORGANIZATION

A three year preparation time gave the Health and Safety team a chance to plan well and look into several factors on the way.

In WOSM's Guidelines for hosting world events one of the requirements is to deliver a risk assessment two years prior to the event. The assessment was developed to meet that deadline but then subsequently underwent further development up to the time the Moot started. The outcome was a very solid plan that proved very useful during the Moot.

All emergency response services in Iceland were notified that the Moot would be held and communication and cooperation was initiated with the national emergency services; the police, healthcare authorities and Emergency Alert 112.

A *Moot Crisis Management Team* was registered in the national safety database and got notifications if something was happening in the area of the Expedition Centers or Úlfjótstvatn.

Lessons learnt!

- The Health and Safety Team could have delegated the tasks during the Moot in a better way and split the responsibilities for first aid, security and other matters in general. However, it was beneficial that the whole team was very much involved.
- The team had planned to be present during the dates of the Moot, but not the days before and after which proved to be a necessity.
- A representative of the HST should have been present at the Moot Organizing Committee meetings for a better flow of information.

VOLUNTEERS AND EQUIPMENT

Security was staffed with 12 ISTs at each EC and 1 Icelandic leader, a total of approx.

400 ISTs. When arriving to the main camp at Úlfjótavatn the security was split up into teams of three, each team working on shifts together.

The amount of staff for the first aid proved insufficient but was solved by adding IST where needed. During Alþingi, extra volunteers from the Icelandic Search and Rescue Teams (ICESAR) and the Red Cross joined up. Each shift at Alþingi had 14 people working.

The Listening Ear Program was staffed with carefully selected IST. There were 1-2 listening ears for each EC, 18 in total, who worked in close cooperation with the first aid. At the main camp they were allocated shifts from 8 AM to 10 PM.

Equipment was supplied by the ICESAR teams and the Red Cross. The Moot bought some additional equipment that was all donated to the two organizations after the Moot.

There were issues with getting ICESAR to provide volunteers for the first aid posts in EC Reykjavík, Selfoss and Hólasbjóll and the main camp at Úlfjótavatn. Agreement was made with the Icelandic Red Cross to service these posts with equipment, manpower and ambulances.

RISK ASSESSMENT

Each EC management team was asked to do a risk assessment on their area according to a questionnaire sent out. Some answered promptly while others did not reply despite repeated requests.

IST TRAINING

IST that had been allocated tasks within first aid, the Listening Ear Program or security received training during the first days. The Red Cross was responsible for the Listening Ear training, but due to a communication error the training was not on point and the IST complained that it did not prepare them well enough for the job. This was solved by contacting the leaders of the Expedition Centers and they were asked to go through what was expected in more detail.

THE MOOT HOSPITAL AND HEALTHCARE

Total visits to the Moot hospital during the Moot were 1300. Some of the visits could have been avoided with better information as participants were often looking for band aids, sunscreen, after-sun, painkillers or other medicines.

The IST who joined the team were well trained and had good experience in the field. After each shift there was a meeting with those who were finishing and those who were starting the shift and information given about the status. All in all it worked out very well.

The Listening Ear should have been more involved in the Moot Hospital and could have joined the status meetings at the end of each shift.

Local doctors were on call, and this was important as this saved participants a considerable amount of time and money as the Moot Hospital staff could in most cases take care of the matter instead of sending them to the local healthcare. In total 10 persons were put in quarantine due to stomach issues. A special isolation ward was set up in order to prevent the illness in spreading at the campsite. The need for first aid at the Laugardalshöll Sport Center was not identified until at the last minute in the teams preparation. A plan was made last minute but this could have been foreseen.

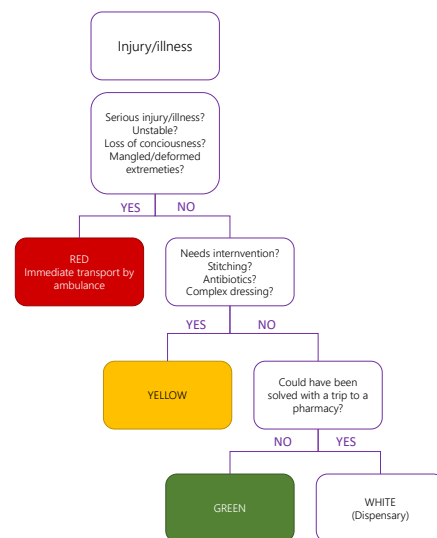
It became evident early on that some of the attendees were unfit for participation in the Moot due to mental health issues. All matters were handled through the contingents but could have been avoided with a better check by the contingents beforehand.

STATISTICS

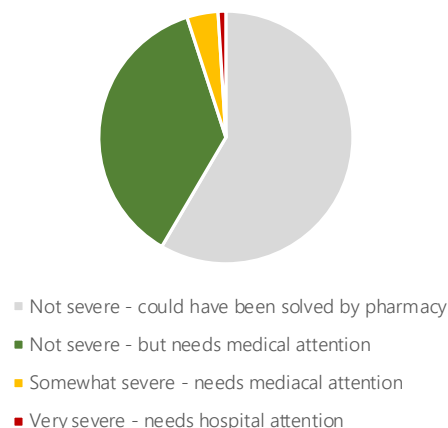
The total visits to the first aid posts and the Moot hospital were as follows by dates.

Most of the people who visited, or 85%, were participants, aged 18-26 years. IST, 26-40 years old, came second with about 11% visits and others amounted to approx. 4%.

INJURY ASSESSMENT CHART



SEVERITY OF INCIDENTS:



Security

The main task of the security team was to monitor the camp, be visible at large gatherings and try to prevent trouble. Security also assisted with the arrival and departure of participants. A few incidents came up during the Moot. All was dealt with and registered.

Special Needs

The Health and Safety team had the task to go through the special needs requests and health issues. Four individuals used wheelchairs and arrangements had to be made, including special beds, showers and toilets. These individuals were allocated to the Reykjavík Expedition Center, as it was the most accessible one. It is the opinion of the Health and Safety Team that the matter should have been handled by a different team, as this is not a direct matter of health and safety.

Lessons

learnt

WELL DONE

- The IST working with security, the Moot Hospital and Listening Ear were helpful and diligent.
- All the teams plans worked out well and served the purpose.
- Transportation of people to and from the Moot was well planned.
- Communication and cooperation with the Red Cross, the national emergency services, police, healthcare authorities and such external bodies was good.
- The cooperation with Úlfjótstvatn Scout Center was very good and it was important to have access to washing facilities for those who got ill during the Moot.

THINGS TO IMPROVE

- The Listening Ear Program was not a high priority in the planning phase and the training was not sufficient. Should be given more attention.
- Too many visits to the Moot Hospital for minor things that could have been taken care of in their subcamps.

- Ensure to have the first aid post open on the day before and after the Moot
- CMTs were often not available when needed. A solution to this needs to be sorted out.
- The flow of information between the MOC and the HST could have been better.
- The HST should have been informed earlier about specific program points that needed extra response. This was the case for the Spejderman challenge and informal events, such as the rugby match between Australia and UK. It is of course hard to monitor all initiatives made by participants, but some of them are reoccurring (such as the rugby) and it would be good to try to obtain information from the CMT about such initiatives.
- Difficulties in manning the healthcare services at the Moot.
- The registration of the health issues of participants could have been more detailed.
- Responsibility for people with special needs was not clear in the Moot organization.





Finance

Roles and Communication

Roles: Anna G. Sverrisdóttir (chief) and Hermann Sigurðsson (chief). Members: Jón Svan Sverrisson, Ásta Ágústdóttir and Danfríður Skarphéðinsdóttir. Supporting staff: Jón Ingvar Bragason, Páll Árnason and Hanna Guðmundsdóttir. The team was formulated in the year 2014.

The Budget and Planning

The original budget was prepared by Jón Ingvar Bragason and Hermann Sigurðsson in 2013. The participation fee was to be made in USD and the first plan made the assumption that the USD would not go below 105 ISK. It also assumed that over 65% of participants would pay the highest Moot fee.

Category	Fee	Distribution Result
A	\$250	0.5%
B	\$500	10%
C	\$750	14%
D	\$1000	66%
MPT	0	9%

Both assumptions were met; 66% of the participants paid the highest fee and the average exchange rate was 109 ISK per 1 USD.

The budget was set up to meet a minimum of 2000 participants and maximum of 5000 participants. The flexibility in this approach turned out to be a very good one as it gave all the different Moot teams a clear structure to work with.

When it was foreseen that the registration would be more in line with the optimistic scenarios, more staff was added to the Moot office and more freedom given to the different teams to execute their plans.

The budget was monitored carefully; each quarter of 2014, 2015 and 2016 and on a monthly basis in 2017. Representatives of the MFT (Moot Finance

Team) met regularly with all teams to discuss the budget and explain the role of the teams. Only the MAP team followed and monitored carefully their expenditures. Other teams did it to some extent but not the fullest.

Funding and Sponsorship

One of the main roles of the Finance team was to secure funding for the planning and promotional phase of the Moot, as the main income of participation fees was mostly being paid in 2017 while expenditure started already in 2014.

Main Grants:

- An operational grant of a total of 52 million ISK was secured early on from the Icelandic government. An additional special grant of 42 million ISK from the government was also allocated to building up infrastructure at Úlfjótuvatn.
- Erasmus+ supported the Moot with approx. 300.000 EUR, mainly with three separate grants:
 - E-learning project.
 - EVS (European Voluntary Service) grant.
 - European Input Event.
- Nordic support of approx. 10 million ISK was secured for different projects.
- Different municipalities, the locations of the Expedition Centers, supported the Moot both directly and indirectly. The largest grant was from the City of Reykjavík with a direct support of 3.5 million ISK and covering the rent of Laugardalshöll Sport Center and schools for accommodation before and after the Moot, as well as giving free access to the local swimming pools.
- Various companies supported the Moot financially, with free service or with a substantial discount.

Other support:

- The Messenger of Peace (MOP) Program supported the program of the Moot and the follow up.
- The BP Fellowship had a field visit for members in the fall of 2016. The result was generous financial support to the Aurora Solidarity Operation of the Moot.

- The North Atlantic Tourism Association supported the participation of scouts from the Faroe Islands.

Operation During the Moot

The overall operation during the Moot was good. The main task was to oversee the flow of cash during the Moot and to make sure that all was according to the budget.

- Currency Exchange was offered. Allowed currencies were EUR, USD, GBP, DKK. The same exchange rate was set for the duration of the Moot, based on the average of the previous month's exchange rate.
- Purchase cards for Expedition Centers worked well and limited claims from volunteers afterwards.
- Finances with contingents were cleared beforehand so the onsite operation was very limited.
- The lack of ATM at the main camp did not have a big impact.
- Issues with the failing mobile network at Úlfjótuvatn affected the sales operation at cafés and the Scout Shop. The issue was handled with our service provider.
- The Moot app worked well and gave good revenue stream for the Moot.

Contracts

CONTRACTS WITH CAFÉS

Three countries applied to run food houses/cafés at the Moot. The Moot supplied the facilities, tent, counter, tables and chairs, coolers, cookers etc.

- Fire and Ice - NL: A party house at night run by members of the Dutch contingent. The café was run on the Scout Shop account. The team got two participation fees deducted.
- The Hungarian House: A contract was made on how to split the profit of the house.
- The Swiss House: A contract was made on how to split the profit of the house.
- The Icelandic Country Café was run by



an Icelandic team. The Rainbow Café was supported by Flags UK and an Icelandic team.

CONTRACTS WITH MUNICIPALITIES

A focus was set in the beginning on making good contracts with the municipalities were the Moot had its operation. All of the contracts outlined the operation of the Moot, what the municipality would support and how. Although it took over two years to have all of the contracts signed and approved by the local councils, the contracts did not change that much from the original first draft.

- Reykjavík – Free facilities, free camping, Free swimming pool access to all participants, free meals and direct financial support.
- Hafnarfjörður – Free facilities, free swimming and logistical support.
- Akraness – Free camping, free swimming and facilities. Free meals.
- Hveragerði – Free camping, free swimming and facilities. Free meals.
- Þingvellir – Free camping
- Selfoss – Free camping, free swimming and all facilities provided. Free meals.
- Hólaskjól – A fixed price of the use of facilities and camping ground.
- Rangárþing Eystra – Heimaland – A large discount of the use of facilities, free swimming pool access and free camping ground.
- Skaftafell – A large discount of the camping fee.
- Vestmannaeyjar – free swimming pool access.
- Akureyri – Direct financial support.
- Grímsnes og Grafningshreppur – Úlfjótavatn – Direct financial support, free swimming pool access, free meals.

CONTRACTS WITH LOCAL SCOUT GROUPS

Basic contracts were made with the local scout groups who were responsible for the Expedition Centers. The contract was vague as interpretation was quite different between the different areas. Each local scout group was given some of the equipment used as a token of gratitude for their good service.

CONTRACTS WITH COMMERCIAL BUSINESSES

A scheme was set up to reach out to commercial businesses. The scheme had Gold, Silver and Bronze categories and an overview of the benefits for both the Moot and the business. The end result was that agreements were made that were not in line with the scheme as preparation was insufficient and the team did not manage to show the companies what was in it for them.

Main support:

- Hagkaup, a major food supplier. Large discount, direct financial support and direct staff support.
- Bílaleiga Akureyrar, a car rental agency. Major discount on car rentals.
- Set ehf, pipe manufacturer. Donating pipes, lending equipment and machines.
- Askja, car dealership. Lending vans for the Moot logistical operation.
- ISAVIA, aviation. Direct financial support and facility support for the welcome center at the airport.
- Kynnisferðir, transportation company. Discount of excursions and extra services.
- Icelandair. Discount of flights.
- WOW Air. Discount of flights: However, the contract was redundant: Better prices were acquired without the offer provided.

- Mjólkursamsalan, dairy products. Large discounts and free products.

INTERNAL CONTRACTS

Several contracts were made with the national scout association and other connected companies regarding the payment for use of services. The national association charged the Moot for the office space and shared financial services. The Scout Shop had a contract for the sales of goods during the Moot and providing the Moot with enough tents for the operation.

Planning

The overall financial plan worked out. The approach to budget for 2000, 3000, 4000 or 5000 participants gave a good strategic overview for the Moot Organizing Committee and the MFT to follow up on. Each team then had a good overview of their finances although a detailed budget plan was not delivered from all teams. A ticket system was in place and worked, where chiefs had to give a written approval for the cost. The system gave a weight to the decision and made it easier to track for the accountants. It was important to have a clear accountability for each budget line and set limits so that costs did not go out of hand. As an example, due to lack of communication and informed limitation, the budget for the program transportation of the ECs ran way over budget. This could have been avoided with clearer communication and accountability. The biggest challenges were participation, fee categories and currency fluctuation. The budget was carefully monitored in the run up to the Moot and some measurements were taken to minimize risk. All income was transferred directly to a high interest rate account in order to make the most of the money as the income was mainly up to 6 months before the Moot and biggest expenditure the months after the Moot.

FINANCIAL RESULT

INCOME	FINAL
Camp fee	449.609.391
Sponsors	76.906.159
Other	5.376.789
	531.892.339
EXPENDITURE	
Food - participants	57.765.615
Food - Volunteers	24.834.697
Office and control	103.763.799
Alþingi program	18.302.372
Infrastructure and support	50.326.493
Permanent construction	20.883.395
Camp site cost	18.850.000
Camp site cost volunteers	15.150.000
Marketing and communication	30.217.636
Expedition Centers	70.243.813
Organizing team	7.252.942
Finance cost	232.326
Badge, scarf and other items	4.670.054
HR budget	8.867.438
Insurance	738.149
Other cost	60.000
WOSM fee	6.254.496
Bank charges	5.089.836
Solidarity fund	9.099.417
Total cost:	452.602.478
Difference	79.289.861

All amounts are in the Icelandic Króna (ISK).



Food & Catering

Roles and Communication

Roles: Grétar Ingi Sigurðsson (chief).
Members: Arthur Pétursson, Hermann Sigurðsson and Jón Ingvar Bragason. IST Canteen chief: Geir Gunnlaugsson.

The team was formulated early on in the planning process. Initial testing started as early as 2012 at the National Jamboree where agreements were made with suppliers, a new market system was introduced and a system for checking and calculating the amount of stocks needed. The system was then adjusted and tested at the National Jamborees in 2014 and 2016.

The Moot Food Suppliers

The main supplier of food for the Moot was Stórkaup, who specializes in supplying events. An agreement was made in 2012 on the level of discount and support, which was in accordance with the level of trade. Stórkaup also supported the Moot with two employees and the equipment needed to set up the Moot Market.

Other suppliers have also worked with the Icelandic Scouts for some years now. Meat suppliers were Ali, Matfugl and KS who are major players in the Icelandic market. All dairy products came directly from MS, the lead company in that field in Iceland.

Having suppliers that have a long standing

business relationship with the Icelandic National Association was crucial for the operation and to have experts organizing the Moot Market saved the Moot a considerable amount of money.

Food Distribution

A distribution system was used based on the suggested menu for the first half of the Moot (during the program at the Expedition Centers). Frozen meat was used to cool down isolated boxes that were separated for each day.

For the Alþingi part of the Moot a supermarket, The Moot Market, was set up and operated. The market was in the form of a store where tribes could use a unit system to buy all the groceries they needed. This gave the participants the autonomy to influence their diet and has proved to be very successful. This system is crucial in limiting waste and does a better job of catering to the needs of everyone than distributing ingredients for a set menu.

The Menu

The suggested menu was developed through three national Jamborees and adjusted to the international aspect of a Moot. The menu was developed by chef Arthur Pétursson and adjusted to the needs of the Moot participants. In order to ensure an age appropriate and cultural perspective, the participants of the Nordic Input and European Input events were asked to give feedback on the menu.

The menu was intended as a guide for participants, giving examples of meals with the ingredients that were on offer each day. Participants had full freedom in

deciding what to cook, especially for the second half of the Moot where they had access to the Moot Market.

The IST Canteen

The responsibility for catering to the MPT, IST and CMT was twofold: Laugarás Catering Company supplied dinner but breakfast and lunch was in the hands of the Moot Canteen Team, lead by Geir Gunnlaugsson.

The IST Canteen served 200-1200 volunteers each day.

OFFICIAL LICENSING

The Moot had all operational licences from Icelandic authorities to operate the IST Canteen and the Moot Market .

Food Houses

An open call was sent to all national Scout Organizations about the possibility to operate food houses during the Moot. A few responded and decided to offer a café/food house to represent their culture and heritage.

It was difficult to estimate the need and how many would attend each house. In the end those were offered:

- **Icelandic Country Café**
A team of dedicated Icelanders ran the Icelandic Country Café. The main focus was to introduce the Icelandic specialties like pönnukökur and vöflur.
- **Swiss Food House**
A team from the Swiss contingent was responsible for the Swiss Food House. They introduced Swiss traditional food and traditions to the participants.

MENU SUGGESTIONS FOR PARTICIPANTS

Date	25.7.	26.7.	27.7.	28.7.	29.7.	30.7.	31.7.	1.8.	2.8.
Lunch	Packed Lunch	Chili con Carne	Bacon and eggs, sandwiches, soup.	Spaghetti Bolognese	Packed Lunch	Fishballs w. rice and curry sauce	Chicken with potatoes	Beef Burritos	Pita bread with minced meat
Dinner	Hamburgers	Italian meatballs with pasta	Chicken and vegetables	Fishstew with rye bread	Lambstew with couscous	Pork Chops	Hamburgers	Beef Steak with baked potatoes	

IST CANTEEN MENU AND TURNOUT

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
	22.7.2017	23.7.2017	24.7.2017	25.7.2017	26.7.2017	27.7.2017	28.7.2017
Dinner meal	Soup	Chicken	Cod	Burritos	Fish of the day	Lamb	Italian meatballs
Turnout	540	640	640	420	550	520	570
Estimation	300	550	550	500	500	500	600
	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	
	29.7.2017	30.7.2017	31.7.2017	1.8.2017	2.8.2017	3.8.2017	
Dinner meal	Burritos	Snitzel	Fishballs	Spaghetti bolognese	beef stroganoff	BBQ	
Turnout	1.100	1.093	1.029	1.019	873	600	
Estimation	1200	1200	1200	1200	1200	800	

- **Hungarian Food House**
A team from the Hungarian contingent ran the Food House with a support of the ministry of agriculture of Hungary.
- **Dutch Ice and Fire Party House**
A tradition of the Dutch house came from the 14th World Scout Moot Canada, the 2012 Roverway in Finland and 2016 Roverway in France. Focus on late night party environment. The house was at the main camp and stayed open until 1am every day.
- **Rainbow Café**
A cooperation between the Moot and Flags UK. Its aim was to celebrate diversity and provoke discussions of matters of LGBTI.
- **IST café**
A dedicated team of IST ran a café for ISTs next to the IST canteen. Each night they had live performance and happenings.

Best IST Food I have ever had!

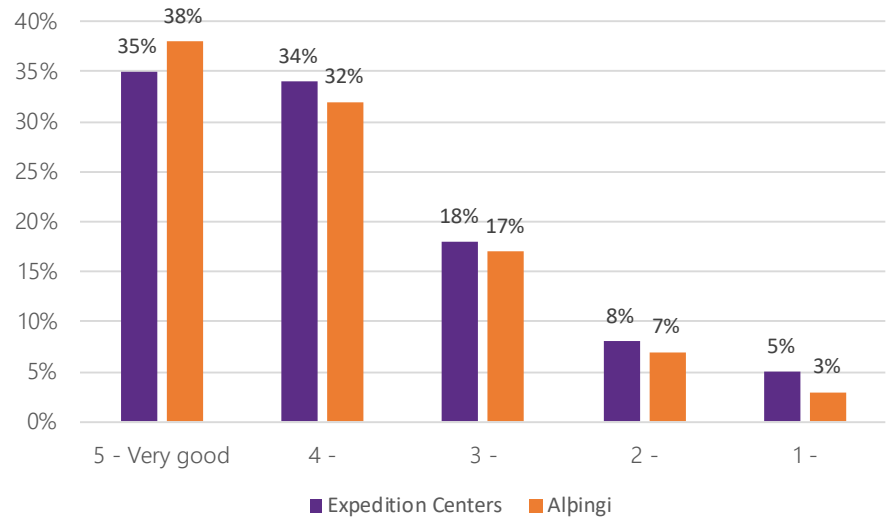
-From Evaluation Survey

The food distribution was mostly great, and I thoroughly enjoyed cooking with my tribe.

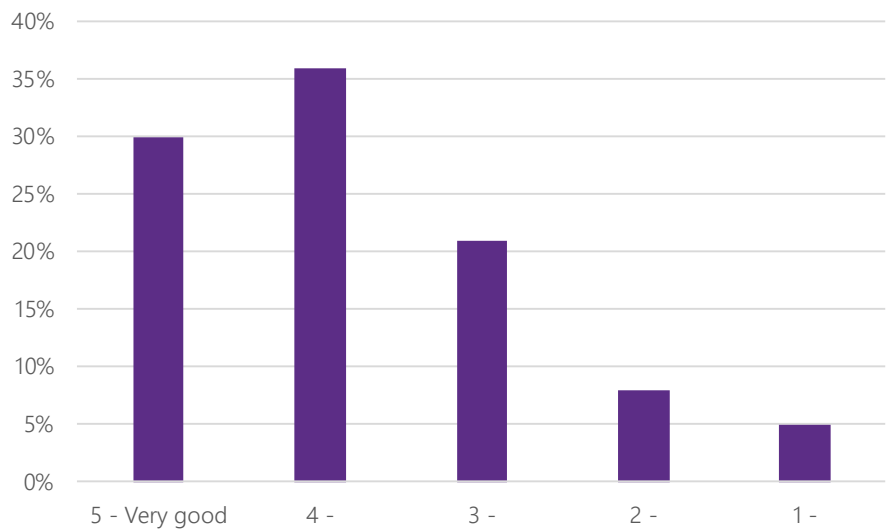
-From Evaluation Survey



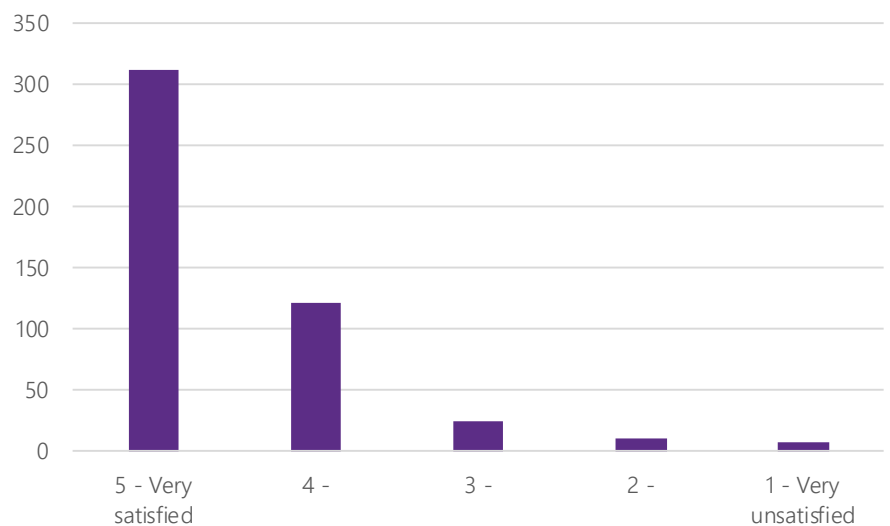
HOW DID YOU LIKE THE FOOD DISTRIBUTION SYSTEM?



HOW DID YOU LIKE THE FOOD AT THE MOOT IN GENERAL?



HOW SATISFIED WERE YOU WITH THE IST CANTEEN?





West Services & Travel Office

Guest Services

OVERVIEW

Roles: Jón Þór Gunnarsson and Hulda Sólrun Guðmundsdóttir

Planned Scope 3 months prior to event:

- Invitation and reception of invited guests and special guests

Scope creep during execution:

- Invitation and reception of invited guests and special guests.
- Visitor program.
- Receptions.

TIMELINE

Time	Task
Autumn 2015	Team formed
Spring 2016	Scope and battery limits defined with other teams
Autumn 2016	Preparatory work, alignment with WOSM and the national board
Winter 2016/2017	Invitations, communications start
Spring 2017	Final alignment meeting with teams, design of guest services facilities
Summer 2017	Execution

CATEGORIES OF GUESTS AND PROGRAM

In order to reduce risk and workload, the welcoming of guests was standardized. Still there was a need to recognize other high profile guests that needed customized welcoming and special attention by the hosts. Thus the Moot Guest Service team did their planning with two categories of guests in mind:

- High profile guests - customized welcome
Example:
 - President.
 - UN SG youth.
 - WSC chair.
 - WOSM SG.
- Special guests - standardized welcome
Example:
 - Ministers.
 - Members of Parliament.
 - Mayors.
 - Chief scouts.

- Sponsor or partner representatives.

The program included the following modules:

- Welcoming at the Welcome Centre (special guests) or Gilwell hut (high profile).
- Standard tour around camp.
- Coffee and farewell at the Welcome Centre.

INVITATIONS AND ATTENDANCE

Three parties put together invitation lists for special guests. However there was a limited interest in guests and thus majority of the invitation list was defined by the Guest team members.

- The national board of the Icelandic Boy and Girl Scout Association
- WOSM
- World Scout Moot

A total of 218 guests were invited, of which 66 attended, including representatives from embassies in Iceland, members of parliament, ministers, honored scouts, largest sponsors and municipality representatives (from municipalities in cooperation with the Moot).

There was a limited attendance by honored Scout guests and parliament members. A few reasons were identified;

- Timing of the Moot being a popular holiday season in Iceland.
- Mostly written invitations were sent, with little follow-up through phone or networking.
- Not high enough profile of Scouting in Iceland and limited exposure in the media before the Moot.

Contingent leaders were allowed to



Mr. Guðni Th. Jóhannesson, the President of Iceland, with João Armando Gonçalves, the Chairman of the World Scout Committee.

invite special guests for a short visit or few days. Limited fee was for the special guests for contingents to cover food and material. This was somewhat used and approximately 10-20 guests signed up. A special form was made that contingents should fill in and return by April 2017. However, most of the forms were received few days prior to the event.

FACILITIES - WELCOME CENTRE

The Welcome Centre was located in a approximately 50m2 tent. Location was decided two weeks prior to the event, close to one of the entry points into the area, which facilitated a scope change within the team to handle visitors using a day-pass available for purchase online.

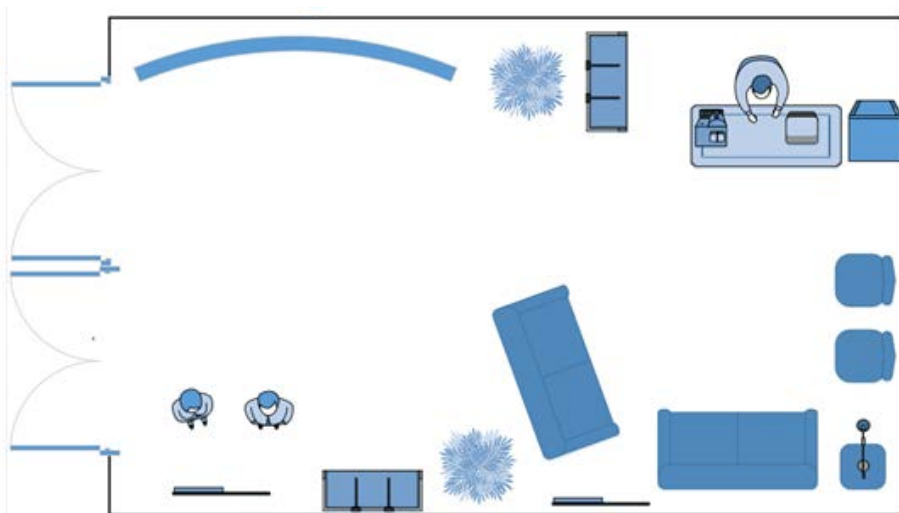
The space was sufficient for the purpose. It included:

- Information about Scouting in Iceland, leaflets, booklets etc.
- Moot "wall" for photos
- Place to sit down and discuss
- Coffee and refreshments
- Props for visual purposes
- It should be noted that it was not possible to accommodate a larger group than 15-20.

DOCUMENTATION

Following forms and documentation were made;

- Registration of special guests
- Invitation letters
- Arrival information and clarification for guests attending opening ceremony
- Arrival information and clarification for guests attending Moot at camp Úlfjótavatn
- Arrival information and tailored



A blueprint of the facilities available in the Welcoming Center.

detailed schedule for all special guests, ministers and parliament members.

- Registration of contingent guests form

WORKING METHODS

- It was decided that all communication with invitation and responses would be handled by a staff member of the Moot Office, according to direction by the Guest team to ensure quality and timely response. All responses would be registered in a central file. There were severe limitations on this process and in retrospective would better be done by committed volunteers.
- Invitations to parliament members and ministers were sent as a mass email instead of directly with name to each minister and parliament member. This had been an advise from a minister's assistants. Likely that contributed to little participation but it is not considered the major reason.
- There were considerable amount of misinformation registered in the central file and a lot of responses that were not registered at all. This made the volunteers look foolish and unprofessional. Ultimately the Guest team took over the process two weeks before the Moot.
- Invitations were supposed to be sent out according to plan first week after Easter with a reminder first week of June. However, because of the invitation list no being formally accepted and volunteers not acting on their given timeline the invitations were sent out a month later than planned.
- At one point group of representatives from cooperating organization attended the Moot without the Moot

Guest Service team knowing about it. The volunteers had not been in the loop of professionals communicating with each other. This could have been preventing by using the "cc" option in e-mails and communications.

VOLUNTEERS

The MGS team, consisting of two individuals, did most of the planning. However, national board members, MOC members and staff were included in receptions and tours around the campsite, as planned. Contingent representatives were included in tours with ambassadors from the respective country.

When the MGS scope increased, the number of volunteers in the planning should have been increased from 2 to 3-4, but did not. Because of this there was considerable strain on the MGS team with long opening hours, increased scope and mini-events to manage such as receptions. The lead volunteers of the MGS should have seen this coming but failed to realize the effect this would have. Lessons learned in hindsight are basic: increased scope -> increased work -> additional resources.

RECEPTIONS

An open call was sent out to national contingents if they would like to have a reception for other contingents during the Moot. Contingents could order facilities, food and describe other needs.

Moot Food Service was responsible for the organization of the food orders but during the Moot it became clear that due to some miscommunication they were not aware of the orders. The issue was solved by the Moot Organizing team to get MGS and MFS to work together in order to make

everything work smoothly.

There are number of lessons learned but they all come down to this one; Someone has to have the responsibility from beginning to manage receptions and the reception tent.

VISITOR PROGRAM

It is customary in the host country of the 15th World Scout Moot that Icelandic Scouts, usually adults, can visit camps/ jamborees without any invitation or notification. There has been effort to limit this due to security reasons in the last few years with mixed results. However, it was announced from the beginning that an uninvited visit would not be an option during the Moot. This was unusual for Icelanders and thus the visitor program was created.

The visitor program enabled up to 500 people to enter the site for a day and experience the Moot. Only a part of the camp site would be open to visitors, who had a unique ID and could be monitored by security. All guests received a special map of the restricted areas along with tips of activities going on during the opening time for visitors. All guests were informed of the guest code of conduct.

Guests received a scarf, ID, map and a camp book for the mandatory fee of 3.500 ISK. Guided tours were offered every hour. The guided tour was planned beforehand and a map sent to ISTs with talking points. Approximately 100 visitors visited the Moot on the advertised Visitors Day. The reasons for the few visitors have not been analyzed thoroughly but following factors are believed to be part of the reason:

- Big part of active adult Scouts were already participating in the Moot as volunteers.
- Icelandic adult Scouts are not used to or willing to pay. Some considered it absurd even though the fee was small.
- Advertising did not reach the parents of participants.

Other guests were not invited on the visitor day. This proved to be a correct and important decision. Ten ISTs were added to the team for the day. Training of the IST prior to the event (2 hour workshop) was essential for the preparation of the day and was quite useful.

The Travel Office

The Travel Office was organized as an add on service for the Moot and not as part of the Moot organization.

A member of staff was responsible for managing the Moot Travel Office. The Moot Travel Office Manager made contracts and arranged bookings for buses, hotels and other accommodation and travel agencies.

ARRIVAL AT KEFLAVÍK AIRPORT

A special team with the leadership of Anita Engley Guðbergisdóttir district commissioner of Heiðarbúar in Keflavík was in charge of meeting the international participants at Keflavík airport.

A plan was set up to welcome Moot Participants and IST from the 20 July until the 25 July, based on the experience of previous international events hosted by the Icelandic Boy and Girl Scout Association. A twenty-four hour watch was necessary at Keflavík Airport and special banners were set up to guide participants to the welcome desk.

The groups were late in informing about their travel itineraries which made all planning for their welcome very difficult. Heiðarbúar Scout Group did a fantastic job in dealing with a difficult situation and managed to give a warm welcome to all the participants.

LOST LUGGAGE

Over 200 baggage items got lost by airlines transferring participants to Iceland. This caused major problems as the organizers had estimated that only up to 50 would get lost based on previous experience. A dedicated problem solving team worked tirelessly on solving the issue and the Scout Shop made arrangements to increase their stock so participants would have the gear ready for the Moot. This was perhaps the single most challenging and unexpected issue that arose during the Moot.

Lessons Learnt!

- The Moot had prepared 30 kits for those in this situation, but the kits

were both too few and insufficient, as the organizers did not expect some participants to go without their luggage for the whole duration of the Moot.

- There needs to be a team at hand that can overtake these unexpected issues. The responsibility was unclear from the start, but when it was obvious that the problem was of this level of complexity and size, a team of people overtook this project.
- The diverse locations of the ECs add another level of complexity to this issue and needs to be prepared for.

ACCOMMODATION BEFORE AND AFTER THE EVENT

An open call was sent out to all scout districts in Iceland to host scouts before and after the Moot. Only few enquiries came and in the end a contract was made with the City of Reykjavik to provide schools and with Gróttu Sports Club to provide staff. They organized twenty four hour watch duty and prepared breakfast.

PROGRAM BEFORE AND AFTER THE MOOT

Moot participants and IST could choose from several traditional excursions both before and after the event. The most popular excursions were the Blue Lagoon and the Golden Circle. Efforts were made to meet the participants' special wishes and to assist them with booking.

A dedicated **travel website** was created to offer the service for contingents. All trips were priced in ISK. Contingents were not charged a commission fee for the service, but the relevant travel agencies paid commission for each trip.

The service provided in connection with travelling before and after the event is considerable and therefore it is important to train a special team to take care of this matter. Focus was made to arrange a service with external providers instead of organizing trips with our own resources.

RENTING EQUIPMENT

Participants could rent various camping equipment and it was solely the international participants who took advantage of this service in order not to have to travel with heavy equipment. All rental was handled through the Scout Shop and processes went well.

Glossary & Acronyms

Alpingi	The Moot Alpingi Program took place from July 29th to August 2nd at the Úlfjótssvatn Outdoor and Scout Center.
Contingent	Each country sends one national contingent that includes all those attending the Moot from that country. Each contingent has a contingent leader who leads the national contingent to the Moot.
Expedition Centers	The Moot Expedition Program took place from July 25th to 29th in 11 camps around the country
Tribe	A tribe is made up of four patrols. The tribe lives together during the duration of the Moot, creating friendships but also sharing the responsibilities for camping, food preparation and other tasks of daily living.
Patrol	A Patrol is made up of 10 participants from different countries, two per country and five countries if participants number allow. The patrol is a unit that partakes in the same program during the Moot.
Úlfjótssvatn	Úlfjótssvatn Outdoor and Scout Center is the venue for the Alpingi part of the programm. UOSC is operated by BIS.
BIS	The Icelandic Boy and Girl Scout Association (Bandalag íslenskra skáta)
CMT	Contingent Management Team
EC	Expedition Centers
FAB	Faith and Beliefs
GDV	Global Development Village
HoC	Heads of Contingent
HR	Human Resources
HST	Health and Safety Team
IFOWS	Interreligious Forum of World Scouting
IST	International Service Team
MAP	Moot Alpingi Program
MEP	Moot Expedition Program
MFT	Moot Finance Team
MIS	Moot Infrastructure and Support
MMC	Moot Marketing and Communication
MOC	Moot Organizing Committee
MPT	Moot Planning Team
NSO	National Scout Organization
SFH	Safe from Harm
UOSC	Ulfjotsvatn Outdoor and Scout Center
WOSM	World Organization of the Scout Movement
WSB	World Scout Bureau
WSC	World Scout Committee
WSM2017 or WSM	World Scout Moot 2017 in Iceland



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