



OPERATIONAL REQUIREMENTS TO HOST THE WORLD SCOUT CONFERENCE

This document, Operational Requirements to host the World Scout Conference, provides an overview of the detailed obligations and services **to be provided by the Host** for the preparation and delivery of the Conference. This set of obligations is being reviewed together with the guidelines and the Host Organisation Agreements as part of the implementation of the WOSM Events Strategy.

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The Host shall provide the following services and undertake actions in a manner described in the following requirements to plan, organise, finance, and deliver the Conference:

Accommodation and Boarding

The Host shall:

CR-001	Select official Conference hotels to ensure pre-booking of sufficient rooms at acceptable rates are available. Include hotels and hostels of different categories, providing accommodation accessible to all Member Organizations.
CR-002	Provide coordination for hotel booking for Participants and the WOSM team.
CR-003	Set up an efficient procedure for hotel booking in consultation with the WOSM.
CR-004	Provide assistance to participants on the booking process.
CR-005	Ensure that official hotels and hostels are within reasonable distance of the venue.

CR-006	Ensure that official hotels and hostels are accessible to people with reduced mobility.
CR-007	<p>Send to the WSB for approval 18 months prior to the Conference:</p> <ul style="list-style-type: none"> • A list of official Conference hotels and hostels with pre-agreed daily rates • A map showing the location of hotels in relation to the venue
CR-008	<p>Contract and cover costs of catering companies and/or restaurants for the supply of:</p> <ul style="list-style-type: none"> • lunches with an appropriate variety of food of international standard during the Conference that respect dietary needs of participants; • A welcome and farewell dinner with an appropriate variety of food of international standard during the Conference that respect dietary needs of participants. <p>Provide:</p> <ul style="list-style-type: none"> • refreshments (tea/coffee break) for all participants (mornings and afternoons); • Drinking water in all meeting rooms; • Tea/coffee/water for members of the WOSM team offices; • Contingency provision for take-away meals for WSB staff with severe time constraints during the events (e.g., those staffing plenary rehearsals during lunchtime) as well as those required to attend plenary hall rehearsals (e.g., WSC Candidates, World Events hosts, new NSOs, etc.)

Arrival and Departure, Transport

The Host shall:

CR-009	Coordinate with the relevant Host Country Authorities to facilitate that all participants, staff and officers of the Conference are allowed to enter, stay and perform their functions in the Host Country for the duration of the Conference, including a period of at least one month before the opening session and at least one week after the closing session in accordance with the laws of the UK. This includes the setting out of visa facilitation procedures in coordination with the Host Country Authorities.
CR-010	Provide a list of official Port(s) of Entry in the Host Country to the WSB for approval. A POE is the official entry port(s) into the Host Country for passenger and/or freight arrivals and departures.
CR-011	<p>Ensure that the following services are provided to Conference stakeholders on arrival at the official port(s) of entry once passing Immigration and Customs:</p> <ul style="list-style-type: none"> • welcome and wayfinding signage; • meet and greet; • access to language services; • help desk operations; and • Assist in transport services (including luggage, baggage trolleys, support and follow-up of mishandled/damaged baggage claims).
CR-012	Provide relevant information to Conference stakeholders about the arrival and departure services that will be available to them.
CR-013	For reasons of cost-efficiency, maximise the use of public transport and/or other existing transport services for arrival and departure transfers and use vehicles where public transport is not sufficient or cannot be sufficiently expanded.
CR-014	<p>Provide following services:</p> <ul style="list-style-type: none"> • Welcome desk and staff at all airports, train stations and/or bus stations having been duly designated and communicated as official points of arrival on the designated arrival and departure days.

	<ul style="list-style-type: none">• Provide advice and support on using public transport for all Conference participants from the official points of arrival to official Conference hotels and return• Transport, where necessary, for all Conference participants from the official Conference hotels to the venue and return.• Transport for all participants within the framework of the meeting programme (transfers for receptions, or official meetings)• Transport arrangements for a limited number of agreed key members of WSB staff, WSC, and invited speakers (airport pickup, transfers to meetings)
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Brand

The Host shall:

CR-015	Ensure that guidelines set in the World Scout Brand Manuals and other WSB guidelines for brand management are observed. Ensure that any and all elements that form part of the brand identity (visual and acoustic identity and typography) are fully owned by the Host. In exceptional cases where it is not possible to ensure full ownership and after the prior approval of the WSB, the Host shall ensure that it is, at least, granted an irrevocable worldwide royalty-free license in perpetuity by the relevant rights- owner(s), assignable to the WSB and is able to sub-license to third parties, including for commercial purposes.
CR-016	Submit the Host's commercial strategy that defines the use of marks and/or specific programmes to the WSB for approval.
CR-017	Ensure that the World Scout Conference logo comprises the following three elements: <ul style="list-style-type: none">• the Conference distinctive element: design element that reflects the culture and values of the Host City/Host Country;• the Conference signature (number and name of the Conference in English and French, name of the Host Country and year of the Conference); and• the World Scout Emblem.
CR-018	Send the Conference logo proposal to the WSB for approval 24 months prior to the Conference.
CR-019	Send the key visuals to the WSB for approval 12 months prior to the Conference.
CR-020	Produce: <ul style="list-style-type: none">• All signage for places used and events taking place during the Conference• Table-top signs displaying the country names of all delegations as well as the names of Members of the World Scout Committee and other VIPs and entities represented, in accordance with a list to be supplied by the WSB no later than 2 weeks prior to the opening of the Conference.• Staging in a style to be agreed with WOSM. All decorations to be developed in consultation with the WSB and in a style consistent with the WOSM branding policy.

Communication and Digital Media

The Host shall:

CR-021	24 months prior to the Conference submit a planning period Communications Plan to the WSB to include: <ul style="list-style-type: none">• communications strategy;• annual communications plan;• international communications plan; and• pre-event crisis communications plan.
CR-022	12 months prior to the Conference submit a Conference Communications plan to the WSB for approval prior to the Conference to include: <ul style="list-style-type: none">• Event-time communications; and• Event-time crisis communications plan that shall include how the Host will work with stakeholders, in terms of issue and crisis management.
CR-023	Ensure that all press releases issued by the Host, which reference or quote the WOSM leadership, volunteers and/or staff, are submitted to the WSB for approval within one week prior to release.
CR-024	Supply electronic copies of all official publications related to the Conference leading up to, during and after the event.
CR-025	12 months before the Conference develop, and submit to the WSB for approval, a Digital media general plan that outlines: <ul style="list-style-type: none">• content and initiatives plan• promotional plan;• social media plan;• sponsor and partner recognition plan;• Conference-time digital media operational plan (including staffing, shifts, operational tasks, and incident management);• legacy and transfer of Intellectual Property (IP) plan; and• mobile application ("app(s)") plan;
CR-026	In the development and implementation of the Digital media general plan, the Host will agree with the WSB on the clear allocation of responsibilities between the Host and the WSB for the operation, editorial responsibility, management of user relationships and regulatory compliance of the official digital destinations of the Conference such as the Conference website and app(s), social media and other digital media activities.
CR-027	Operate in conjunction with the WSB an official website and app covering the Conference from 12 months before and to 12 months post-Conference. Only one (1) official website will be operated with the WSB covering the hosting fees.
CR-028	Design preliminary and final invitations in official WOSM languages (English and French) after consultation and agreement with the WSB, including background promotional information about the meeting location and facilities and information about the Host Organization. Online distribution of official Conference and Forum documents shall remain the prerogative of WOSM and shall be facilitated solely through the www.scout.org web domain.
CR-029	Attend Regional Conferences and other agreed key events (for instance WSEC) of WOSM to promote the Conference.

Conference Management

The Host shall:

CR-030	Participate in the work of the Planning Team appointed by the WOSM to prepare the programme of the Conference and integrate counterparts to work alongside the WOSM team (mainly online) no later than 12 months before the event.
CR-031	Ensure the logistical conditions to hold the Conference in accordance with the Agenda and the Rules of Procedures proposed by the WOSM.
CR-032	Provide a cultural contribution to the Opening Session, Cultural Evening and Closing Session of the Conference, with the WSB approval.
CR-033	Provide progress reports on the preparation to the Conference at the following WOSM meetings or on request of the WOSM: <ul style="list-style-type: none"> • World Scout Committee meetings; • Regional Conferences; • World Scout Bureau Senior Management Team meetings.
CR-034	Define and implement a project management framework, with the WSB approval, to manage the large number of tasks and activities that require integration among Host areas and delivery partners throughout the Host lifecycle – Communication, Command and Control (CCC).
CR-035	Submit to the WSB a Dissolution Plan (to be included in the Conference Master and Delivery Plan). Ensure that this plan includes elements such as, but not limited to: <ul style="list-style-type: none"> • post-Conference staffing and demobilisation plans; • venue decommissioning, site restoration and handover obligations; • data gathering and reporting requirements; • asset disposal to maximise value of goods, to achieve high levels of reuse and repurposing and to minimise waste; • transfer of post-Conference roles and responsibilities back to Host Organisation; • contract closures and settlements.
CR-036	Define and implement procedures and measures, as appropriate, in conjunction with local partners and suppliers (where applicable) in order to prevent the occurrence of damages, losses or injuries to Conference participants.
CR-037	Implement measures, as appropriate and consistent with applicable local legislation, to manage risk of legal liability of the Host in the event of damages, losses or injuries incurred by Conference participants. Such measures may include insurance coverage and/or legal disclaimer. The Host shall inform the WSB of the measures that it has taken in this respect. In no circumstances shall WOSM be held liable for any damages, losses or injuries incurred by Conference, howsoever caused.
CR-038	24 months before the Conference produce a Conference Master and Delivery Plan (based on the WSB guidance) and subsequently update the plan periodically.
CR-039	24 months before the Conference produce a Risk Management Plan and Risk Register in line with WOSM's risk management standards, covering health, safety, logistics, and crisis management and keep the register updated.
CR-040	Secure personnel, setup and operate Conference Office during the planning and delivery of the Conference and at least two months after closure of the Conference.
CR-041	Ensure that staff of the Conference Office can communicate with the stakeholders, including Member Organisations, in WOSM official languages, namely: in English and French.

Ethics, Protection and Respect of Human Rights

The Host shall:

CR-042	Comply with the Code of Conduct of the World Organization of the Scout Movement in all operations of the Host.
CR-043	Ensure that all Host staff and volunteers have read and comply with the Code of Conduct of the World Organization of the Scout Movement.
CR-044	Implement the aims of WOSM's position paper "Diversity and Inclusion in Scouting" in operations of the Host.

Finance Management

The Host shall:

CR-045	<p>Develop the Conference budget of income and expenses, as herein described. It must be approved by the World Scout Committee, no later than twelve (12) months before the Conference, on the understanding budgets shall be balanced at the close of the Conference:</p> <ul style="list-style-type: none">• The budget shall be disclosed in full, transparent detail, and shall be used for the determination of the Conference fee amounts, payable by Conference participants.• The Conference income budget must include:<ul style="list-style-type: none">◦ the estimated income from Conference registration fees payable by delegates, observers and other fee-paying participants on the basis of the Conference registration fees payable per participant, as proposed by the Host and approved by the World Scout Committee,◦ the estimated income from sponsorships in cash, or in kind, raised by the Host, including income derived from exhibitions or promotional activities from companies whose activities are consistent with the purpose and principles of Scouting, and◦ any other income which may be anticipated by the Host
CR-046	<p>Comply with the following manner of financial management of the Conference:</p> <ul style="list-style-type: none">• The Host's income shall be used, to the expenses of the Host in arranging the Conference;• Conference Registration Fees shall be collected by the WOSM and funds therefrom distributed to the Host in accordance with the payment schedule as set out in Appendix 2.• The Host shall be responsible for the collection and management of all other forms of income detailed in CR-045.• Subject to provisions below, any profit realised in the Conference, shall be retained by the Host to be used in its sole discretion. In this respect, the Host may refer to the spirit of Conference Resolution 11/37 and share this profit in full or part with the WOSM to be used for promotion of Scouting worldwide.• In the event that the Conference generates a financial surplus, and WOSM has, due to necessity, incurred expenditures exceeding its allocated USD 375,000, such surplus shall first be applied to offset the amount by which WOSM has exceeded the said amount. WOSM shall inform the Host Organisation accordingly in advance of any foreseen budget overruns.• In the event of a loss being incurred in the Conference, the Host shall accept the loss in its entirety, as shown in the financial statements of the Conference.

CR-047	Ensure that the Host budget and cash flow properly reflect at all times the evolution of operational planning for the Conference, including dissolution. It shall include all the activities associated with the performance of the HOA and the commitments made during the bidding.
CR-048	Upon request from the WSB, provide reports detailing the financial situation regarding the planning, organising, and delivering of the Conference; such reports may include: <ul style="list-style-type: none"> • annual financial statements certified by an independent certified public accountant; • regular detailed management accounts including executive financial budget performance overview (expense/revenues), budget changes, procurement planning execution updates, and lifetime cash flow.
CR-049	Procure and maintain the insurance policies: <ul style="list-style-type: none"> • Third party liability insurances • Public or general liability <ul style="list-style-type: none"> ◦ Product and completed operations liability ◦ Professional liability ◦ Directors and Officers liability insurance • Event cancellation insurance • Property insurance • Motor liability • Personal accident including permanent disability

Knowledge Management

The Host shall:

CR-050	Ensure that all Conference information under the Host's responsibility (including in particular documents, plans, strategies, processes, maps, still images, audio and video content or other content developed by the Host in the performance of the HOA) is safely kept and managed at all times, with reliable processes and appropriate technologies, ensuring the availability, integrity and, where applicable, confidentiality of such information Grant the WSB free access to this information on request. Coordinate with the WSB to address any legal requirement applicable in the Host Country in relation to the sharing and management of this information.
CR-051	Based on the initial list to be communicated by the WSB, develop and agree with the WSB a final list of artefacts and memorabilia to be supplied to the WSB.
CR-052	Produce official reports in accordance with the guidelines set by the World Scout Committee.
CR-053	Deliver official report to the World Scout Committee at the latest 3 months after the Conference closure.
CR-054	Participate in the knowledge transfer process to the next host of the Conference.

Media

The Host shall:

CR-055	<p>Provide general facilities and services for the press:</p> <ul style="list-style-type: none">• Scout Media Centre (SMC) – the central workplace of the accredited press representatives, Member Organisations communication teams and the communication team of the WOSM and the host, operated by the Host and managed by the WOSM.
CR-056	Provide internet connectivity with sufficient resilience for the press in SMC which includes cabled positions along with the Wi-Fi connectivity. All cabled internet positions require appropriate power connectivity supplied.
CR-057	Provide a separate briefing space in the SMC.
CR-058	Provide a live broadcast signal of the plenary sessions of the Conference in the IPC and SMC.
CR-059	Provide live broadcast stands for the press.
CR-060	Produce and disseminate releases to the local (national) press/media in local languages of the Host Country, based on the guidance of the WOSM communication team.

Medical Services

The Host shall:

CR-061	Liaise with the national contact point of the World Health Organization (usually Ministry of Health) to determine and implement relevant protocols for mass gatherings, including risk management for communicable diseases.
CR-062	Provide first-aid provisions at the venues. Secure transportation to a hospital for all Conference participants in the event of illness or injury requiring hospitalisation.
CR-063	Inform Member Organisations about the scope of medical insurance provided to participants. However, the Host is not required to provide medical insurance for participants. If medical insurance is not provided the Host must inform MOs of this via official channels.
CR-064	Secure medical insurance for all Conference-related workforce of the WSCO, including volunteers.
CR-065	Ensure planning of the medical services with national and city public health services.
CR-066	Ensure that the level of medical services for the community is not compromised during the Conference time.
CR-067	In consultation with WOSM, prepare relevant communicable disease standard operating procedures and emergency response plan for the Conference planning and delivery.
CR-068	For health and safety reasons, ensure that free access to drinking water is available to all individuals within the venue perimeter of any Conference venues.

People Management

The Host shall:

CR-069	Make available updated organisation charts and list of incumbent positions by area to the WSB periodically and on request.
CR-070	Validate job descriptions for each job title for the purpose of confirming critical duties, job level and recruitment needs to reduce labour costs. For Conference-time positions, validate job descriptions for each staff and volunteer role to support the headcount optimisation process, recruitment and training.
CR-071	16 months before the Conference provide to the WSB: <ul style="list-style-type: none">the engagement and mass recruitment strategy for the hiring of the short-term workforce needed for the Conference, including paid staff, volunteers, contractors and other short-term workers;a diversity and inclusion statement applicable to the hiring, promotion and treatment of Host staff, volunteers and contractors.
CR-072	Cover remuneration and meeting related expenses of the Host staff including additional short-term personnel (e.g: for airport, information desks, assistance to participants, control at main hall doors, etc.) and hiring of meetings organizers, if necessary, as well as security staff.
CR-073	Ensure that a workforce safeguarding policy and WOSM's Safe from Harm policy is implemented for the Host volunteers and staff.
CR-074	Ensure that the WOSM team to the World Scout Conference's registration fees are waived for up to [71] people. All others shall pay a special price to be agreed between the Host and the WOSM which in any case will not be higher than the delegate registration fee.

Protocol

The Host shall:

CR-075	Ensure that the use of the World Scout Emblem by the Host in all aspects of the Conference planning, delivery and evaluation abides to the WOSM rules on World Scouting Brand protection and commercial use.
CR-076	Produce all flags needed for the Conference in accordance with the guidance provided by WSB.
CR-077	Ensure that protocol sets of flags consist of World Scout Flag and flags of the Member Organizations are positioned according to the instructions given by the WSB.
CR-078	Ensure that all flags, when displayed together, are identical in size and proportions, in line with the design provided by the WSB.
CR-079	Follow the naming convention of the Member Organizations exactly as provided by the WSB.
CR-080	Ensure that Member Organizations are designated and listed in accordance with the official list produced by the WSB.
CR-081	Ensure the World Scout Flag of the World Scout Conference to be displayed at prominent position on stage during the plenary sessions and handover to the host of next conference during the closing session.
CR-082	Do not display any flags other than the Scout flag nor banners or advertisements on the stage, halls or Conference facilities, without the explicit endorsement of WOSM.

CR-083	Advise the WSB on any national protocol surrounding guests at least 6 months before the Conference or as soon as possible thereafter.
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Rights Protection

The Host shall:

CR-084	Create and protect Conference-Related Properties and derivative works and elements for the purpose of promoting and hosting the Conference.
CR-085	Submit all Host marks to the WSB for approval prior to any use.

Safe from Harm

The Host shall:

CR-086	Implement the World Safe from Harm Policy.
CR-087	Design with coordination of the WSB and implement the Conference Code of Conduct and Safe from Harm policy and reporting mechanism.
CR-088	Provide with coordination of the WSB a dedicated Listening Ear space for participants, volunteers, and staff of the Conference.

Safety

The Host shall:

CR-089	Coordinate with the Host Country authorities to use best endeavours to ensure the safety of all participants, volunteers and staff members.
CR-090	Secure Conference facilities and limit access to accredited persons only.
CR-091	Develop and implement a reporting mechanism on threats and breaches of Conference security.
CR-092	Establish a Control Centre within the venue for monitoring and responding to any safety and security incidents during the Conference. This Control Centre shall be fully operational throughout the event and equipped with communication tools and personnel trained to handle safety threats, emergencies, and real-time incident reporting.
CR-093	Conduct table-top simulations to test safety, security, and crisis management systems. These simulations must be held 12 months, 6 months, and 1 month before the Conference to ensure readiness of all safety protocols, reporting mechanisms, and crisis responses.

Sustainability

The Host shall:

CR-094	Implement WOSM Guidelines for Organising Sustainable Events.
CR-095	Implement the following principles on sustainable infrastructure : <ul style="list-style-type: none">• Use of existing infrastructure;• Venues respect protected natural areas, and urban green space are protected;• Venues respect protected cultural areas;• Venues conserve water resources and protect water quality. Implement the following principles of sustainability in sourcing and resource management :

	<ul style="list-style-type: none">• Sources of products and services takes account of environmental and social impact;• Products and materials are treated as valuable resources and their lifecycle is optimised. <p>Implement the following principles of sustainability in mobility:</p> <ul style="list-style-type: none">• Mobility solutions are environmentally and socially responsible;• Freight operations are environmentally and socially responsible. <p>Implement the following principles of sustainability in workforce:</p> <ul style="list-style-type: none">• Working conditions of employees and volunteers are safe, healthy, and active lifestyles are promoted;• Workforce exemplifies diversity, inclusivity and gender equality.• Quality educational and skills development opportunities are offered to young professionals;• Working conditions across the supply chains comply with applicable local, regional and national legislation and international agreements and protocols. <p>Implement the following principles of sustainability on climate:</p> <ul style="list-style-type: none">• Effective carbon reduction strategies are in place for operations and events, and are aligned with the objectives of the Paris Agreement on climate change.
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Technology

The Host and WSB to agree on a comprehensive list of all technical equipment required, no later than 12 months before the Conference, based on the following:

CR-096	<p>Provide equipment (including installation and operation) for the Conference venues:</p> <ul style="list-style-type: none">• Complete interpretation equipment for all sessions of the Conference (four languages) where interpretation is required (i.e. booths, recording equipment, headsets for participants and others as necessary);• Furniture as required for the plenary hall and all other meeting rooms;• Audio-visual equipment for all sessions of the Conference (including suitable projectors, screens, and computers). All equipment to be available in sufficient time so as to facilitate full AV operation in the plenary halls by morning on the day before Conference opens;• An electronic voting system for use by delegations approved by the WSB. The WSB reserves the right to choose the service provider for the electronic voting system.• A wireless internet service for use by participants staff and volunteers of sufficient quality to enable 4,000 devices to be used simultaneously, with download and upload 1:1 ratio at minimum speed of 2Mb/s per 100 users;• Equipment for meetings of the World Scout Committee, other Committees, workshops and seminars (including projectors, screens, sound amplification, flipcharts and/or whiteboards, marker pens);• Computer equipment for use by the WSB staff (computer monitors, printers, printer installation software);• Printing equipment and paper for use by the WSB staff;• SIM cards with data transfer package – minimum 4 Gb per one WOSM staff member;• Display equipment for WSB use (bulletin boards, signs);• Other installations as required.
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CR-097	Cover all host costs – telephone, internet/email, post – related to providing information and support to Conference participants before and during the events.
CR-098	Cover all other costs for telephone, internet/email, post incurred by the Host.
CR-099	Contract the platform selected by WOSM 12 months prior to the Conference to enable streaming of the conference and/or hybrid participation.
CR-100	Contract the platform selected by WOSM 12 months prior to the Conference to enable registration of the Conference participation.
CR-101	Provide in the main Conference venue a room/studio for WOSM Broadcasting Studio and services (min. 200sqm).
CR-102	Contract a broadcasting service selected by WOSM 12 months prior to the Conference to stream plenary sessions and other agenda items of the Conference.
CR-103	Provide separated redundant internet connection with download and upload ratio 1:1 at minimum speed of 1Gb/s for WOSM Broadcasting Studio.
CR-104	Provide separated redundant internet connection with download and upload ratio 1:1 at minimum speed of 1Gb/s for International Press Centre and Scout Media Centre.
CR-105	Provide separated redundant internet connection with download and upload ratio 1:1 at minimum speed of 500Mb/s for Conference secretariat and officers.

Venue

The Host shall:

CR-106	<p>Arrange contracts and ensure payment as necessary for venues of the Conference:</p> <ul style="list-style-type: none"> • The plenary hall; • Meeting rooms as required for meetings of the World Scout Committee, World Scout Bureau, and specialised bodies as well as for a welcome and farewell reception; • Suitably furnished and equipped offices for use by the WSB staff, WSC Members to be fully accessible from a day before the conference opens. • All furniture, equipment and other provisions pertaining to the WOSM offices should be available to facilitate the offices' full operation from a day before conference opens; • Furnished exhibition area (which may be charged) for World Events hosts ,candidates and other bodies; • Furnished exhibition area for NSOs, the WSB and Regional Offices; • Furnished Scout Media Centre with suitable communication facilities; • Furnished and dedicated areas for registration and credentials verification; • Furnished information desk; • Furnished and staffed first aid area; • Adequate supply of breakout spaces for workshops with at least 4 fully equipped with hybrid equipment and technology as specified by the WSB.
CR-107	Provide 100sqm of suitably equipped retail space for World Scouting's official retail partner at no cost.
CR-108	Submit Conference venues specification and outline floor plans for the WSB approval 24 months prior to the Conference.

