United Nations Conference Centre, Bangkok (UNCC)

One-Stop Conference Support Services
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## One-Stop Support Services

<table>
<thead>
<tr>
<th></th>
<th>Service Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Participant Management and Registration</td>
</tr>
<tr>
<td>2</td>
<td>Travel and Host Country related services (visa &amp; shipment)</td>
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<tr>
<td>3</td>
<td>Meet and Greet at the Airport</td>
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<tr>
<td>4</td>
<td>Hotel Packages and Transportation</td>
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<tr>
<td>5</td>
<td>Design &amp; Printing Promotional Materials and Exhibition</td>
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<tr>
<td>6</td>
<td>Onsite, Virtual and Hybrid Meeting Services</td>
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<td>7</td>
<td>Live streaming and Webcasting</td>
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<td>8</td>
<td>Photography, Videography and additional Lighting</td>
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<tr>
<td>9</td>
<td>Banqueting services and Social Functioning</td>
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</tbody>
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One-Stop Support Services

1. Participant Management and Registration
   - Online event portal for registration (Indico.un.org)
   - Dry Run with speakers and Test Run with participants
   - Check-in, Badge issuance
   - Integrated Digital Conferencing Online registration platform

2. Travel and Host Country related Services
   - Air tickets
   - Visa with Thai Ministry of Foreign Affairs (MFA)
   - Freight Service & Shipment Deliveries

3. Meet and Greet at the Airport
   - Airport Pick-up

4. Accommodation and Transportation
   - Limousine, Vehicle, Driver service
   - Booking accommodations with preferential rates
One-Stop Support Services

5. Design & Printing Promotional Materials and Exhibition
   - Design & Install Billboard, backdrop, banner
   - Posters, brochures, signages, etc.

6. Hybrid, Virtual and Onsite Meeting Services
   - Simultaneous interpretation (CMSI system)
   - Audio/Video Recording
   - AI real-time Captioning and International Sign Language interpretation
   - COVID-19 preventive measures

7. Live streaming and Webcasting
   - Facebook, YouTube, and streaming platforms
One-Stop Support Services

8. Photography, Videography and additional Lighting
   - Hiring photographers and videographers
   - Additional lighting equipment for spotlights and booth lighting.

9. Banqueting services and Social Functioning
   - Breakfast, lunch, dinner, high tea, VIPs private function, etc.
   - Coffee break, table-served or buffet style, cocktail reception
   - Venue decorations and Cultural performance
# UNCC Quick Facts

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<tr>
<td>1</td>
<td>Officially opened in April 1993</td>
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<tr>
<td>2</td>
<td>Occupied 18,600 square metres</td>
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<tr>
<td>3</td>
<td>Five conference rooms (150 to 900 pax)</td>
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<td>4</td>
<td>Thirteen multi-functional meeting rooms (small to medium size)</td>
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<td>5</td>
<td>Secretariat Offices, Theatre, Delegate’s Lounges, Reception Hall</td>
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<td>6</td>
<td>Post Office, Prayer Rooms, Bank</td>
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<td>7</td>
<td>Banqueting Services offered by in-house caterer (CP Food World)</td>
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**Type of Meetings and Events* at the UNCC**

<table>
<thead>
<tr>
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<tr>
<td>1</td>
<td>Meetings and conferences</td>
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<tr>
<td>2</td>
<td>Trainings and workshops</td>
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<tr>
<td>3</td>
<td>Media, press conferences, publication launches</td>
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<tr>
<td>4</td>
<td>Exhibitions, observation of international days, cultural events</td>
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<tr>
<td>5</td>
<td>Receptions, award ceremonies, cocktail parties</td>
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</tbody>
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* Non-political/religious/commercial in nature
5 Conference Rooms, equipped with simultaneous interpretation booths, can accommodate from *151 to 902 seated participants.

*original capacity
MULTI-FUNCTIONAL MEETING ROOMS

Multi-Functional Meeting Rooms suitable for small to medium sized meetings can accommodate from *28 to 184 seated participants.

All Multi-Functional Meeting Rooms are equipped with audio-visual systems including projector, screen and microphones.

Some of the large-sized meeting rooms can accommodate mobile interpretation booths at an additional cost.
The Public Foyer is a multi-functional space available for various types of meetings, workshops and social functions.

The Theatre is perfect for press conferences and presentations to smaller groups.
Accessible and Inclusive Meeting Venue

- Accessibility Centre
- Accessible Meetings
- Accessible Environment
Accessibility Centre

It was established in 2015 to facilitate participation of persons with various disabilities in meetings and activities held at the UNCC.

In enhancing accessibility, several Visual, Physical and Hearing assistive equipment are available for rental for meeting participants.
International Sign Language Interpretation and Artificial Intelligence (AI)-Based Real Captioning services can be provided for conferences and meetings held at the UNCC, including virtual ones, allowing accessibility to wider audience regardless of the location.

ESCAP piloted artificial intelligence (AI)-based Captioning services by utilizing the Microsoft Azure Speech Service, with comparable accuracy rates of up to 99% and estimated over 95% in savings compared to human-based captioning services.
Building designs and structures such as the ramp access and flat walkway provide barrier-free access for all conference and meeting participants travelling throughout the UNCC premises, reflecting the concept of 

*inclusivity.*
Sustainable Meeting Venue

- No Single Use Plastics at the UNCC
- Sustainable Food menus for banqueting
- Paper Smart Initiative to reduce paper waste
- Assistance to Carbon Offsetting
- Full Utilization of Video-Teleconferencing
Virtual/Hybrid Meeting Platforms

KUDO

E-conference platform with Remote Simultaneous Interpretation (RSI) used for all ESCAP Intergovernmental Meetings (IGMs) and other UN meetings

hopin

An integrated virtual event management platform with broadcasted plenary sessions (KUDO integrated), networking, exhibition, virtual lobby and add-on functions such as Slido

UNCC E-CONFERENCE SERVICES

zoom

Virtual/Hybrid Meeting Platforms
# Event Planning Guide

## Planning
- Expression of Interest
- Understanding on Requirements
- Issuance of Tentative Cost Plan (TCP)

## Preparation
- Signing of TCP and confirmation on key dates
- Sending out invitations, opening of registrations
- Arrangements, including Dry Run and Test Run

## Implementation & Follow-up
- Technical support for Successful Event
- Statement of Expenditure and Invoicing
- Final Payment

**Pre-conference Planning**
- Preparatory Meeting to plan for your event
- Dedicated Event Coordinator to ensure smooth planning and running of your event
- Detailed breakdown of Tentative Cost Estimate
- Confirmed Requirement Checklist and Timeline

**Meeting Invitation & Facilitation services**
- Invitation with Meeting Link and Technical Guide
- One-hour Dry Run session to ensure meeting sequences are followed through
- One or two hours of Test Run session to ensure the best quality of audio/video of attendees

**Virtual platforms and features**
- Available Features that meet your needs
- High-quality PowerPoint, Video, and Screen Sharing
- Engagement Tools (Chat, Poll, Q&A, Breakout, etc.)
- Live Streaming and/or Audio/Video Recording

**Coordination and real-time technical support**
- Onsite registration and meeting badges
- Professional Conference/Meeting Room with built-in Projection/LED screen & CMSI System
- Seating Arrangement at the rostrum with key nameplates
- Registered Participants Check-in in lobby/waiting room
- In-sessions coordination and real-time troubleshooting

**Post-event report and follow-up**
- Meeting Report
- Payment and billing process
Meet the Team

Commercial and General Services Section (CGSS)

Chief, Commercial and General Services Section (a.i.)

General Services Unit
- Travel (Air Tickets)
- Transportation

Host Country Relations Unit
- Visa and Host Country matters
- Protocol Services

Conference Management Unit
- Information Systems Officer
- Administrative Officer
- Conference Technology Team (CTT)
- Conference Planning and Coordination (CPC) Team
- Conference Support Team (CST)