



IUCN
World
Conservation
Congress
Hawai'i 2016



Member Information and Guidance Note



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Cover photo: <http://planetware.com>

Members' Information and Guidance Note

IUCN World Conservation Congress, Hawai'i, 2016

1. Introduction

Aloha and welcome to Hawai'i!

We thank you in advance for being part of Congress and for your enthusiasm and hard work in making the 2016 World Conservation Congress a great success.

This Members' Information and Guidance Note aims at providing valuable information to prepare you for your role at the Congress and includes what you should think about prior to your departure, upon your arrival in Hawai'i and during the World Conservation Congress. If you have questions that are not answered in this document, do not hesitate to contact the membership team (membership@iucn.org).

2. The Congress



IUCN
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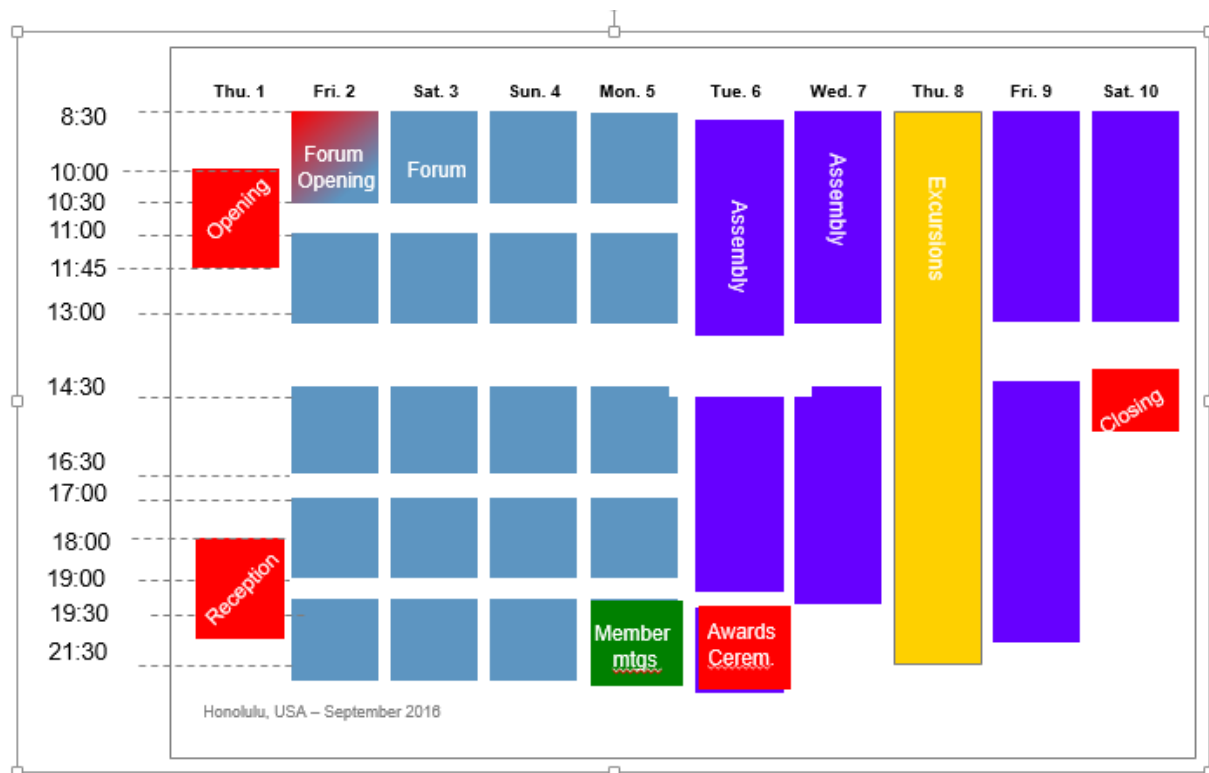
The World Conservation Congress ("the Congress") is one of the most important moments for IUCN. Organized by the Secretariat every four years, it is the only time when nearly all IUCN Members, Commission members and partners physically meet in one place. It is also a time when Members can exercise their rights and influence the Union through the motions process.

IUCN General Assemblies (the "old" version of the Congress) and Congresses have been held in all corners of the globe:

| | | |
|------------------------------|--------------------------------|----------------------------|
| 2012 Jeju, Korea | 1984 Madrid, Spain | 1960 Warsaw, Poland |
| 2008 Barcelona, Spain | 1981 Christchurch, New Zealand | 1956 Edinburgh, UK |
| 2004 Bangkok, Thailand | 1978 Ashkhabad, USSR | 1954 Copenhagen, Denmark |
| 2000 Amman, Jordan | 1975 Kinshasa, DRC | 1952 Caracas, Venezuela |
| 1996 Montreal, Canada | 1972 Banff, Canada | 1950 Brussels, Belgium |
| 1994 Buenos Aires, Argentina | 1969 New Delhi, India | 1948 Fontainebleau, France |
| 1990 Perth, Australia | 1966 Lucerne, Switzerland | |
| 1988 San Jose, Costa Rica | 1963 Nairobi, Kenya | |

Initially, the Congress only consisted of the Members' Assembly of all IUCN member organisations. Since 1996, the Congress has grown to include the World Conservation Forum (or "the Forum"), which brings together people from all over the world to debate major biodiversity conservation and sustainable development issues, propose solutions, and facilitate the sharing of information and experience.

The 2016 structure of the Congress looks as follows:



The Congress has grown exponentially, both in complexity and attendance, since the early days of IUCN. The 1996 Congress, in Montreal (which was the first to include a Forum), drew 3,000 participants. In 2008 and 2012 some 6500 people participated.

The 2016 event will be held at the [Hawai'i Convention Center](#) in Honolulu, just outside of Waikiki. All events other than the Congress opening ceremony will be held at the Center.

The Opening Ceremony will take place on the 1st of September at 10am to 12pm at the Neil Blaisdell Center which is in Honolulu downtown, a 20min bus drive from the HCC.

The Welcome Reception will take place at the Hawai'i Convention Center (Roof Top- Ballroom- Third Level-Middle Concourse) from 6-8pm on the 1st of September.

3. The World Conservation Forum

The Congress is divided into two main parts:

- a [Members' Assembly](#): a unique global environmental parliament of governments and NGOs, and
- a [Forum](#) where IUCN members, Commission Members, Staff and partners discuss cutting edge ideas, thinking and practice.

The Forum is a hub of public debate, bringing together people from all around the world to discuss and develop solutions to the world's most pressing conservation and sustainability challenges. It will demonstrate innovative, scalable solutions from all areas and from all around the globe to address challenges at local and global levels – from small islands to entire regions, from individual to collective actions.

The Forum will be held from 2nd to 5th September 2016 and will include many types of events from high level dialogues to training workshops which explore the depths of conservation and innovation.

More than 1200 events will take place during the four days of the Forum, all reviewed and selected through a meticulous process involving more than 160 people from across the Union (Secretariat, Members, Commissions, Councillors and the Host Country).



Events

Events in the Hawai'i Congress will include:

3.1 Knowledge Cafés

Hosted 120-minute discussions involving up to 12/15 people seated at one roundtable. They seek to foster mutual understanding, explore areas of common interest, and provide a forum to network, share experiences, and explore partnerships.

Up to 16 Knowledge Cafés, i.e. 16 tables will be held simultaneously in one room every day (three times a day) during the Forum.

3.2 Workshops

120-minute workshops where organizers are encouraged to use creative approaches (interactive dialogue techniques, world café processes, simulations and gaming, etc.) to engage participants to share their knowledge and know-how, and foster understanding and consensus-building on issues. Some of the workshops will be organized under the coordination of UNDP and labelled as “UNDP Kauhale”.

These workshops will be dedicated to local communities and indigenous voices to share best practices, inform policy, celebrate successes, and tackle common challenges.

3.3 Conservation Cases

A series of 8 Practical & interactive sessions on a particular topic, Conservation Cases are based upon the presentation of “real-life cases” and designed to allow for discussions and interaction with the audience.

3.4 High-level Dialogues

Organized under the auspices of the Director General of IUCN, the Dialogues will feature recognized experts, politicians and CEOs in a series of five moderated public debates that tackle the issues related to conservation and sustainable development.

| | |
|-----------------------|-----|
| Knowledge Café: | 204 |
| Conservation Campus: | 57 |
| High-level Dialogues: | 6 |
| Workshops: | 201 |
| Conservation Cases: | 8 |
| Knowledge Hub: | 8 |
| e-Posters: | 327 |
| Pavilion events: | 397 |
| UNDP Kauhale: | 23 |



All the events above will be scheduled in parallel, and as follows:

| | Friday 2 September | Saturday 3 September | Sunday 4 September | Monday 5 September |
|--------------------|--|-------------------------|-----------------------|-----------------------|
| Time slot 1 | <i>Forum opening: no parallel events</i> | 8:30 am – 10:30 am | 8:30 am – 10:30 am | 8:30 am – 10:30 am |
| Time slot 2 | 11 am – 1 pm | 11 am – 1 pm | 11 am – 1 pm | 11 am – 1 pm |
| Time slot 3 | 2:30 pm – 4:30 pm | 2:30 pm – 4:30 pm | 2:30 pm – 4:30 pm | 2:30 pm – 4:30 pm |
| Time slot 4 | 5 pm – 7 pm | 5 pm – 7 pm | 5 pm – 7 pm | 5 pm – 7 pm |

3.5 Knowledge Hub

IUCN is a leading provider of biodiversity knowledge, tools and standards used to influence policy, undertake conservation planning and guide action on the ground. Over the last few years, IUCN has purposefully developed this role further, with the integration of its flagship Knowledge Products. The aim of the eight Knowledge Hubs is to provide a specific space where delegates can interact with the experts in charge of developing and applying these Knowledge Products.

Knowledge Hub sessions will each last half a day, each session being dedicated to a specific IUCN flagship knowledge product. More info on the Knowledge hubs can be found in section 9.5.

3.6 e-Posters

Showcase conservation work and achievements. For the first time, this Congress will only feature e-Posters, in order to comply with our paper-low policy, but also to offer a much more enjoyable experience to participants and authors.

All posters will be available at all times, on all e-poster touchscreens, but organisers are also given a 30mn slot to present their research, next to their poster, following the schedule below:

| | Friday 2 September | Saturday 3 September | Sunday 4 September | Monday 5 September |
|--------------------|-----------------------|-------------------------|-----------------------|-----------------------|
| Time slot 1 | 1:15 pm – 1:45 pm | 1:15 pm – 1:45 pm | 1:15 pm – 1:45 pm | 1:15 pm – 1:45 pm |
| Time slot 2 | 2 pm – 2:30 pm | 2 pm – 2:30 pm | 2 pm – 2:30 pm | 2 pm – 2:30 pm |
| Time slot 3 | 7:15 pm – 7:45 pm | 7:15 pm – 7:45 pm | 7:15 pm – 7:45 pm | 7:15 pm – 7:45 pm |

3.7 Conservation Campus

These are 57 interactive, skills-building sessions lasting four to eight hours. Each has 20-50 places available. Emphasis is placed on practice and presentations are kept to a minimum while maximizing active participation. The Conservation Campus will be held in specific rooms, within the Congress venue, and attendance will be limited to pre-registered participants only. For the first time, some of the sessions also include an on-line learning component, pre or post-congress, and others are organised in collaboration with renowned Universities (Oxford, Stanford, Cornell, University of Hawai'i, EPFL, etc.)

Conservation Campus session can last half a day or one full day. They are schedule in parallel to other Forum events.

3.8 Pavilions

Created for the first time at the Barcelona Congress in 2008, Pavilions are themed, multi-purpose activity areas covering approximately 3,000 m² of floor space in the Exhibit area of the Congress venue. They give participants the opportunity to meet, connect and network and help discover a variety of conservation issues and how they fit into the bigger picture. Over lunchtime



and in the evening, receptions and talks will be held in the different pavilions. These timeslots are called Pau Hanas (the Hawaiian word for Happy Hour). It should be noted that Pavilions stay in place during the Members' Assembly as well.

In general, Pavilions hold activities from 8:30am to 9:30pm, from 2-6 September (inclusive). On 7-9 September, Pavilions will stay in place, but won't hold activities other than a few lunch activities and Pau Hanas. The pavilion area will be closed on the 10th September.

You can find information about all sessions on the on-line programme (<https://portals.iucn.org/congress/sessions>) and by clicking on the title of any session.

4. Members' Assembly

The Members' Assembly is the highest decision-making body of IUCN. It brings together IUCN Members to debate and establish environmental policy, to approve the IUCN Programme and to elect the IUCN Council and President. IUCN's Member organisations collectively decide on actions to address the world's most pressing and often controversial conservation and sustainable development challenges.

4.1 Motions Process

Around 100 motions are expected to be adopted by this unique global environmental parliament of governments and NGOs. Motions are draft decisions submitted by IUCN Members to be adopted by the Congress in order to guide IUCN's policy as well as influencing many other organisations around the world. Motions, when adopted, may take the form of:

- Resolutions, if the Director General is called, on behalf of the Secretariat, to take an action;
- Recommendations, if exclusively third parties are called on to take action; or
- Amendments to the Intersessional Programme or Commission mandates, if the motion has an impact on the Programme or a Commission mandate; they will be reported as such in the Intersessional Programme when adopted.



For the first time ever, all motions were discussed electronically before the Congress and 85 motions were voted upon before the Congress. All information can be found online in [the Congress Portal](#).

Some motions have been forwarded for further discussion and vote to the Congress. These will be discussed in plenary sittings of the Members' Assembly and side meetings, so called Contact Groups. All motions and revised versions will be available [online](#) before they are submitted to Members for vote.

4.2 Elections

During the Congress, IUCN Members will elect the President, Treasurer, Commission Chairs and Regional Councillors. Members of IUCN elect the 36-member Council every four years at the IUCN

World Conservation Congress. Along with a President, Treasurer and a certain number of representatives from each of the Union's eight regions, the Council also includes the Chairs of the six Commissions.

[Information on the candidates can be viewed online.](#)

Elections will be held through an electronic voting system, and will be staged on two days; on 7th September and 9th September.

4.3 Discussion on topics of strategic importance

For the first time ever, the Members' Assembly will have an engaging discussion on three issues of strategic importance:

- The challenge of conserving nature in the face of industrial agriculture.
- The challenge of preserving the health of the world's oceans and the global communities that depend on them, in the face of overexploitation and climate change.
- The challenge of building constituencies for nature.

In line with the Congress Theme and Objectives, the overall purpose of the discussion of these topics is to inspire and engage all constituent parts of IUCN in view of shaping our collective agenda. A multitude of approaches (keynote address / panel discussion / presentation of case studies) will be chosen to ensure that it is as engaging and interactive as possible.



4.4 Accreditation

Any person attending the IUCN World Conservation Congress must register through the [IUCN Congress Website](#). However, **only accredited** IUCN Members, National/Regional Committees and observer delegations can exercise their voting and/or speaking rights during the Members' Assembly.

Each IUCN Member organisation/institution and each observer with voting and speaking rights **must get accredited through the online Accreditation system** in order to be able to vote and/or speak during the Members' Assembly at the 2016 IUCN World Conservation Congress.

Member delegations who are not physically present, and therefore not participating at Congress but who nevertheless wish to exercise their voting rights at the Members' Assembly do not need to register for Congress, but they must still get accredited via the online Accreditation system. By doing so, they will be able to give their proxy vote(s) to another accredited Member who is physically present and eligible to vote or to an accredited and physically present representative of a recognized National/Regional Committee of the country/region of the Member delegation giving the proxy. For more information, please refer to the [Accreditation Guidelines](#) available on the [accreditation page of the Congress Website](#).

4.5 Voting and Elections

The IUCN Members' Assembly will use an electronic system both for voting and its elections.

The voting devices are distributed throughout the Members' Assembly hall and clear signage will be put so that Members know where they can sit, depending on the size of their delegation. In some areas, there is one device per seat (for Members with a one person delegation), in other areas there is one device per two seats (for Members with a two persons delegation). Please be aware that due to the high interest in the IUCN World Conservation Congress and limited space, a maximum of two delegates per Member may sit together at one voting device (one device + two seats). Additional members of bigger delegations are kindly requested to use the seats for observers in the back of the room.

Detailed information on voting can be found in the Voting and Elections guidelines available on the Congress website. We encourage all Members to read these carefully.

4.6 Sponsored Delegates

Sponsored Delegates attending Congress are required to participate in all votes, including Motions and Elections. Please ensure that your organisation is duly accredited to do so.

5. Dress Code

The weather in Honolulu in September is hot (30-32°C or 85-90°F) and the dress code in Hawai'i is business casual.

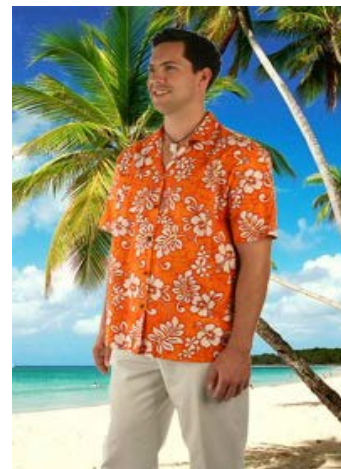
Button-down shirts (usually short-sleeved, but long sleeves are OK, too, if you prefer) with khaki pants/chinos or dress slacks for men. Suits (neither for men nor women) and neckties are not common. However, if you feel more comfortable in a suit you are welcome to wear it but rest assured that it is not expected for any of the occasions.

Jeans should be avoided in official settings.

For women, sleeveless tops, short sleeved shirts, dresses and trousers are all fine to wear. There is no need for stockings. Dressy shoes or sandals for are fine.

You may wish to carry a long-sleeved top to accommodate for the change in temperature between the air-conditioned session rooms/exhibit hall and the hallways.

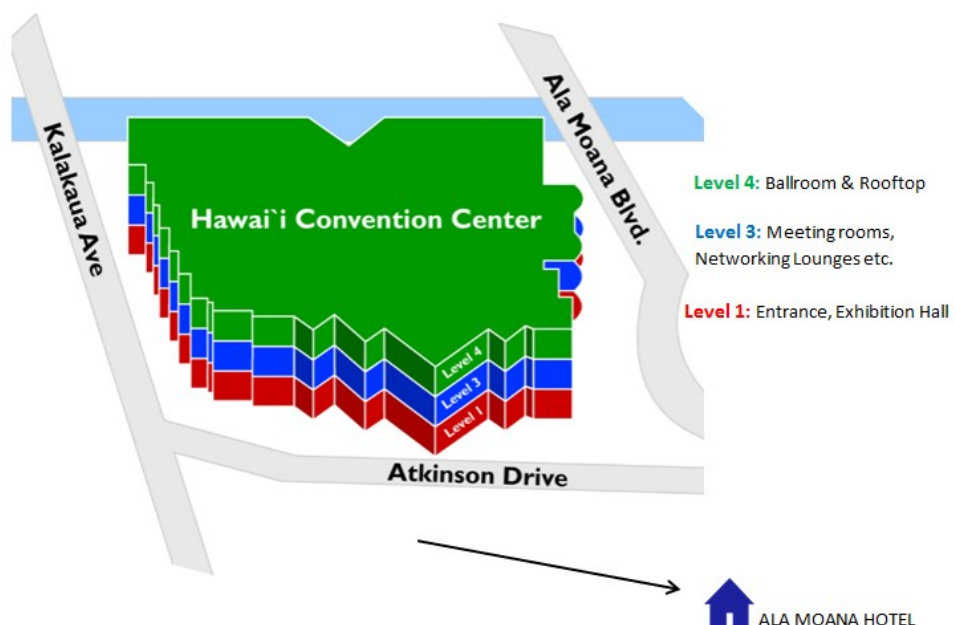
Further information is available on the IUCN Congress website
<http://iucnworldconservationcongress.org/participate/practical-information>.



6. Logistics

6.1 *The Hawai'i Convention Centre -*

The Congress will take place at the Hawaii Convention Centre, located on 1801 Kalakaua Ave. The main levels are 1, 3 and 4. Level 2 is a car park and has 2 board meeting rooms (restricted use).



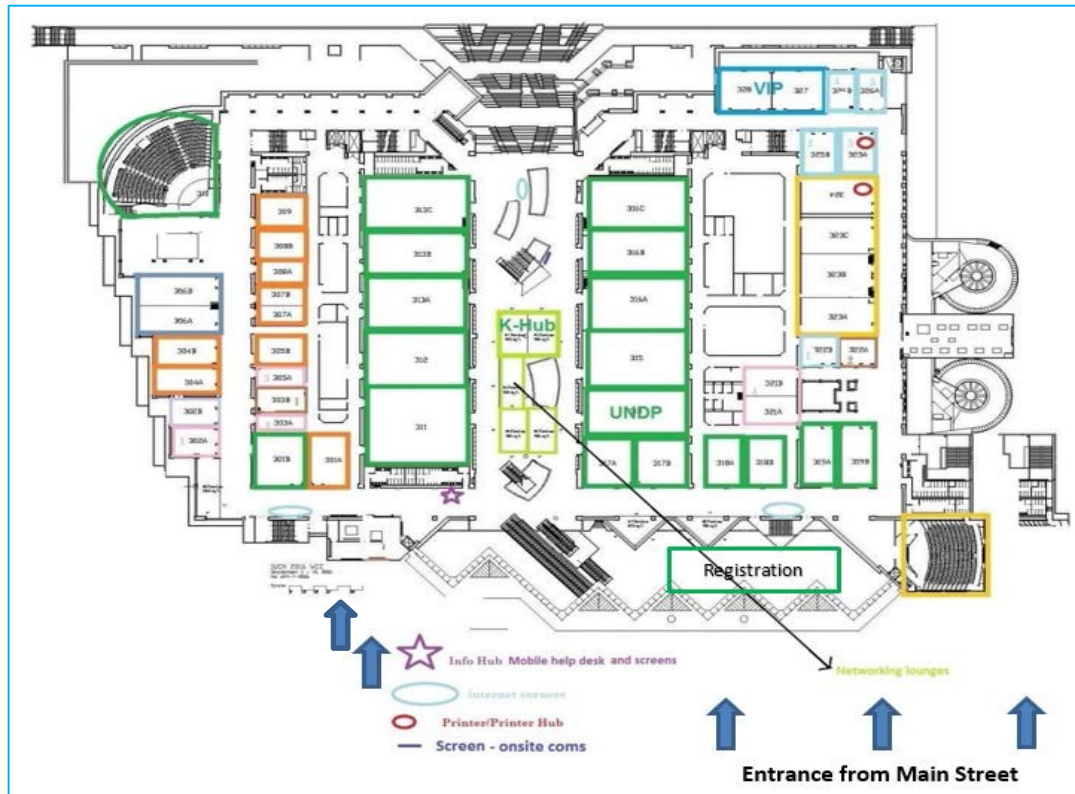
Level 1



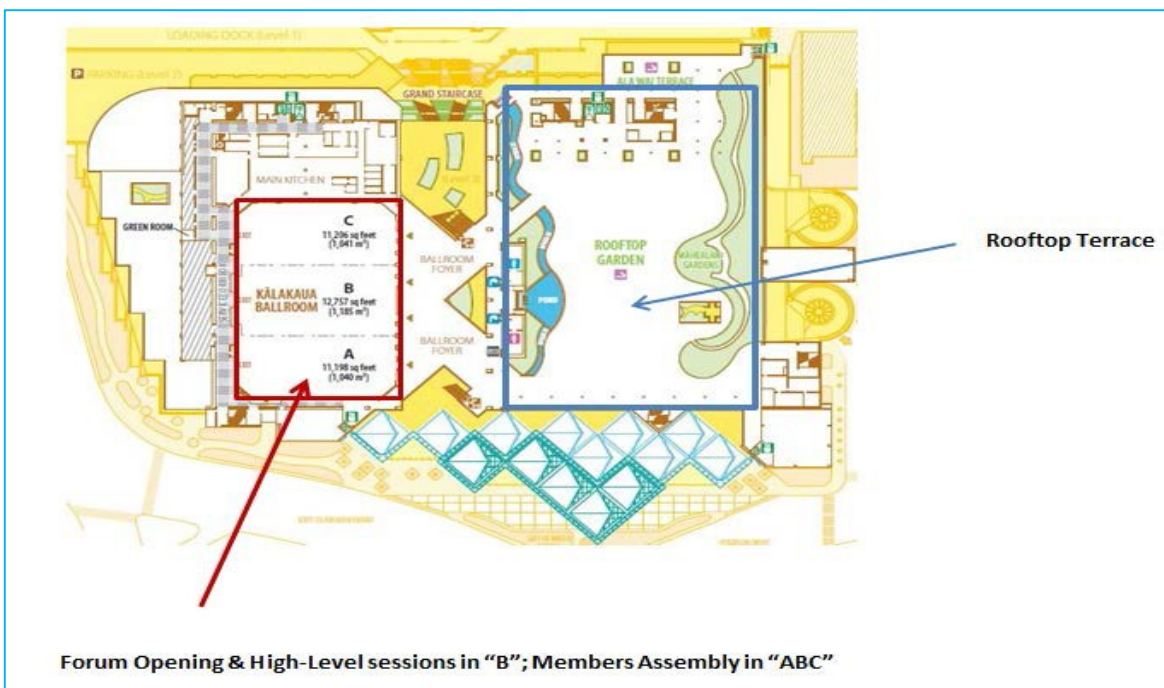
Level 2



Level 3



Level 4



6.2 Official Opening hours

The venue opening hours are as follows: **Official hours are for general participants.**

| Date | Tue 30 Aug | Wed 31 Aug | Thu 1 Sep | Fri 2 Sep | Sat 3 Sep | Sun 4 Sep | Mon 5 Sep | Tue 6 Sep | Wed 7 Sep | Thu 8 Sep | Fri 9 Sep | Sat 10 Sep |
|----------------|-------------------------------|--|--|-----------------|----------------|----------------|----------------|----------------|----------------|--------------|----------------|----------------|
| Official Hours | Closed. Only badge pick up | 8 am to 7pm for selective meetings by invitation | 6am to 5pm for selective meetings by invitation 10:00 – 12:00 relay of Opening ceremony | 7:30 am to 10pm | 7:00am to 10pm | 7:30am to 10pm | 7:30am to 10pm | 7:30am to 10pm | 7:30am to 10pm | Closed | 7:30am to 10pm | 7:30 am to 4pm |

The Exhibit hall, will be open to the general public (non-registered) from 11am to 5pm from 2-9 September.

6.3 Badges and access to the building

Members will be able to pick up their badges as of 1200hrs on 30th August from the Onsite Registration desk. Participants are required to wear their badges at all times to access the venue, starting 30th August noon.

6.4 Registration

The registration area will be located in the lobby of HCC and opening hours are as follows:

| Date | Tue 30 Aug | Wed 31 Aug | Thu 1 Sep | Fri 2 Sep | Sat 3 Sep | Sun 4 Sep | Mon 5 Sep | Tue 6 Sep | Wed 7 Sep | Thu 8 Sep | Fri 9 Sep | Sat 10 Sep | Sun 11 Sep |
|---------------|---------------|---------------|--------------|---------------|------------------|---------------|-----------------|---------------|--------------|--------------|--------------|---------------|---------------|
| Opening Hours | 12pm to 6pm | 8am to 7:30pm | 6am to 5pm | 7:30am to 8pm | 7:30am to 7:30pm | 8am to 7:30pm | 8am to – 7:30pm | 8am to 7:30pm | 8am to 5pm | Closed | 8am to 3pm | 8am to 3pm | Closed |

6.5 Congress Opening Ceremony – 1 September 10:00 (Neil Blaisdell Center)

The Opening Ceremony on 1 September will be held at the Neil Blaisdell Center. Shuttle buses will operate from the Hawai'i Convention Center for all participants who carry their badge and passport. Information on times of buses, security restrictions and further details will be provided in August.

A relay will be shown in one room in the Convention Center for those who did not make the buses in time.

6.6 Welcome reception

The welcome reception will take place at 18:00 on 1 September at the Hawai'i Convention Center.

6.7 Programme

The online Congress programme is available at: <https://portals.iucn.org/congress/sessions>, searchable for day, room, keywords and session type. It can also be searched via the mobile app (for registered participants only).

Screens

There will be three types of electronic visual displays around the venue. The Hawai'i Convention Center has permanent screens that will display the daily event schedule with time and location for individual sessions. IUCN will manage two other sets of screens. One set will feature major announcements, programme changes, sponsor logos and other information for delegates at various times during the day. The second set of screens will display a selection of the previous information plus pictures of the previous days and inspiring videos. Only major events such as the High Level Dialogues or press conferences will be promoted on these screens. Individual Forum or social events cannot be promoted due to space and time limitations.

Voice announcements will not be available at the Hawai'i Convention Center.

6.8 Congress Mobile App

The Congress mobile app will be the primary way to share information with participants at the Congress. It will replace a printed programme and will have a number of other useful features.

Click to [Access the desktop version of the app](#)

Login: email address and registration confirmation number.



The downloadable version (for iphone, android phone, ipad, blackberry) will be available mid-August. The app will allow you to:

- See who else is coming to the Congress and interact with other participants
- Create your personalised schedule for the Congress and find the best way to get from one session to the next
- See up to the minute updates about Congress sessions and other news during the Congress
- Find information about speakers at the High Level Sessions and discover all exhibits and posters
- Save paper and reduce waste by using the application instead of paper communication and organisational materials (note that there will be no printed programme)
- Take advantage of many more useful features

The Congress website and mobile app shows the official on-line Congress programme. While it is displayed on the website and mobile app, this is a separate system where all event changes are stored. Please contact the Forum Team to update the programme database before requesting any event updates on the Congress website or announcements on the mobile app.

For more information [click here](#)

7. Things to remember prior to departure

7.1 Airport shuttle

Don't forget to book your shuttle bus from the airport online via [the Congress Website or](#) : <https://www.speedishuttle.com/group-reservations?id=PAC71096>. The cost of the shuttle ride each way is US\$15.48. This cost will be covered in addition to your DSA which you will receive onsite.

7.2 Vaccinations

There is no major health risk in Hawai'i, however basic immunization is suggested. More particularly vaccination for Hepatitis A. There is currently (July 2016) a Hepatitis A outbreak in O'ahu and vaccination is strongly recommended. More information on the outbreak can be found [here](#).

Hepatitis A is a viral disease of the liver which is transmitted through eating or drinking contaminated food or water or being in close contact with someone infected by this disease. Further information can be found [here](#).

Please contact your local vaccination center for more information.

For participants traveling to Big Island for holidays afterwards, please make sure to carry and wear protection against mosquitoes. More than hundred cases of Dengue fever were reported on Big Island since 2015 but the situation is now under control.

7.3 Adapters and plugs

In Hawai'i the standard voltage is 120 V. The standard frequency is 60 Hz. The power sockets that are used are of type A / B. Below you find pictures of these power sockets and corresponding plugs. And we provide more information about the voltage and frequency.

- Voltage: **120 V**
- Frequency: **60 Hz**
- Power sockets: **type A / B**

The power sockets used are of type A / B:



Type A: Japanese plugs can be used in the US but often not the other way around



Type B: This socket also works with plug A

7.4 Prayer Room

The HCC has a prayer room on the 3rd Floor in room 303A which is open for all to use.

7.5 Restaurants

In the venue: Two main food courts are available on the 1st level in the Exhibit Hall (Kamehameha). Other food concessions will be available in the lobby and the 3rd level. A variety of food and drinks will be served at the venue which will be open from 2nd to 10th September (limited options will be available on 31st August, 1st and 10th September). Operating hours will be available in August. Prices will range from **8 to 20 USD**. The food court will be closed on 8th September.

7.6 Electricity

As part of the Green Congress Policy the electricity consumption should be kept at a minimum. All participants are asked to switch off all electrical devices when possible.

7.7 Emergencies and First Aid

Emergency number: Should any emergency arise in the HCC please dial “0” from any in house telephone. This will connect you directly to the HCC Security Base. If you call “911” from any in house phone, you will instead be connected once again to Security Base which guarantees fast response. This is designed so that any ambulance could be directed by building staff to get to the scene of the incident as quickly as possible. The Convention Center has a First Aid service on the 3rd level, between room 318b and 319A.



The nurse is equipped with a Cardia Science AED.

Another four are located as follows: one in a cabinet in the lobby adjacent to the Kahakai Restrooms and one each on the third and fourth floors for immediate use. The other is stored at Security Base.

Outside HCC: In an emergency, call 911 (non-emergency: 935-3311)

7.8 Banks and currency exchange and ATM

Banks are normally open from 08:30 am to 06:00 pm on weekdays. They are closed on Saturdays and Sundays. Major currencies and traveller’s checks can be exchanged at the airport, hotels, and at all Hawaiian banks.

There are ATM machines in the HCC to withdraw cash.

7.9 Credit cards

Most hotels, restaurants and shops accept major credit cards e.g. VISA, MasterCard, American Express, and Diners Club. The Debit card with DSA would also be accepted in most restaurants and shops. However, it is also recommended that visitors carry small amounts of cash at all times.

7.10 Mobile Phone Rentals

If you want to use a local phone during your stay in Hawai‘i, the easiest way is to rent a phone. More details on renting a mobile phone can be found [here](#). It might be possible to rent a phone directly from the Business Center in the Convention Center (TBC in the coming days).

7.11 Internet

At HCC everybody will have free wireless access to the internet in the entire building with a public network for general participants and a private network for staff. In addition, LAN cables will be available in most offices but might have to be shared.

The staff hotel has free internet in rooms and lobby.

7.12 Greening

IUCN and the National Host Committee's *Green Team* are working to avoid or mitigate the negative environmental impacts associated with the World Conservation Congress.

IUCN aims to not only mitigate carbon from air travel to Hawai'i but to also [mitigate all carbon emissions](#) resulting from the Congress including shipping of goods, ground travel in Honolulu, hotel stays and emissions associated with on-the-ground Congress logistics at the Hawai'i Convention Center.

But it doesn't end there.

We're doing everything we can to minimize waste, energy and resource consumption, CO₂ emissions and negative impacts on biodiversity. Our goal is to have a Congress that is plastic-free, paper-low and zero waste.

We want the initiatives we put in place for the Congress to set a new standard for event sustainability and to continue to bring economic, social and environmental benefits to the local community after the event.

To do this, we are working with local businesses, farmers and hotels and developing practical guidelines for future green events in Honolulu.

Read the [IUCN My Green Congress Sustainability Policy](#) for more details on what IUCN is doing, and what you can do, to minimize the environmental impacts of the IUCN World Conservation Congress 2016.

8. Transportation and Accommodation

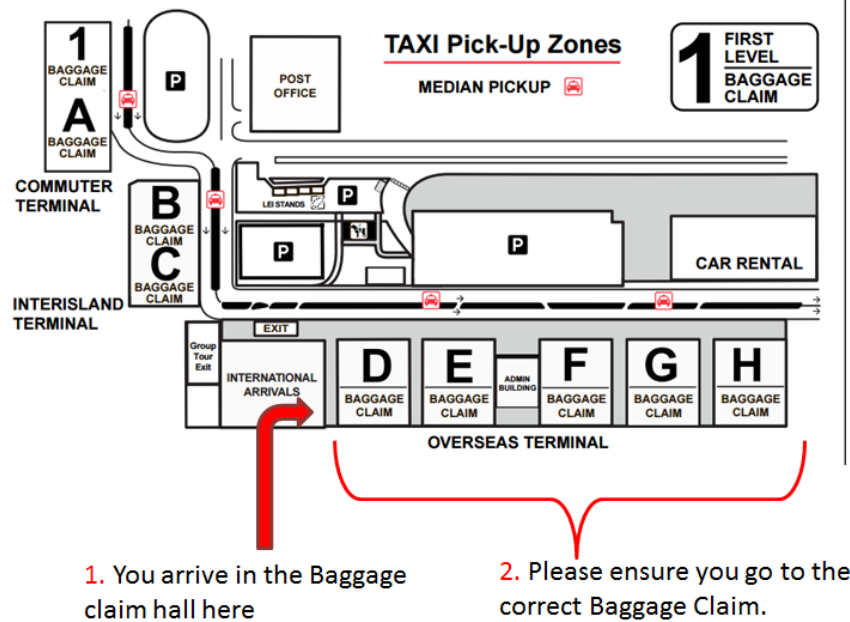
8.1 Transportation

Transfers between Honolulu airport and the hotels

Book your shuttle from the airport to the hotel by clicking [here](#) and reserve your shuttle at around US\$15.48 one way (or US\$31 for the round trip).

The baggage claim area of Honolulu airport is very large. Please ensure you go to the right carousel. These are labeled D-H.



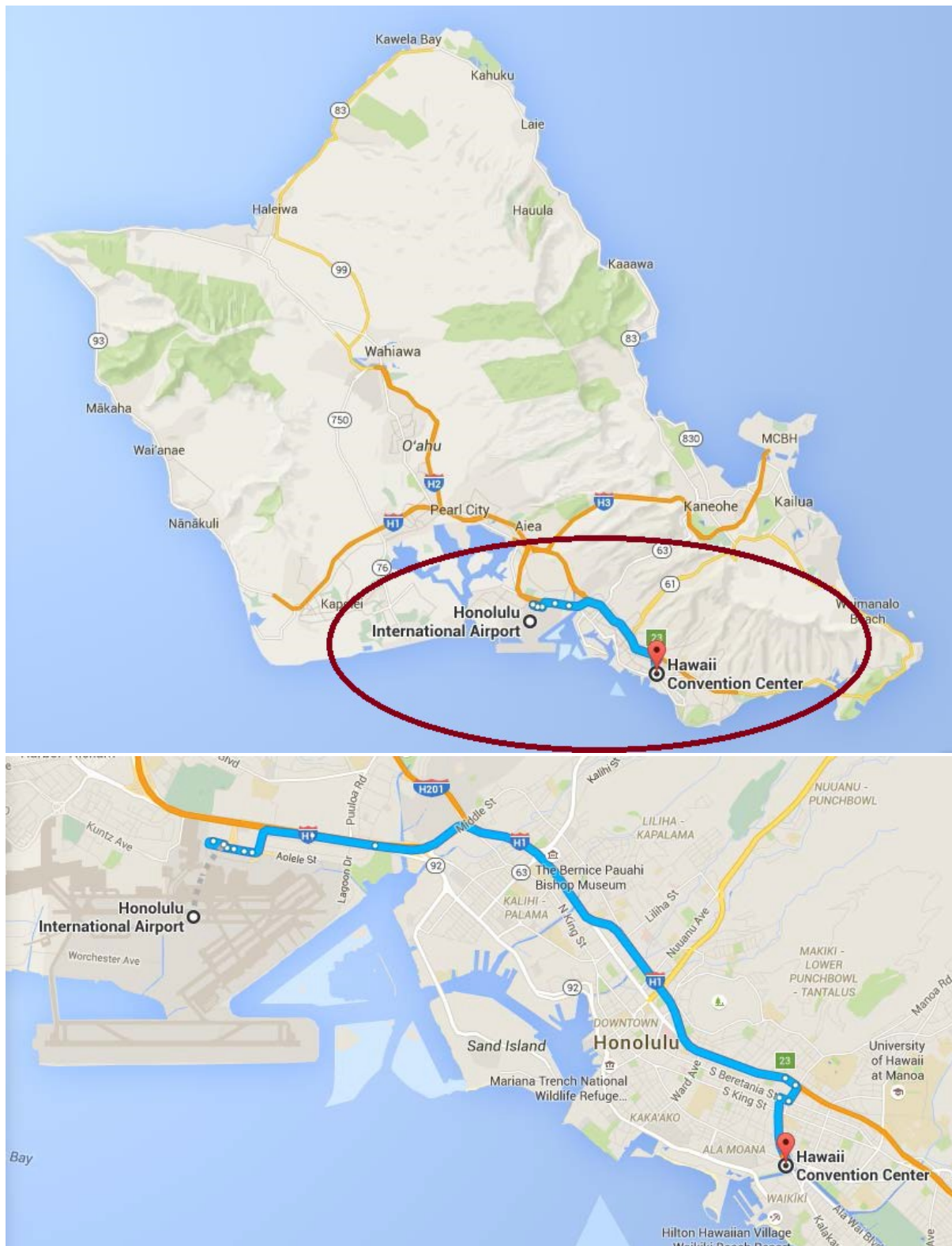


There will be welcome desk in the Baggage claim area in the Honolulu International Airport. Look out for the friendly Speedi Shuttle staff wearing colourful red Hawai'ian shirts with white hibiscus flowers on them.



Airport link: <http://Hawaii.gov/hnl>

8.2 Location overview





9. Support Services

9.1 Members Lounge, Hub and Accreditation Area



Located on the 3rd floor of the Hawai'i Convention Centre, the Members' Lounge is an area for networking, discussions, getting accredited for the Members' Assembly and obtaining vital membership information. The layout has been designed to encourage exchange between IUCN Members, Commission members and the IUCN Secretariat. There are designated spaces for small and larger group discussions, internet access and relaxation, as well as direct access to a leafy courtyard area.

The Members' Lounge contains:

- the Membership Hub, where you can access membership services and seek answers to membership-related questions; and
- the Accreditation Area, where you can come and complete the accreditation for your

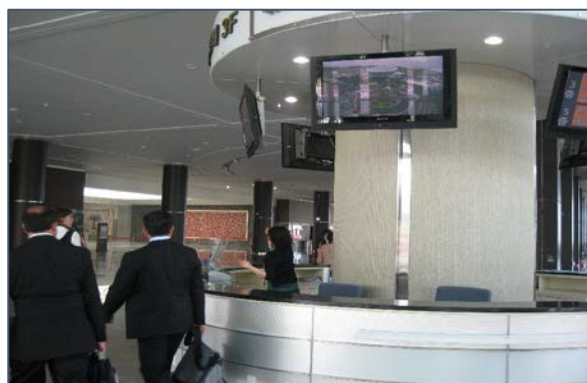
organisation/institution (if you have not done so already by 31st July) and pick up your voting card for the Members' Assembly.

The Lounge and Hub will be coordinated by the Membership Support and Accreditation Teams, comprising colleagues from all of the regions, with experience of membership and accreditation issues and a range of languages skills.

The Members Lounge, Hub and Accreditation Area will be open as follows:

- from 8 am to 6:30 pm on 31st August
- from 3:30 pm to 6 pm on 1st September
- from 8 am to 8 pm from 2-6 September
- from 8 am to 7 pm on 7th and 9th September, and
- from 8 am to 3:30 pm on 10th September
- the Lounge will be closed on 8th September during the excursion day.

9.3 Help Desk



The Onsite Help Desk is an information and assistance resource that troubleshoots problems and responds to spontaneous enquiries about the venue, events, logistics, lost-and-found, etc. to all IUCN Members, Secretariat, and congress delegations.

Help Desks will be located in 2 locations at the Hawai'i Convention Centre (HCC).

Locations:

- 1st Floor Main entrance (this will be main Help Desk).
- 3rd Floor Main entrance. There will be screens in the main Help Desk office to show general presentation, social media dashboard and live pictures from the plenary hall.

The scheduled opening hours for the Help Desks will be as follows:

| | 30-Aug | 31-Aug | 01-Sep | 2-3 Sept | 4-5 sept | 06-Sep | 7 and 9 sept | 10-Sep |
|-----------------------|------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 3rd floor | - | - | - | 8:00am - 7:30pm | 8:00am - 7:30pm | 8:00am - 7:30pm | 8:00am - 3:00pm | - |
| 1 st floor | 12:00am - 6:00pm | 8:00am - 6:00pm | 7:30am - 5:00pm | 7:30am - 9:00pm | 8:00am - 9:00pm | 8:00am - 7:30pm | 8:00am - 7:30pm | 8:00am - 3:00pm |

All queries related to the Help Desk should be directed to Mohamed Karmass
(mohamed.karmass@iucn.org)

9.4 Knowledge Hub (formerly known as the IUCN Bookstore)



The Knowledge Hub, located near the café in the center concourse of the third floor, will showcase the wealth of IUCN's knowledge produced over the years: IUCN's knowledge products and publications. These are some of the most important results of IUCN's unique global collaboration between Members, Commissions, donors and partners.

Sample copies of the latest IUCN publications will be on display and visitors will be encouraged to browse and discover IUCN's knowledge. Computer stations will allow visitors to delve deeper into the IUCN [back catalogue of publications](#), with the IUCN Librarian and volunteers on hand to assist with searching and downloading publications.

Simultaneously, twice a day during the first four days of the Forum, the Knowledge Hub will host dedicated knowledge product sessions. Drop in to hear about IUCN's knowledge products directly from the experts who created them. For a full schedule of Knowledge Hub sessions, please click [here](#).

The Knowledge Hub will be open

- from 9 am to 7 pm from 2-7 September
- from 9 am to 7 pm on 9th September
- from 9 am to 2 pm on 10th September



The Knowledge Hub will be closed on 8th September during the excursion day.

9.5 Payments Desk

The Payments Desk office will be located in the registration area near the registration desk.

The Payments Office will issue pre-loaded debit cards containing DSA and airport transportation cost to IUCN sponsored delegates (including Council members, Commission members and Members whose names have been submitted to the Payments Office for DSA payments onsite).

The Payments Desk office will open from:

- 9 am to 6 pm starting on 31st August, and
- 9 am to 4 pm on the 6th, 7th and 9th September
- The Payments Desk will be closed on 8th September



9.6 Daily Subsistence Allowance

The Daily Subsistence Allowance (DSA) is allocated to cover breakfast, lunch, dinners, laundry and ancillaries (e.g. private phone calls, snacks and refreshments, personal travel, gratuities/tips, airport lounges, hospitality etc).

