



## International Monetary Fund Annual General Meeting 2003 Dubai, UAE

### The project

**Client:** IMF Annual General Meeting  
**Project Type:** Annual Congress  
**Venue:** Dubai International Conference & Exhibition Centre  
**Date:** 22nd - 25th September 2003  
**Audience:** 12000 delegates from over 140 Countries

### The overcoming challenges

- Very high profile delegates, Governments and Senior Financial experts from different regions hence high level protocol and upholding diplomatic status for majority of the delegates was a great challenge
- An extremely efficient multi lingual communication system was put in place, manned by specially trained staff
- High security Congress secretariat was managed over a period of two years as data protection was primary
- Liaising with the local Government authorities and fulfilling the last minute requirements
- A comprehensive delegate Management system was put in place where every delegate was notified with a minimum of six communiqués
- An advanced security system was necessary as most of the delegates were Heads of State
- Massive logistical co-ordination as every element of the event was focused on Security, Quality and punctual service. Over 400 luxury coaches and 250 cars were utilised.
- Enhanced meeting facilities were co-ordinated with more than 18 parallel sessions during the five day period.
- CSI was assigned to train over 4000 staff who was liaising with all delegates during the Congress

### The tools

- Experienced and enthusiastic team of event managers and co-coordinators
- Cutting-edge event business management software (IT system)
- Proven and recognised methodology of work resulting in a professional and hassle-free Conference organisation

### The verdict

#### IMF Secretariat stated:

*"The IMF Annual General Meeting in Dubai was one of the most memorable and trouble free Congress held in the recent past as far as IMF concerned. The commitment of the Government of Dubai did an excellent job in bringing together both public and private sector partners – it was this and great team work by Congress Solutions International in terms of co-ordinating such a large Congress was amazing and it was indeed a professional approach. We thank the great efforts of CSI and the Emirates Group".*

### The results

- An increased delegate attendance of 40% compared to the previous years Congress held in Prague (12000 vs. 7200 attendees)
- The Dubai Government offered the most memorable time for all IMF delegates, even the transportation used for the IMF delegates was specially imported for the IMF Congress
- The most trouble free AGM in the IMF calendar where there were extremely minimal protests

## WHY CSI?

CSI, a member of the Emirates Group was identified to handle an event of such magnitude demonstrated skills of international standards whilst ensuring a meticulous preparation with a proactive and dedicated team. Such effort enabled to position Dubai as a leading Congress destination on the World map.