

Standard Operating Procedure – EAHP AISBL

Subject: organisation of the annual General Assembly

1. Scope and goals

Define the processes to organise and set up a General Assembly, over 3 days.

2. RELEVANT DOCUMENTS

- 2.1. Standard letter to invite Delegates to attend the General Assembly
- 2.2. Certificate of attendance
- 2.3. Name tags
- 2.4. Template of Academy Seminar content (from previous year)
- 2.5. Standard email reminders
- 2.6. General information/schedule – PDF
- 2.7. Presence list (to be signed)
- 2.8. Agenda
- 2.9. Supporting documents

3. Abbreviations

- 3.1. European Association of Hospital Pharmacists: EAHP
- 3.2. General Assembly: GA
- 3.3. Board of Directors: Board
- 3.4. Hospital Pharmacy: HP
- 3.5. President: P
- 3.6. Vice President: VP
- 3.7. Director of Finances: DF
- 3.8. Managing Director: MD
- 3.9. Deputy Chief Operating Officer: DCOO
- 3.10. Senior Bookkeeper: SB
- 3.11. Events Coordinator: EC
- 3.12. Host country: HC

4. Responsible person(s)/owner(s) of the project

- 4.1. Owner of the project: P
- 4.2. Execution: HC, MD, DCOO, EC, SB
- 4.3. Supervision: P

5. Processes

- 5.1. Determine the location and exact date of the GA 2 years in advance
 - 5.1.1. Upon suggestions of Board members or GA delegates
 - 5.1.2. At least 2 applications to host the GA should be received during each GA to allow time to research the most affordable destinations. In the event that no applications are received, the Board will invite a member to act as the host. In the event that no members are willing to host the GA, the Board will select a suitable city.
 - 5.1.2.1 The EC will research the suggested destinations and report to the MD in April each year.
 - 5.1.3. The MD will then report his/her findings to the GA, at least 2 years in advance
 - 5.1.4. GA adopts the GA locations for the next 2 years
 - 5.1.5. Date: standard: 1st or 2nd weekend of June
 - 5.1.6. The GA starts on a Thursday evening and ends on the Sunday afternoon (3 days, 3 evenings)

5.2. Search hotels at/near city centre and negotiate contract

(criteria listed below)- 1 year in advance

- 5.2.1. Standard: HC suggests hotels to host the GA and the MD negotiates the contract, based on set budget approved by the GA.
- 5.2.2. Hotel selection criteria:
 - 5.2.2.1 near city centre
 - 5.2.2.2 stars standard (5-star may be booked provided the rate obtained is the same as a 4 star
 - 5.2.2.3 meeting room with day light (windows) if possible
 - 5.2.2.4 meeting room can host 80 people in U-shape or double U-shape
 - 5.2.2.5 cost of meeting room should not exceed 500€/day
 - 5.2.2.6 if needed, break-out rooms should also be reserved for workshops
 - 5.2.2.7 included in meeting room price should be: (A/V not always possible)
 - i. wireless microphone (1 per 2 persons at head table, 1 on lectern if needed, 25 table mics – 1 mic per 3 delegates), loudspeakers
 - ii. screen (ceiling mounted is preferable)
 - iii. flipchart with paper and markers if needed
 - iv. lectern with mounted mic or wireless mic without lectern
 - v. reception table
 - vi. room marking for ease of finding meeting room
 - i. pens, pads of paper, set-up of room
 - ii. hi-speed internet connection for all delegates
 - 5.2.2.8 Restaurant on-site to provide lunches, costs should range between 22-32 euro per person per meal, coffee break rates should range between 7-10 euro per person per break.
 - 5.2.2.9 85 bedrooms: 75 single, 10 double
 - 5.2.2.10 bedrooms rate should not exceed 160 € per person/single, including VAT and breakfast unless it is impossible for the GA approved destination
- 5.2.3. Board holds its September Board meeting in the selected hotel to do an on-site visit. If the hotel is not suitable, the HC, MD and Board have until the beginning of December of the year preceding the GA to select and finalise negotiations with another hotel.
- 5.2.4. The candidate HC and MD will decide at the beginning of the process, the extent of sponsorship from the hosting association.
- 5.2.5. EAHP will always pay:
 - 5.2.5.1. Hotel meeting room, and all that is linked to it
 - 5.2.5.2. Food & beverages: lunches and coffee breaks for 2 days
 - 5.2.5.3. Welcome drinks on the first day

5.3. Standard GA schedule: communicate it to HC and hotel, when selected – 1 year in advance

- 5.3.1. Wednesday: arrival of Board members and necessary staff at the hotel
- 5.3.2. Thursday: from 9.00 to 18.00: Board meeting
19.00: welcome drinks and maybe, welcome from P & speech from hosts
20.00: buffet dinner at the hotel restaurant
- 5.3.3. Friday: from 9.00 to 18.00: 1st day of GA
19.00 onwards: night out, organised and paid for by the HC, if possible.
Typically, it includes a demonstration of national/regional culture or speciality. Dinner at a local restaurant

- 5.3.4. Saturday: from 9.00 to 18.00: 2nd day of GA
19.00 onwards: night out, organised and paid for by the HC if possible.
Typically, it includes a demonstration of national/regional culture or speciality. Dinner at a local restaurant. Dancing (?)
- 5.3.5. Sunday: from 9.00 until 12.00: cultural event organised by GA hosts. Typically, it includes a city tour or the visit of a landmark building/place. It can also include the visit of a hospital pharmacy.
From 12.00 to 14.00: lunch in a local restaurant. *Careful*: count on the fact that at least 1/3rd of the delegates will have already left the city and do not overbook. The HC has prepared means of communication to the airport, from the restaurant.

5.4. Hotel contract: MD and/or DCOO signs the final hotel contract and takes over hotel contract responsibility - 12 to 8 months in advance

5.5. Inform delegates: Invitation - Send email invitation to the GA – beginning of December, year before the GA

5.5.1 Includes the following information:

- 5.5.1.1. Exact dates of the event
- 5.5.1.2. Hotel information, including the bedroom prices per night
- 5.5.1.3. EAHP pays for the GA meeting, food and beverages and 3 nights' accommodations for one delegate per Member; travel of that delegate, travel, food, beverage and hotel nights for additional delegates are paid by the delegates

5.5.2 Send to all Member presidents, delegates with copy to the board: the message should include the fact that the president of the Member is the responsible person to nominate the attending delegates

5.5.3 Send to delegate-observers: new potential Members, Associated Members or Interested Parties who have been offered to participate to the GA – as many new potential Members as we want, max 2 delegates per country, for which EAHP pays for accommodations

5.6. Event registration: set-up event registration on EAHP web site

Include the following information – Dec/Jan:

- 5.6.1 DCOO is in charge with the support of EC
- 5.6.2 registration form: request to mark the days of presence, and at evening/social/cultural functions, all individualised – registration is free of charge
- 5.6.3 information about hotel including name, address, phone number, web site & amenities, special needs (include photos of location and surroundings) – request to select number of hotel nights, bedroom type (single/double), inform that extra nights are at the cost of the participant and upon hotel availability
- 5.6.4 event programme
- 5.6.5 transportation

5.7. Inform delegates: send out registration message with link to registration web site- January

5.7.1. Explain registration process and relations with hotel

5.7.2. DCOO is in charge with assistance of EC

5.8. Workshop: board decides on content of the workshop

And review potential speakers if required – 2 to 5 months before the event

- 5.8.1 Could be upon the suggestion of a delegation
- 5.8.2 Board discuss the matter at the January Board meeting
- 5.8.3 MD and/or DCOO seeks Board to explain goal and expected outcome of the workshop to be able to then liaise with prospective speaker(s)
- 5.8.4 DCOO and/or EC will liaise with speaker(s) and provide all necessary information to him/her

5.8.5 Speaker is the guest of EAHP for maximum 1 night

5.9. General assembly agenda

Finalised at least 6 weeks prior to the event

MD prepares detailed GA agenda following examples of previous years, includes but is not limited to:

- 5.9.1. Welcome
- 5.9.2. Adoption of previous GA minutes
- 5.9.3. Reports from Board members
- 5.9.4. Report on finances
- 5.9.5. Discharge of Board members
- 5.9.6. Discharge of the auditor (if applicable)
- 5.9.7. Approval of the annual accounts (of last financial year)
- 5.9.8. Approval of the budget (of current financial year)
- 5.9.9. Election/re-election of Board members if need be
- 5.9.10. Reports from working groups
- 5.9.11. Overview of EU activities
- 5.9.12. Reports on Educational events
- 5.9.13. Reports on EJHP
- 5.9.14. Workshops
- 5.9.15. Documents requiring a vote

5.10 Supporting documents - To be sent maximum 6 weeks prior the event- not exhaustive list

- 5.10.1. Letter of invitation and agenda
- 5.10.2. Financial report
- 5.10.3. Letter of candidacy+ supporting letter from candidate country+ supporting letter from at least one other Member for each candidate to the Board, be it for new or renewal of Board membership
- 5.10.4. Suggestions for changes that request a vote from the GA
- 5.10.5. Minutes of previous GA, to be adopted
- 5.10.6. Board meetings minutes (abbreviated) – if available OR upon request of members
- 5.10.7. Applications from candidate(s) to Board: 1/ short CV, 2/ Support from own organisation, 3/ support from at least one other member organisation(s) of EAHP – if available at that time
- 5.10.8. Proxies from non-attending members
- 5.10.9. Country reports

5.11 GA programme - From 6 months to 6 weeks prior to the event

- 5.11.1. DCOO and EC liaise with the HC for content of the programme. HC is in charge of drafting the social/cultural programme, including transportation, finding sponsors for the latter and timing
- 5.11.2. MD liaises with HC and DF to make sure programme respects EAHP GA standard budget
- 5.11.3. Final programme to be completed 6 weeks before the event

5.12 Hotel rooming list: send rooming list to hotel - Minimum 30 days prior to event (unless otherwise stipulated by hotel),

- 5.12.1. Be sure to notify hotel if EAHP will not meet the room block and release extra rooms to prevent unnecessary costs for rooms not used. (check hotel contract to determine date by which this must be done) -
- 5.12.2. send any room reservation changes to hotel as received
- 5.12.3. release other rooms 2 weeks before the event (unless otherwise stipulated by hotel),
- 5.12.4. EC will follow up to ensure that all delegates have registered and have booked hotel rooms

5.13 Material/documents for actual event

- 5.13.1. GA attendees are invited to download view/download documents from the Extranet part of the EAHP website. The copies to be brought and inserted in EAHP folders are:
- 5.13.2. overall programme including the GA schedule
- 5.13.3. GA Agenda
- 5.13.4. Participant list
- 5.13.5. Workshop groups and relevant documents
- 5.13.6. Platinum, Gold, Corporate partner acknowledgement sheet
- 5.13.7. Voting ballots for Board elections
- 5.13.8. Nametags: Title (Mr/Mrs/Ms) + First name + Family name – 1st line; country, 2nd line; name of the event on the 3rd line “EAHP year GA” location, country
- 5.13.9. EAHP banners/flags/tablecloth
- 5.13.10. Gifts for national association president and assisting delegate
- 5.13.11. Certificate of attendance
- 5.13.12. Membership certificates
- 5.13.13. USB keys and supplies
- 5.13.14. Country name place cards for delegate tables
- 5.13.15. Next congress roll-up banner and any other relevant banners

5.14 Check with hotel for no-shows and release rooms as necessary

5.15 Take photos of session and sponsors to post on web site

5.16 Give reminders throughout event

Regarding evening functions and assist with getting everyone on busses in time for social programme

5.17 Send reimbursement forms to speakers

5.18 Post minutes once approved and photos on EAHP web site

5.19 Send thank you message to speaker(s) and hosts

5.20 Send the PPT presentations & photos

To all delegates and Board via an email with a link to the web page, or on an DVD if requested – by post – maximum 6 weeks later

1. REVISIONS

	Date	Version	Name
Developed	12 September 2015	1	Jennie De Greef
Audited	25 January 2015	1	Board members
Approved	11 June 2016	1	General Assembly

Revisions

Dates	Version	Point	Reasons/	Name
6 April 2016	2	5	Hardship for Members to host the GA	Jennie De Greef
23 January 2020	2	3,4 5.2	To update the current practice, titles etc.	MD/Board members

Next review date

Dates
1 September 2023
1 September 2026