



OPEN MEETING POLICIES AND PROCEDURES

When organizing an OTG West Europe meeting (**Business Briefings***, **Trainings**, **S7 Fast Start Training (FST)**, **Getting Started**) we commit to abide by the policies and procedures below, as well as the OTG Code of Conduct.

PRIOR TO THE MEETING

1. Business Briefings and trainings are announced by the ALC on the **OTG Meeting Calendar** (otg.global) and the relevant national **OTG Facebook pages** well in advance. Please ensure it is advertised with the correct OTG template (logos and templates are available on the otg.global page, under System 7/System 7 workshop and the Business Briefing invitation templates under the Download section).
2. The meeting information has to include venue, time (start and end), fees, dress code (business-casual) and contact person's contact details.
3. The venue needs to represent the high image of Nu Skin and OTG.
4. The venue is set with chairs for the guaranteed number of attendees, but prepared with additional chairs in case more people show up (to avoid having a room with empty chairs).
5. Projectors, computers, cables and potential internet connections are tested well in advance of the start of the meeting. Please ensure there is a **timer** visible for all speakers to see and that it's available throughout BB's and trainings.
6. Always have a memory stick and second computer as back-up in case something goes wrong.
7. **All speakers and MC** must have attended at least 5 local/global events and if it is a local leader they should be an active leader in that area and helping out at meetings. Each business briefing is delivered by a maximum of 3 leaders.
8. The MC chooses people for testimonials at the end and remind those leaders that **testimonials approximately last 30 seconds each**.
9. The MC ensures that the leaders he/she has chosen are growing leaders. The panel should be a combination of different backgrounds and ages. When applicable, it is also important to have a person do a scanner testimonial.

10. When applicable, the **Pharmanex Biophotonic Scanner** should be available at all events.

INVITING GUESTS TO THE MEETING

1. We inform guests about the importance of **punctuality**.
2. We remind them about bringing pen and paper or any device so they can **take notes**.
3. We ask the guests to note any questions they might have during the (business) presentation - they can bring them up afterwards with the presenter or with the person who invited them.
4. We make sure that the guests know what kind of meeting they are invited to: **business or product**.
5. **Guests** (without Nu Skin ID) are informed that they **do not pay** for participating in business presentations and demonstrations.
6. The inviting Brand Affiliates make sure that their guests are aware of the business-casual dress code.

THE MEETING

1. The meeting starts and ends at the specific times set out in the meeting calendar.
2. All Brand Affiliates and Brand Representatives should recognize 'first-timers' and people attending on their own to **allow everyone to feel welcome** and make sure they have seats close to the stage.
3. **A full Business Briefing**, including **testimonials**, the **optional Galvanic Demonstration** (if the ALC believes that the machine's beeping noise will not be a distraction during the BB) lasts **approximately 45 minutes**.
4. The **edification process** is quick, informative and contains facts not stories. The introduction will take **no longer than 1 minute** and an example would be: "Good evening, my name is John Smith and before I introduce our speaker this evening please ensure your phones are switched off or on silent. There are no planned fire drills this evening, so in the case of a fire alarm please make your way to the nearest exit (MC to point out that exit). I am very honoured to be asked to introduce our speaker this evening who has travelled from London to be with us. She is originally from Italy and now living here because of the huge potential within our country. She has been in the business for 9 years, is at the top level of our company and is fun and dynamic with a huge heart – Jane Roe.
5. The **MC's role** is to open and close the event, introduce and edify the speakers.

- Before the BB starts, he/she makes sure that all mobile phones are switched off or put in silent mode.
6. Once the Business Briefing is complete MC thanks the speaker and invites the leaders who are doing **testimonials** to the front of the room. The key leader always finishes the testimonial part, therefore the MC must ensure they ask the key leader to share last. The first testimonial is, as much as possible, made by an experienced leader to ensure the others follow the example of the first leader. All Brand Affiliates will aim to have their **testimonials finished in 30 seconds and never longer than 1 minute**.
 7. Only official **OTG West Europe material** is used unless the topic covers areas where OTG has not yet provided any such material.
 8. We always treat leaders, Brand Affiliates and guests with due **respect**, no matter what organization they belong to. We never encourage active Brand Affiliates or prospects to switch groups. This is not acceptable behavior under any circumstances.
 9. During BB's and trainings, we always maintain a **positive attitude**. All leaders are participating, taking notes (not sitting in the back on their computers and phones) and keeping disruptions to a minimum. Remember the saying "**be in the room**"
 10. We avoid answering questions during the (business) presentation. Rather, **questions are answered after** the completion of **the presentation** in order to avoid potential disturbance during the meeting.
 11. We make sure that conversations before, during breaks and after the meetings are held in such a manner that guests, who might overhear the conversation, will not be given a bad/negative impression of us or our products/opportunity.
 12. The **MC closes the meeting** by advising the guests to speak to the person that invited them, thanking the speaker again and then sharing information about additional training, scanning etc.
 13. **No alcohol** is allowed at any OTG business briefings or trainings by guests or Brand Affiliates. People who do not adhere to this will be asked to leave their alcohol outside or to leave the presentation.

TRAINING SESSION AND GETTING STARTED

1. The ALC may decide to organise a **45-60 minutes training before the Business Briefing** followed by a 15 minute break to allow registration of the BB to commence. These trainings are here to **encourage** more Brand Affiliates and Brand Representatives **to be more active** in their local meetings and to support them. At this training **the Galvanic demo can be carried out** if the ALC is concerned that the machine's beeping noise will be a distraction during the BB.

2. There is also an **option** to do a **15 minute “Getting Started” Training after the BB**. Allow a 5 minute break immediately after the BB before starting it.
3. It is important to **keep to timings and start trainings on time**, BB’s on time and “Getting Started” Trainings on time.
4. A **Compensation Plan Training** is carried out **once a month**, to be decided by the ALC (if only 1 BB per month then the training takes place on the same day).

OPTIONAL GALVANIC DEMONSTRATION DURING/BEFORE BUSINESS BRIEFING

1. The ALC may choose to run a **Galvanic demonstration** either **during or before** the **Business Briefing**.
2. **If** the ALC decides to carry out the **Galvanic demo during the BB**, it is to be launched **once the BB has started**. Visitors arriving at the venue should not see a range of products, bowls, headbands, capes etc. lying around.
3. When **presenting the results** after the BB, the Brand Affiliates must have examined the model and looked for **5 areas** showing **visible difference** prior to going up (eyebrow, wrinkles, crow’s feet, cheek, naval fold etc.).
4. The Brand Affiliate then **uses a white sheet of paper** and covers the “after side”, reveals the “before side” and says “this is the before side”, holds for a few seconds and repeats the operation with the other side, hold for a few seconds and then takes the sheet of paper away and reveals both sides together.
5. The Brand Affiliate then **asks the audience** if they can see any difference in the 5 previously noted areas.
6. Then the Brand Affiliate **hands the model a mirror** and asks her/him to tell the audience what he/she feels and sees **to get that “wow effect”** (ask the model to pinch both sides of his/her cheeks together and ask what she/he feels)
7. The Brand Affiliate who has carried out the demo, when bringing her/his model to demonstrate the difference, always mentions that this is **1 of many products** and that it is used as **a great business tool**.