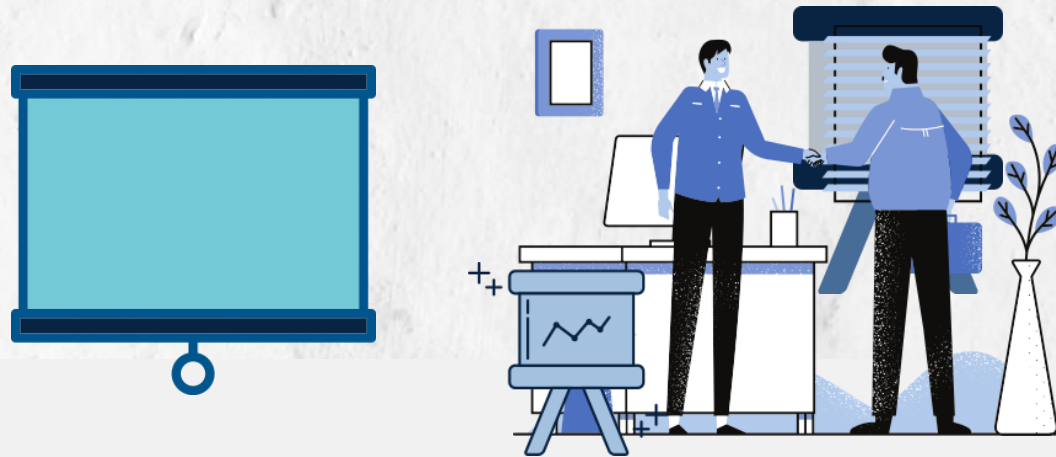


Hygiene Guidelines for MICE Venue

****IMPORTANT****

**Always follow the measures of the Department of Disease Control,
Ministry of Public Health of Thailand**



MICE
Capabilities
Development Department



Venue General Preparation

Source: Ministry of Public Health of Thailand



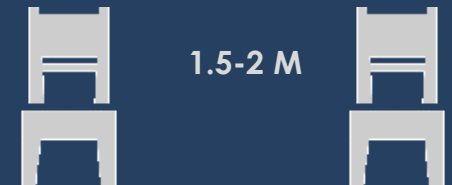
- Provide hand sanitizer stations in every entrance-exit And various areas around the event location
- Make sure these dispensers are regularly refilled



- Increase the frequency of cleaning and maintenance of air conditioning systems.
- Open windows and doors whenever possible to make sure the venue is well ventilated



Increase the frequency of cleaning and sanitizing service, especially in the area of contact points such as service counters, door handles, handrails, push buttons, bathroom lifts, etc.



- Reducing congestion of participants in meeting areas by arranging meeting space 1.5-2.0 m. apart
- Spread food and beverage corners to many areas.

Venue Hygiene Preparation

Source: Ministry of Public Health of Thailand



- Provide health information form to obtain information of attendees health risk.



- Provide sufficient thermos scan stations and clearly identify qualified personnel.



- Prepare full-time nurse in the nursing area.



- In case of identifying suspect infected individuals, the venue can recommend and accommodate to the nearest hospital.

Venue Staff Preparation

Source: Ministry of Public Health of Thailand



- Ensure all staff wear masks all the time when in operation
- Note: Face shield is recommended when staffs need provide close contact service to guests



- Ensure there are full-time hygiene staffs to regularly inspect all hygiene processes in the venue.



- Organize training, create Standard Operation Procedure (SOP) to prevent COVID-19 for staffs and communicate health care information to all employees.



- Communicate and keep staff updated and informed about all information regarding safety and hygiene protocols.



- Publicly communicate preparation information to ensure the mutual understanding between staff and customers when the event commences.

Hygiene Guidelines for MICE Organizers

****IMPORTANT****

**Always follow the measures of the Department of Disease Control,
Ministry of Public Health of Thailand**



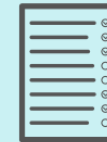
Pre-event

All event activities must be operated in accordance with the official announcement from the destination authorities and the Center for Covid-19 Situation Administration (CCSA)



Communication

- **Submit Practical Info and House Rules to all participants in advance via email**
- **Request all participants to complete Health Risk Evaluation from no more than 24 hours prior to the event date.**
- **In case of participants travelling from abroad, ensure to inform participants to follow official announcement of the concerned authorities.**
- **Inform the attendees in advance about the right to permit and restrict participants in case of suspected cases.**



Staff Preparation

- **Educate and train all staffs with Standard Operation Procedure or SOP Manual and Emergency Plan**
- **Have full-time nurse at the nursing station.**
- **Provide staff screening points before enter event premise.**
- **Have sufficient cleaning staffs and equipment**
- **Have full-time hygiene staff during through out event period to ensure all hygiene procedure**
- **Inform and updates information about Covid-19 measures and guidelines to all staff.**

Pre-event



Travel

- Provide information about travel routes and methods of transportation that reduce the risk for participants.
- In case of providing shuttle bus, the seats should be accommodated for physical distancing at least 1 meter and provided regular cleaning before and after the use vehicles.
- Screen body temperature before passengers boarding the vehicle, and provide enough hand sanitizers in the vehicle



Screening point before entering the event

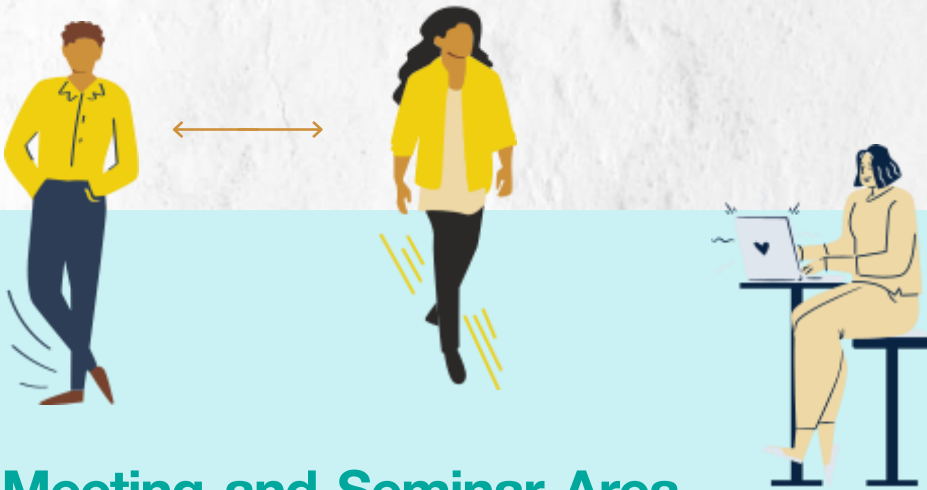
- Provide sufficient temperature screening points or thermoscan for attendees to reduce congestion in the queue
- Require all participants to wear a masks and prepare masks for sale or give away to those who have not prepared a mask

During Event



- Use QR code scanning or face recognition for registration to avoid touch points
- Provide sufficient registration stations for participants
- Arrange meetings area with minimum touch points
- Create Floorplan to accommodate physical distancing for at least 1.5 meters
- Provide sufficient hand sanitizing & cleaning products.
- Provide staffs to regularly clean the equipment and areas with a large amount of touch, such as handrails, doorknob and microphone
- Provide information, suggestions and prevention of disease spread in the event and periodic hygiene announcements at work throughout the duration of the event
- Provide a drinking station by using individuals' or disposable cups
- For sharing supplies, i.e. pens or pencils, be sure to separated “used” and “sanitized” supplies.
- Use QR Code system for all forms including registration, satisfaction survey, exams and polls.
- Prepare waste separation stations, especially for “biohazard waste”

During Event



Meeting and Seminar Area

- Create floorplan that accommodate physical distancing with at least 1.5 meters
- Avoid group activities or workshops with close contact.
- In case of sharing microphone, have staff ready to clean and sanitize microphone after each use.
- In case of having speakers travelling from abroad, ensure to verify and clarify all hygiene measures and inform speakers with regards to organizer's practices
- Minimize speaker's travel by booking accommodation in or near the event venue



Exhibition Area

- Exhibition area must have proper ventilation system
- Create floorplan that accommodate physical distancing with at least 2 meters
- Use online advance queuing for exhibition visit to minimize and manage crowd control
- Combine online trading platforms with on-site exhibitions.

Event



Dinning Area

- Arrange seating areas that accommodate physical distancing with at least 2 meters
- Select venues that can offer individual-serve catering. Buffet style is NOT recommended.

Smoking



- Smoking should be prohibited in event's area to reduce chance of virus spreading.



Restroom

- Hourly clean the area of the toilet seats, toilet paper boxes, sinks, faucets, soap holders and other touch points with a bleach or 70% alcohol or 0.1% hydrogen peroxide

Post Event

Reassure that all event and activities have been properly reported to the official announcement from the destination authorities and the Center for Covid-19 Situation Administration (CCSA)

Report

- Ensure all event and activities have been properly recorded and reported to the destination authorities and the Center for Covid-19 Situation Administration (CCSA) including the information about tracking and tracing participants post event.




Waste Management

- Ensure waste from event have been managed properly, especially “biohazard waste” that need to be contained properly before being picked up by the concerned parties.




COMMUNICATION SAMPLE




TCEB
THAILAND CONVENTION
& EXHIBITION BUREAU

COVID-19 Health Protocol for MICE

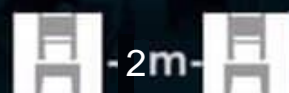
TCEB encourages hygiene standards and health protocol for protecting vulnerable people, hand hygiene and social distancing include;




Require Travel and sickness data screening and temperature




Limiting the size of meeting to not over 50 participants.




Arranging seats so that participants are at least 2meter apart




"hand washing break" during break time




Hand sanitizers are display prominently around the venue



Posted advice on how to prevent the spread of infection and COVID-19




"Individual Serve"
No sharing Food and Water





Bring your own water container and utensil

Program by



Hosted and Organized by



SAMPLE OF SCREENING POINT



SAMPLE OF REGISTRATION AREA WITH QR-CODE



SAMPLE OF MEETING ROOM SEATING



SAMPLE OF FOOD & BEVERAGE AREA



SAMPLE OF RESTROOM CLEANING PROCETURE





www.micecapabilities.com



THANK YOU
