

Conference, Convention & Exhibition Venues

Malaysia Standard Precautionary Measures & Procedures
Post Covid-19 Recovery Movement Control Order (RMCO)

REVISED VERSION AS AT 13 JUNE 2020



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Pre-Event

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Pre-Event

Staff Precautions

Staff Mandatory Checks:

- Daily temperature checks
- One-time questionnaire
- All staff will be given guidelines on Social Distancing & Good Hygiene practices
- All staff will be given a face mask and gloves to wear at all times
- Dedicated training for all ERT / SHE teams to be conducted



The infographic features four circular illustrations: hands being washed with soap, a person wearing a white face mask, a person coughing into their elbow, and a person standing in a crowd with others. The background is light green with a blue footer.

Protecting yourself and your loved ones from #coronavirus is simple:

- Clean your hands often
- Cough or sneeze in your bent elbow – not on your hands!
- Avoid touching your eyes, nose and mouth
- Limit social gatherings and time spent in crowded places
- Avoid close contact with anyone who is sick
- Clean and disinfect frequently touched objects and surfaces.

#MentalHealth #COVID19 #coronavirus

World Health Organization
Western Pacific Region

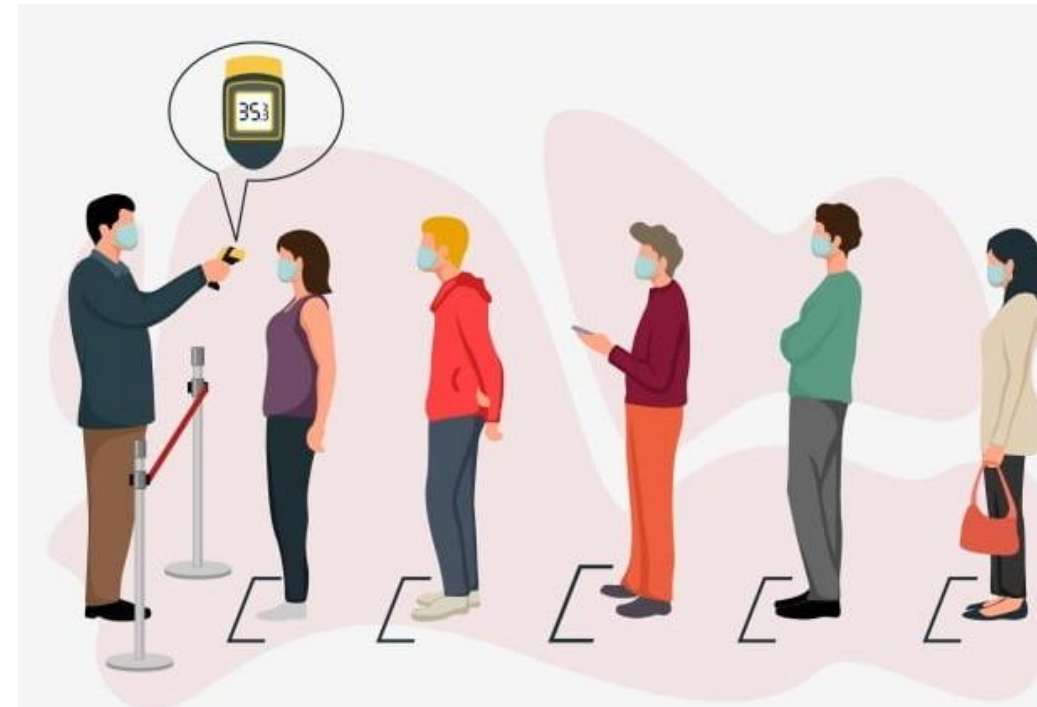
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Pre-Event

Event Organisers and Service Providers Precautions

Mandatory Checks:

- Screening points at dedicated entrances and exits of the venue
- Data Collection and recording of Attendees
- Scan QR-code or MySejahtera App for verification and for tracking purposes.
- Exhibitors, Contractors, Staff, Visitors and Attendees must wear face masks when entering the building and whilst onsite
- Temperature scanning of all before entering the building

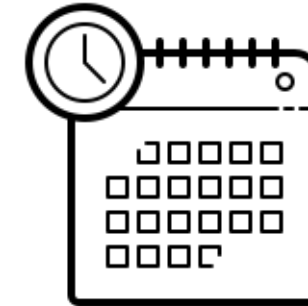


Pre-Event

Attendee Precautions

Mandatory Checks:

- Pre-registration through organizer's online platform is compulsory, along with health and travel declaration
- Strictly follow scheduled visit (maximum 250pax for every 1,000sqm of event space)
- All attendees must:-
 - Download and register MySejahtera App in advance
 - Face mask is compulsory during the visit
 - Age between 12 – 70



AGE BETWEEN 12 - 70

Pre-Event

Event Contractors, Sub Contractors, Crew, Suppliers

To be contacted prior to event:

- Advised that they must enter via the dock
- Advised that anyone displaying any symptoms must self isolate
- On arrival to complete questionnaire & temperature screening
- Washing and sanitization station with masks and gloves available

On arrival at the venue:

- Daily temperature checks
- Wash hands thoroughly at the hand wash station before handling/ unloading goods
- All delivery personnel are required to wear face masks and gloves before unloading goods
- Delivery personnel are required to follow social distancing practices.



Mandatory temperature check

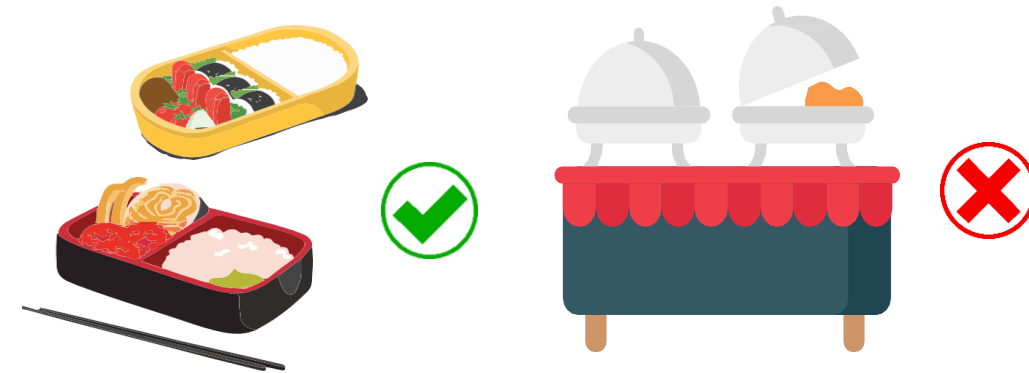
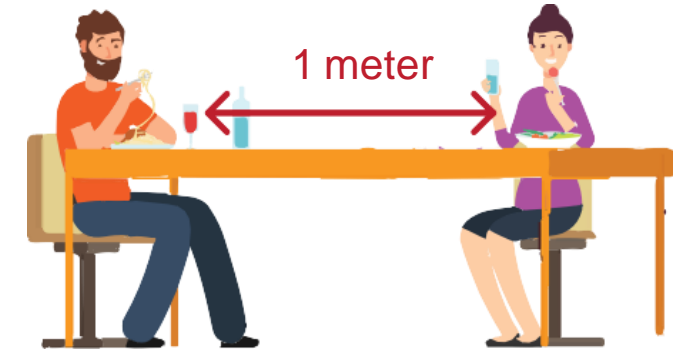


Wear face mask

Pre-Event

Venue Catering

- All venue set ups' will be done ensuring social distancing best practices are observed
- Buffets will not be considered in the first Phase of re-opening
- Staggered service /mealtimes
- Boxed meal alternatives
- Preparation and service staff to all have PPE i.e. gloves and mask as minimum



Pre-Event

Venue Set Ups

Function room seating should be spaced for social distancing, at least 1m between chairs and 2m between rows to allow for flow and movement.

- **Auditorium/** theatre seating – only every alternate chair to be used.
 - **Staffing:** Allocation based on number of attendees and room capacity
-
- **Theatre** - flat floor
1m spacing all around seat with increased aisle and row separation
 - **Staffing:** Allocation based on number of attendees and room capacity



Pre-Event

Venue Set Ups

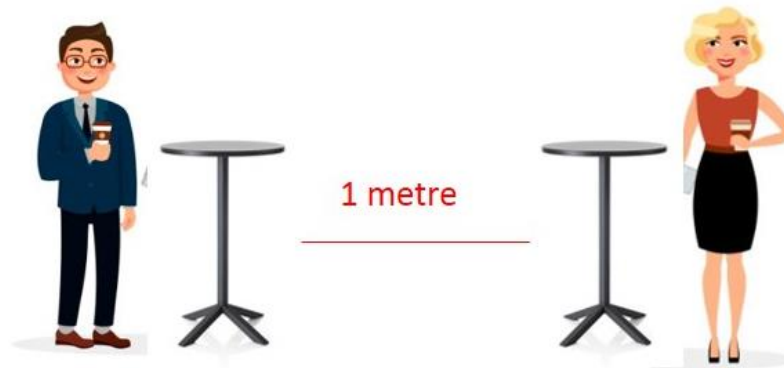
- **Banquet**
Reduction to 4 or 5 people instead of 10 increased aisle and row separation
 - **Staffing:** Allocation based on number of attendees and room capacity
-
- **Classroom**
Spacing of 1 or 2 per trestle (size of trestle, 1 m spacing to apply)
Increased aisle and row separation (suggest 1m to 2m spacing)
 - **Staffing:** Allocation based on number of attendees and room capacity



Pre-Event

Venue Set Ups

- **Cabaret**
Reduction to 4 persons per round/oval size
Increased aisle and row separation
(suggest 1.5m to 2m spacing)
 - **Staffing:** Allocation based on number of attendees and room capacity
- **Boardroom**
Apply 1m social distancing per seat
 - **Staffing:** Allocation based on number of attendees and room capacity
- **Cocktail Reception**
Allow minimum 4sqm per person
 - **Staffing:** Allocation based on number of attendees and room capacity

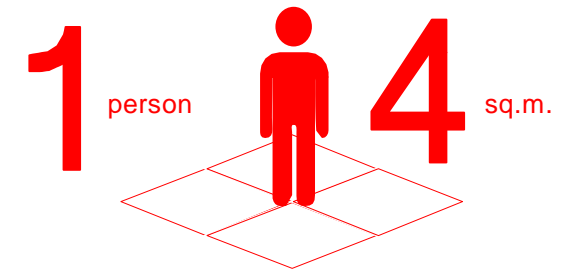


Pre-Event

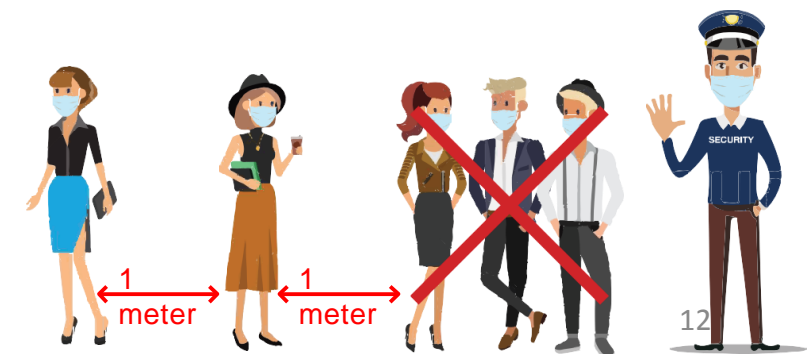
Venue Set Ups

- **Exhibition**

- Only a maximum number of 250pax for every 1,000 sqm gross area will be allowed inside the exhibition hall at one time
- Aisle width will be adjusted in accordance with social distancing best practice
- Headcount system will be set at all hall entrances to monitor the numbers of people in the hall
- Security to monitor social distancing in the event space
- Maximum 2 exhibitors per 9 sqm booth
- Exhibitors should be advised to control the frequency and scale of all onsite events and scientifically plan the number of participants
- New guidelines will reduce the complexity of the booths will be set during this period and minimise number of contractors onsite and reduce build up time



TOTAL HEAD COUNT		
341		
EMPLOYEES	VISITORS	CONTRACTORS
157	152	32



Pre-Event

Medical Aid & Treatment Area

- Designated Isolation Room for quarantine.
- Appropriate PPE
- Medical practitioner / paramedic / health official on site appropriate to event type



Pre-Arrival

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Pre-Arrival

Parking: Organisers are given staggered timing to start their events to ensure all guests are not arriving at the same time.

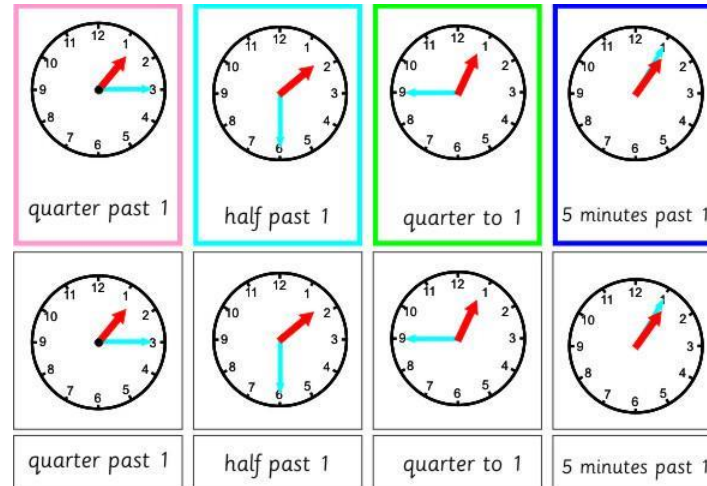
Clear signage to remind guest of social distancing, lifts to use and lifts will be demarcated, stairways and escalators will be clearly marked for access control.

Entrance and Exit for access points will be demarcated with appropriate signage and staggered arrivals will be applied to control the number of people.

Entrance and Exit for function spaces: Separate entrance and exit points will be demarcated for all function spaces wherever available.

Elevators and Escalators will be marked and clear signage will be placed to remind guests of social distancing rules

Staggered Timing will apply



Arrival

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Arrival



Attendees at Entrance with Social Distancing



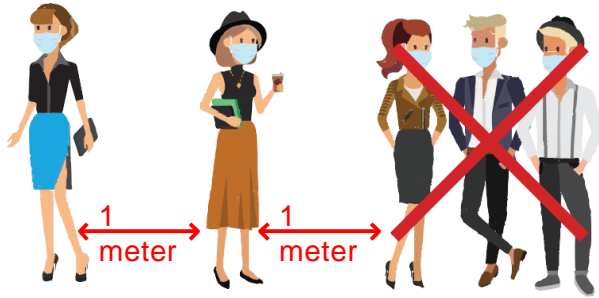
Main Entrance



Proof of Registration



Health Check



Movement Monitoring



Event Check In



Venue Check In



Access to the venue will NOT be allowed

Departure/Post Event

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Departure/Post Event

Contact Tracing

Attendee records to be maintained based on current regulations.

In the event that any Covid-19 case is identified, the required protocols will be followed.

Exit

Attendees will need to leave in an orderly manner, maintaining social distancing.

Cleaning & Sanitisation

Once the venue has been vacated Housekeeping will fully sanitize the room using the necessary equipment.

All linen will be removed e.g. chair covers and all hard surfaces will be wiped down by staff in full PPE kit.



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Pre/During/Post Event

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Pre/During/Post Event

Communication & Signage for Attendees and Service Providers

Notice for Attendees

Health and Hygiene Guide



This guide features six panels with illustrations and text: 1. Two people standing 1 metre apart with a double-headed arrow between them. 2. A person touching their face with a red prohibition sign over it. 3. Hands being washed under a faucet with soap. 4. A hand being shaken with a red prohibition sign over it. 5. A person wearing a face mask. 6. A hand being sprayed with sanitizer next to a bottle.

Keep a safe distance

Avoid touching your face

Wash or sanitise your hands frequently

No handshake

Wear face mask

Our venue is sanitised frequently

We Care for your Health and Safety

 KUALA LUMPUR CONVENTION CENTRE

Notice for Service Providers

Health and Hygiene Guide



This guide features six panels with illustrations and text: 1. Two service providers standing 1 metre apart with a double-headed arrow between them. 2. A person touching their face with a red prohibition sign over it. 3. Hands being washed under a faucet with soap. 4. A hand being shaken with a red prohibition sign over it. 5. A person wearing a face mask and a hard hat. 6. A person wearing a hard hat and mask being sprayed with sanitizer, with another person in the background.

Keep a safe distance

Avoid touching your face

Wash or sanitise your hands frequently

No handshake

Wear face mask

Mandatory temperature check

We Care for your Health and Safety

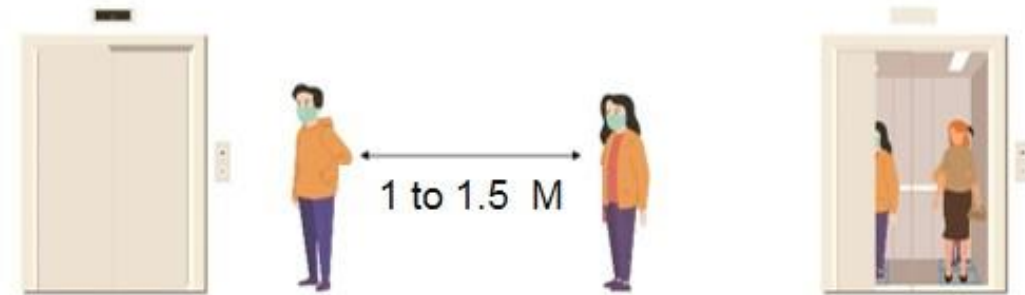
 KUALA LUMPUR CONVENTION CENTRE

Pre/During/Post Event

Communication & Signage for Attendees and Service Providers



Please keep your distance
Your health is our priority



Queue up before getting into elevator.
Keep a distance of 1 metre

No more than 4 persons
are allowed in the elevator

Please keep your distance
Your health is our priority



Pre/During/Post Event

Communication & Signage for Attendees and Service Providers



Cover mouth and nose when coughing or sneezing



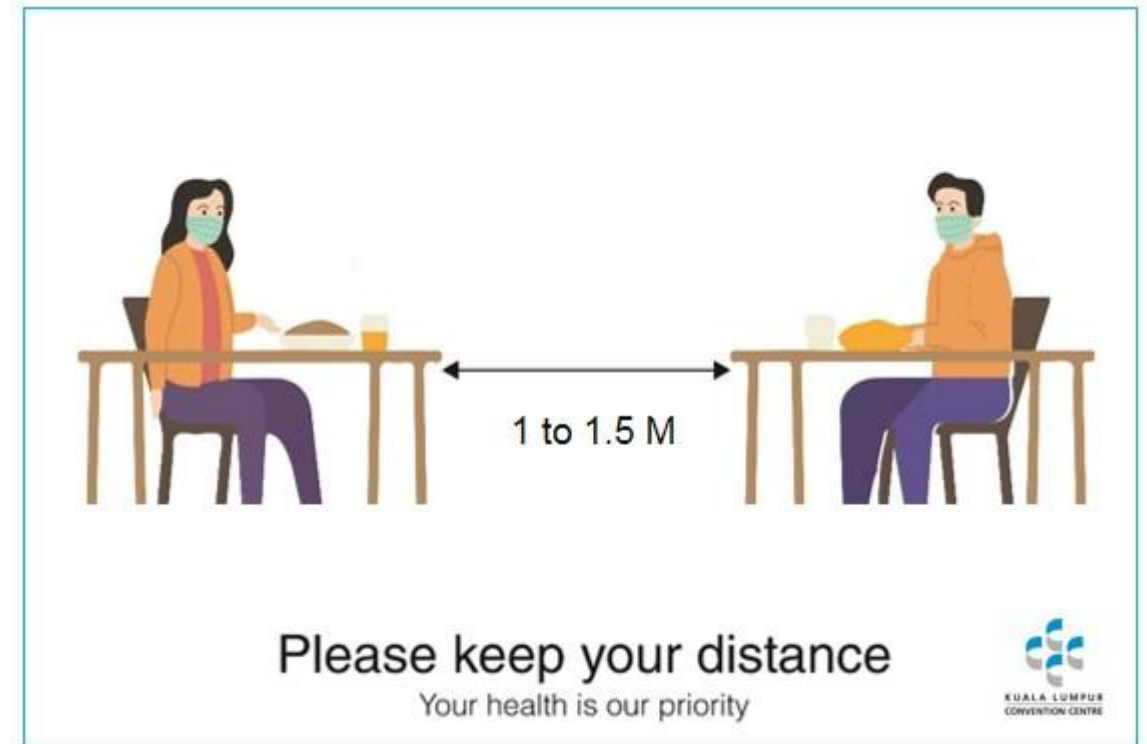
Throw used tissue into waste bin



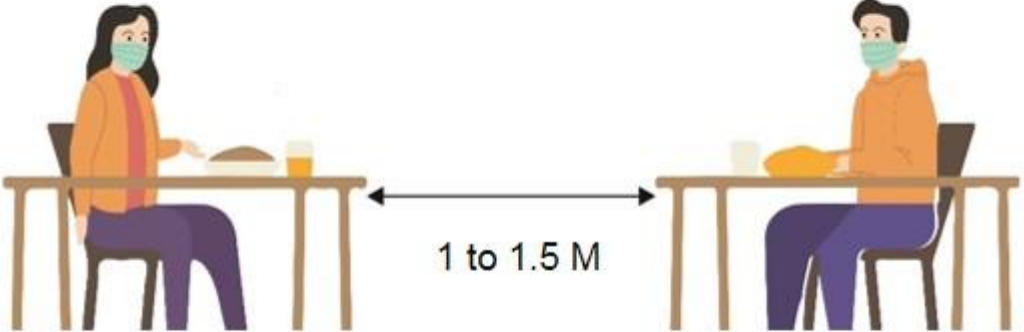
Wash or sanitise your hands immediately




Coughing Etiquette
Your health is our priority



1 to 1.5 M

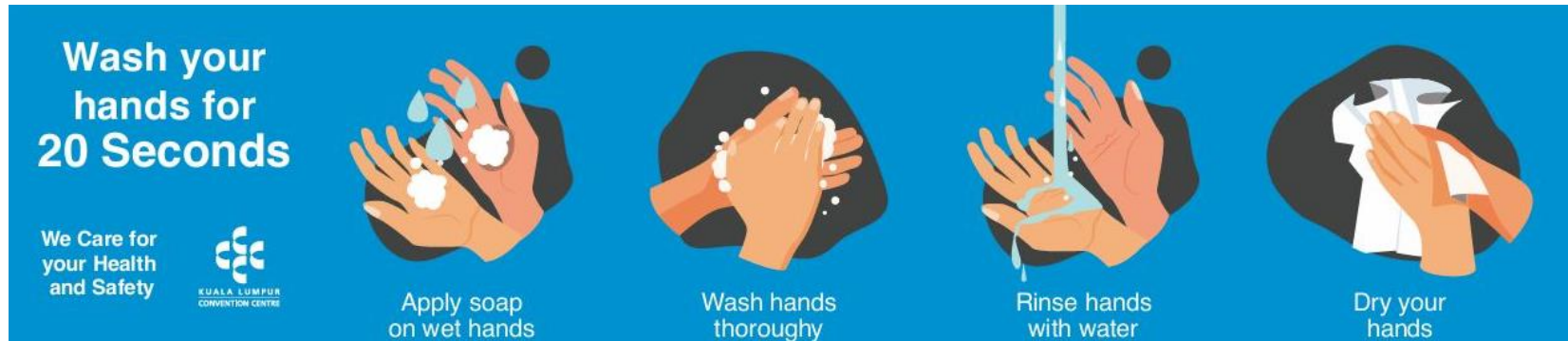


Please keep your distance
Your health is our priority



Pre/During/Post Event

Communication & Signage for Attendees and Service Providers



Pre/During/Post Event

Communication & Signage for Attendees and Service Providers



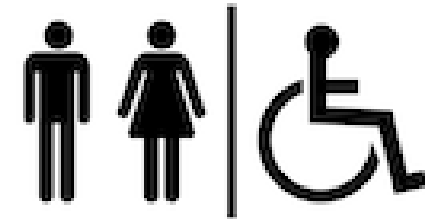
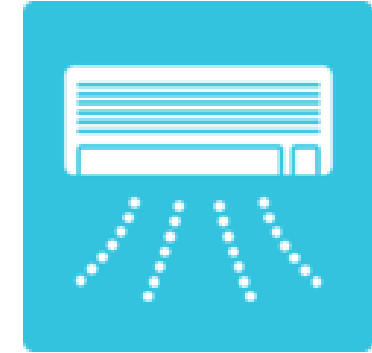
Pre/During/Post Event

A/C system cleaning and disinfectant spraying frequency will be increased over event halls / rooms.

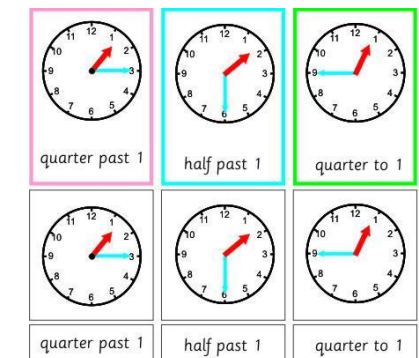
Restrooms will be staffed and cleaned every 30 minutes with disinfectant and users will be diverted to alternate restrooms to minimize human contact. Washbasins will be marked appropriately to ensure social distancing.

Common Spaces such as internal F&B outlets, surau, staff canteen, etc. will be monitored and managed in accordance with all health and hygiene and social distancing measures.

Public touch points such as doors, door handles, handrails, elevators and escalator handrails will be frequently cleaned during the course of operational period.



Scheduled Cleaning



Pre/During/Post Event

Disposal of 'Contaminated' Items

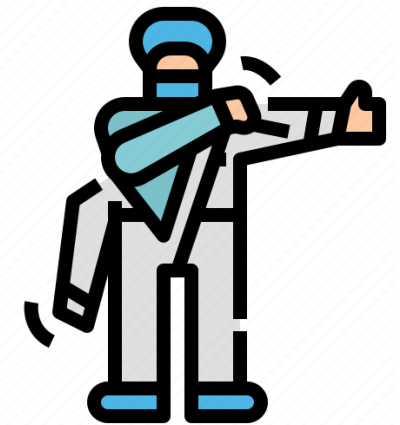
Face Masks & Gloves

All Face Masks should not be worn for prolonged periods and must be discarded in airtight bins. Gloves and masks must be discarded in the same way immediately after use.

Disposal of PPE as recommended by DOE and it shall be to the licensed contractor. (e.g. Radicare, Kualiti Alam)

Isolation Facility PPE

Staff performing duties in this area will have full PPE kit which will be properly disposed of after use.



Terima Kasih

For reference purposes, kindly note the following detailed business events industry sector Standard Operating Procedures (SOPs) have been previously submitted:

- [Industry Venue Sector SOP](#)
- [Exhibition Organiser Sector SOP](#)
- [Meetings & Conferences \(PCO\) Sector SOP](#)
- [Destination Management Companies \(DMC\) Sector SOP](#)
- [Event Management Sector SOP](#)
- [Live Events Sector SOP](#)

Thank You

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