

# MALAYSIA BUSINESS EVENTS GUIDELINES

IN ACCORDANCE WITH THE APPROVED MALAYSIAN NATIONAL SECURITY COUNCIL (MKN)

STANDARD OPERATING PROCEDURES (SOPS) EDITION#3 DATED 16 OCTOBER 2021



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**BUSINESS EVENTS COUNCIL MALAYSIA  
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# INTRODUCTION

Health and safety protocols is a complex process that requires a wealth of skills and experience in various fields. Business Events is witnessing a rapid growth of new health safety ideas, measures, and frameworks amidst the pandemic.

The purpose of this guideline is to define a framework for organising exhibitions, conferences and any other type of business events within the response and recovery phase of the post pandemic, in line with government directions.

This framework has been prepared in reference to the **Standard Operating Procedures as approved by the National Security Council (MKN: Majlis Keselamatan Negara)**, in consultation and supporting of all parts of the Business Events industry, including exhibition organisers, conference organisers, venue operators, suppliers and trade associations.

## GOVERNMENT / LOCAL AUTHORITIES

- [Majlis Keselamatan Negara \(MKN\)](#)
- [Malaysia Covid19 Info Center by Ministry of Health \(MOH\)](#)
- [Malaysia Government Website For Data & Insights On Covid-19](#)

- [OneStopCentre by MIDA to Enter Malaysia as a Business Traveller](#)
- [MyTravelPass by the Immigration Department of Malaysia](#)
- [Kuala Lumpur City Council](#)

## RECOVERY MOVEMENT CONTROL ORDER (RMCO)

- a. [MICE Standard Operating Procedure PKPP](#) 1/10/2020

## CONDITIONAL MOVEMENT CONTROL ORDER (CMCO)

- a. [MICE Standard Operating Procedure PKPB](#) 16/3/2021
- b. [Penganjuran Majlis Kerajaan & Swasta PKPB](#) 24/2/2021
- c. [Sektor Industri Kreatif – Acara Langsung PKPB](#) 24/2/2021
- d. [Mesyuarat Agung Tahunan Pertubuhan Berdaftar PKPB](#) 5/4/2021

## MOVEMENT CONTROL ORDER (MCO)

- a. [MICE Standard Operating Procedure PKP](#) 1/3/2021

## NATIONAL RECOVERY PLAN (NRP) - SOP

- a. [National Recovery Plan \(Phase 1\)](#)
- b. [National Recovery Plan \(Phase 2\)](#)
- c. [National Recovery Plan \(Phase 3\)](#)
- d. [National Recovery Plan \(Phase 4\)](#)

# INTRODUCTION

## BUSINESS/TRADE EVENTS IDENTIFIED CROWD & CONTROLLED ENVIRONMENT



**TYPE OF EVENTS:** Business Meetings, Conventions, Industry Conferences, Congresses, Trade & Consumer Exhibitions, Corp Incentive Programme, Corporate Events

## THE BENEFITS OF BE BEYOND ECONOMY

- **CONTRIBUTE TO ECONOMIC AND SOCIAL DEVELOPMENTS**
- **REPUTATION** catapulting **MALAYSIA'S PROFILE** internationally
- A wealth of **KNOWLEDGE TRANSFER** which will boosts development
- **TRADE & INVESTMENT** building the country's economy
- **LEGACY** establishing the present for future leaders
- **DIGNITY & SOCIAL DEVELOPMENT: CHANGE FOR THE BETTER** - progress in communities
- A global network and business opportunities - **CONNECTING BUSINESSES**

**BUSINESS EVENTS IS VITAL FOR THE NATION**

# INTRODUCTION

## PEOPLE AND BUSINESS

**Business Events puts people at the heart of its business model: we connect people to do business, learn, and inspire.**

Business Events are a much-needed fast track to drive the economic recovery – especially for SMEs, who represent the backbone of every economy and for whom Business Events are a leading sales channel - **Business Events Means Business.**

## THE ECOSYSTEM OF BUSINESS EVENTS

Business Events industry serves vertical industries – we have customers from all sectors – and is ready to play its essential role in the recovery of the economy. We offer platforms for businesses and people to connect, trade, discover and learn, benchmark, and become more innovative and competitive. **Our industry is a large, complex and well-balanced ecosystem** of different disciplines and providers covering convention centres, event venues, exhibition and conference organisers, agencies, freight forwarding, stand-construction, sound and light, catering, cleaning, digital solutions providers, security and many more.

Most of these are SMEs. We serve for example, sectoral associations, corporate and institutional clients with different formats like B2B, B2C or B2E (business to employees).

## SAFE AND CONTROLLED ENVIRONMENT

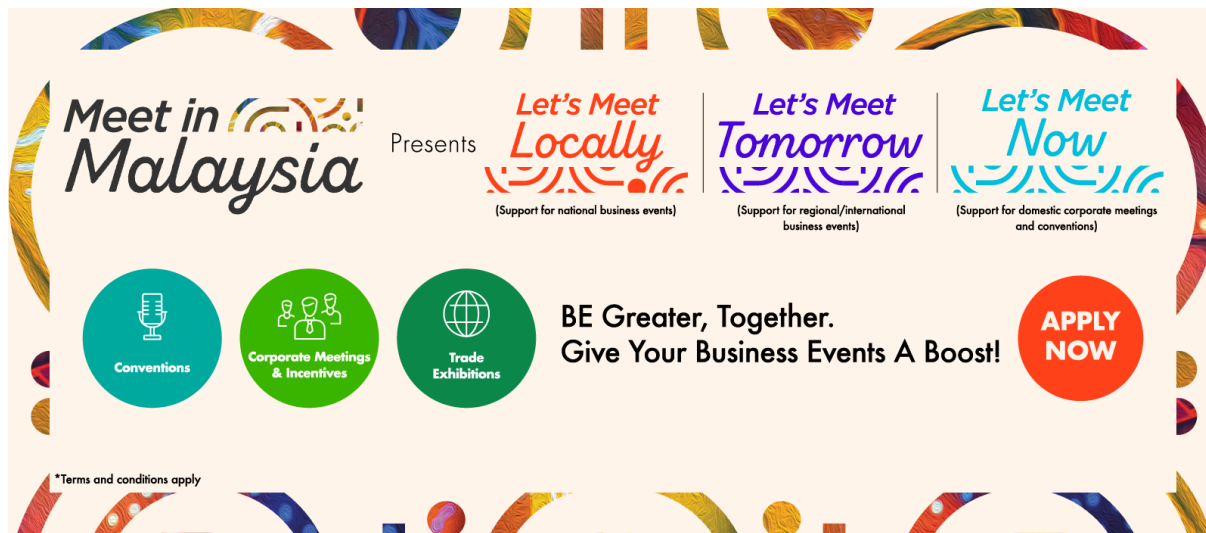
The health and safety of people is, and always has been, a primary concern of the Business Events industry. There are robust health and safety standards in place, and we have the capacity to enhance these measures.

## ADDITIONAL ENVIRONMENTAL CONTROLS

**UNLIKE large and/or leisure gatherings**, the format of business events allows the organiser to structure and steer the attendees on all steps of their journey – from their registration, to their arrival on site and entry, to the way they navigate event floors, meetings spaces, and auditoriums, as well as the catering and sanitary options available to them. **Purpose-built exhibition & convention venues** are designed specifically to host business events and to manage visitors to their site according to **strict local authority security policies and international safety standards.**



# SUPPORT BY MYCEB



The graphic features a decorative border with colorful, abstract patterns. At the top left is the 'Meet in Malaysia' logo. To its right, the word 'Presents' is followed by three initiatives: 'Let's Meet Locally' (with a red and orange wave icon), 'Let's Meet Tomorrow' (with a purple and blue wave icon), and 'Let's Meet Now' (with a blue and green wave icon). Below each initiative is a brief description of its support. At the bottom left are three circular icons: a microphone for 'Conventions', two people for 'Corporate Meetings & Incentives', and a globe for 'Trade Exhibitions'. To the right of these icons is the slogan 'BE Greater, Together. Give Your Business Events A Boost!' and a red circular button that says 'APPLY NOW'. A small note at the bottom left states '\*Terms and conditions apply'.

**Meet in Malaysia** Presents

- Let's Meet Locally**  
(Support for national business events)
- Let's Meet Tomorrow**  
(Support for regional/international business events)
- Let's Meet Now**  
(Support for domestic corporate meetings and conventions)

**Conventions** **Corporate Meetings & Incentives** **Trade Exhibitions**

**BE Greater, Together. Give Your Business Events A Boost!**

**APPLY NOW**

\*Terms and conditions apply

**'MEET IN MALAYSIA (MIM)' CAMPAIGN**  
<https://www.myceb.com.my/meetinmalaysia>

## Campaign by the Malaysia Convention & Exhibition Bureau

Competitive deals and government subsidies to boost domestic business events, and a longer-term initiative to encourage international planners to return to Malaysia.



# SUPPORT BY TOURISM MALAYSIA

## GERAN SOKONGAN PELANCONGAN, SENI & BUDAYA (GSPSB)

[https://www.tourism.gov.my/files/uploads/GSPSB\\_pascacovid.pdf](https://www.tourism.gov.my/files/uploads/GSPSB_pascacovid.pdf)

Kementerian Pelancongan, Seni dan Budaya Malaysia (MOTAC) melalui Tourism Malaysia akan meneruskan pemberian Geran Sokongan Pelancongan, Seni & Budaya (GSPSB) yang tertangguh pada tahun lalu sebagai langkah pemulihan industri yang terjejas dengan penularan pandemik Covid-19.

GSPSB yang merupakan peruntukan *one-off* di bawah seliaan MOTAC, mula digunakan bermula Februari 2020 dengan baki peruntukan semasa sebanyak RM24 juta, daripada jumlah peruntukan keseluruhan bernilai RM30 juta.

Ia bertujuan menyemarakkan dan mengaktifkan semula sektor pelancongan, seni dan budaya agar terus berdaya saing melalui pemberian sokongan dan bantuan insentif kepada pihak swasta serta persatuan bukan kerajaan (NGO) penggiat industri bagi mempromosi Malaysia sebagai destinasi pelancongan selamat untuk dikunjungi.

## Geran Sokongan Pelancongan, Seni & Budaya (GSPSB 2021)

*The fund, called GSPSB 2021, short for Geran Sokongan Pelancongan, Seni & Budaya, is a special allocation by the Ministry of Finance channeled through the Ministry of Tourism, Arts and Culture with Tourism Malaysia appointed as implementer.*

TOURISM  
MALAYSIA®

Tanjung Rhu



# SUPPORT BY MATRADE



## MARKET DEVELOPMENT GRANT (MDG) - SUPPORT INITIATIVES FOR MALAYSIAN SME COMPANIES AFFECTED BY COVID-19

### What is MDG?

The Market Development Grant (MDG) is a support initiative in the form of a reimbursable grant. MDG was introduced in 2002 with the objective of assisting exporters in their efforts to promote Malaysian made products or services globally.

### What Activities Are Eligible For Grant Funding?

#### Physical Events

1. Participation in international trade fairs or exhibitions held in Malaysia/overseas.
2. Participation in Trade & Investment Missions (TIM) or Export Acceleration Missions (EAM).
3. Participation in international conferences held overseas.
4. Listing fees for made in malaysia products in supermarkets or hypermarkets or retail centres or boutique outlets located overseas.

#### Virtual Events

1. Participation in virtual international trade fairs in Malaysia or

overseas.

2. Participation in business to business (B2B) meetings related to virtual trade investment missions and export acceleration missions

### Additional Activities (activities undertaken from 1 January 2021 - 31 December 2021)

1. Financial compensation for cancellation or postponements of trade fair / exhibition locally or overseas.
2. Reimbursement on logistic cost for sending Malaysian products overseas.
3. International certification for exports.
4. Registration of intellectual property (IP) for international market.
5. Advertising & promotion (A&P) expenses for exports.

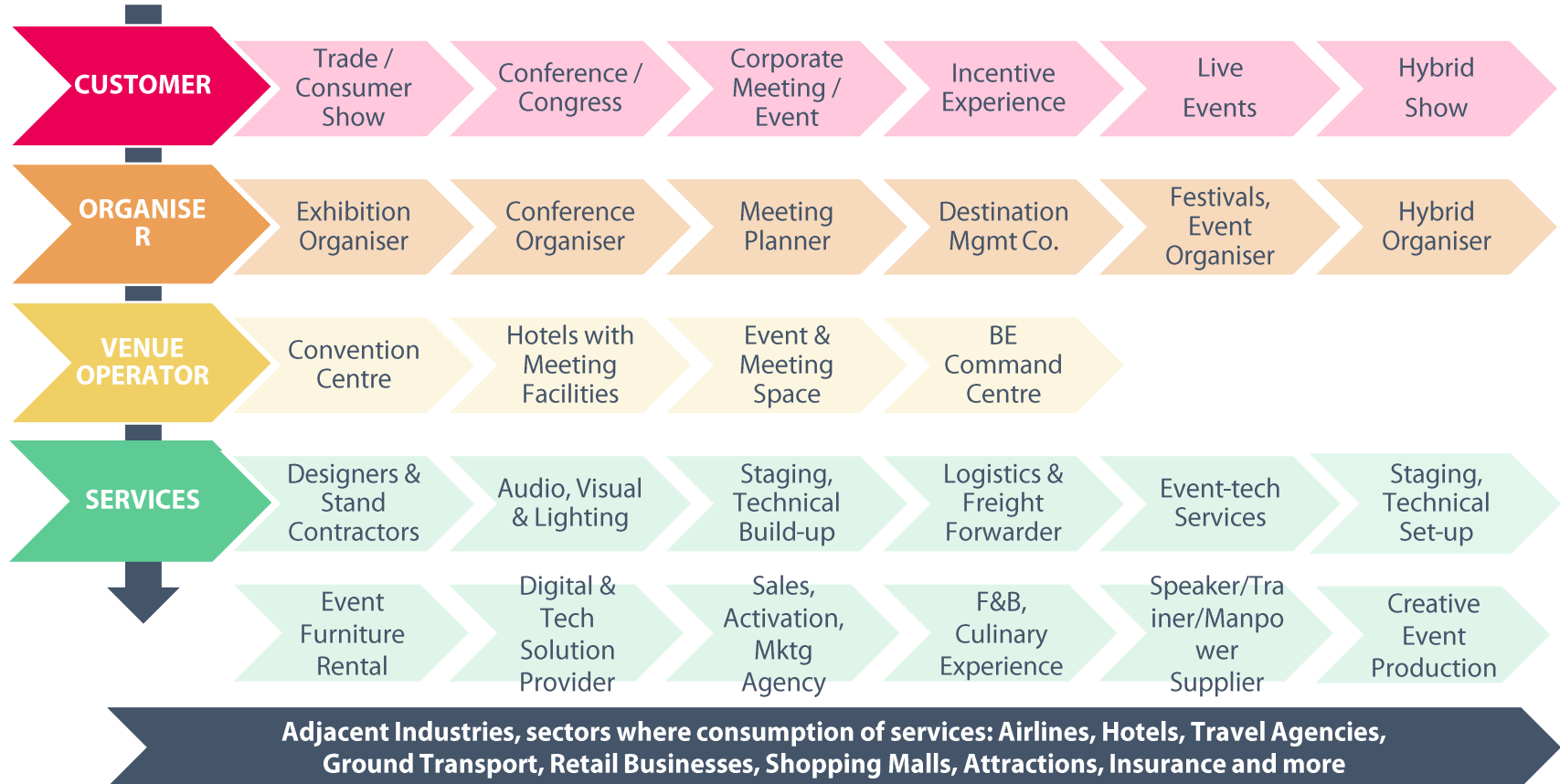
### MALAYSIA EXTERNAL TRADE DEVELOPMENT CORPORATION MARKET DEVELOPMENT UNIT (MDG)

<https://www.matrade.gov.my/en/malaysian-exporters/services-for-exporters/exporters-development/market-development-grant-mdg>

Tel: +603-6207 7593 Email: [mdg@matrade.gov.my](mailto:mdg@matrade.gov.my)

DESCRIPTION	PHASE 3	PHASE 4
<b>CAPACITY</b> (Business Events: conferences, exhibitions, corporate meetings & etc)	<b>50% from full capacity</b> subject to the venue size in one meeting room/hall <b>at any one time</b>	Subject to the venue size with physical distancing
<b>PHYSICAL DISTANCING</b>	Minimum of 1 metre	Minimum of 1 metre
<b>CHAIR/TABLE ARRANGEMENT AT THE EVENT AREA</b>	Minimum of 2 metres	Minimum of 2 metres
<b>DENSITY RATIO (FOR EXHIBITION)</b> (including exhibitors and organiser)	<b>4sqm (2m x 2m)</b> 250 pax per 1,000sqm gross space	<b>2.25sqm (1.5m x 1.5m)</b> 444 pax per 1,000sqm gross space
<b>EVENT SPACE DISINFECTING &amp; SANITISATION</b>	Mandatory	Mandatory
<b>DEDICATED HEALTH MARSHALL</b>	Mandatory	Mandatory
<b>PRE-EVENT SOP BRIEFING</b>	Mandatory venue, exhibitor & service supplier	Mandatory venue, exhibitor & service supplier
<b>ADMISSION OF EVENT</b>	<b>Fully Vaccinated Individuals</b> Non-vaccinated individuals must take pre-event self-test kit (saliva), witnessed by the organizer or with confirmation from a medical practitioner	<b>Fully Vaccinated Individuals</b> Non-vaccinated individuals must take pre-event self-test kit (saliva), witnessed by the organizer or with confirmation from a medical practitioner
<b>FOOD SERVICE</b>	Packed Meal only	Packed Meal/Self-service buffet with disposable glove/Served buffet
<b>BANQUET EVENT</b> (gala dinner, awards ceremony & etc)	Not Allowed	<b>Allowed – 50% from full capacity</b> (re 'Aktiviti Sosial' listed in the SOP of Phase-4)
<b>PREMISES</b>	Dedicated purpose-built venue with strict SOP compliance (recommended work with SafeBE certified venues)	Dedicated purpose-built venue with strict SOP compliance (recommended work with SafeBE certified venues)

# BUSINESS EVENTS ECO-SYSTEM / VALUE CHAIN



# TERMINOLOGY

**BUSINESS EVENTS** refers to a business activity of 10 or more participants for a minimum of four hours in a contracted venue.

**TYPE OF BUSINESS EVENTS** conventions, conferences, congresses, trade & consumer exhibitions, incentive events, corporate meetings/events, and other business events.

**ORGANISER/HOST** an organisation that organise/host/operate the Business Events.

**VENUE OPERATOR** venue provider such as exhibition and convention centre, hotel with meeting facilities etc. Venue employees include audiovisual technicians, banquet, cleaners, security and any personnel involved from the venue side.

**CONTRACTED SUPPLIERS** contractors and suppliers providing goods or services related to Business Events such as booth design & built-up, equipment rental, security, catering, etc.

**EXHIBITOR** company/organisation that have booths in a trade/consumer exhibition

**VISITORS** individuals who exhibit/visit exhibitions to inspect and purchase.

**ATTENDEES** delegates of the conference/seminar/corporate meeting for sharing/learning knowledge. They can be invited guests, speakers, participants, and sponsors.

**HSE MANAGER** Health, Safety & Environment Manager must possess basic first aid and CPR training. Their role is to conduct a risk assessment and be involved in the event planning. The HSE Manager implements and maintains an environmental health and safety program involving hazard identification evaluation and control, accident/injury prevention, hazardous material/waste management, emergency preparedness, fire/life safety, ergonomics, industrial hygiene, and environmental regulatory compliance. They can be from the organiser and can hold multiple roles during the events.

**ERT LEADER** Emergency Response Team Leader must possess basic first aid and CPR training. Their role is as the main person responsible for the health and safety of all attendees/visitors. They can be from the organiser and can hold multiple roles during the events.

**BOOTH** the space that exhibitors use to exhibit.

## TERMINOLOGY

**MOVE-IN DAYS** the day on which the organiser and exhibitor prepare for the said event. **Usually one(1) to three(3) days** before the event takes place.

**MOVE-OUT DAYS** the day after the closing of the exhibition/conference when the organiser and exhibitor remove exhibits and clean the hall. It is common for this to conduct in the evening hours immediately after the exhibition/conference has closed on the last day and return the hall to the venue manager on the same day.

**FREQUENT CONTACT AREAS** areas that are **shared by many people**, such as registration area, foyer, business discussion spaces and seminar rooms, etc., should be thoroughly cleaned, disinfected and ventilated at the beginning and end of each day.

**FREQUENT CONTACT ITEMS** **high-frequency contact items** within the event space/exhibition halls,/booths/meeting rooms, tables, chairs, door handles, switches, keyboards, tablets, touch panels, autopay machines, faucets, handrails, elevator buttons, escalator handrails, etc. should be identified and cleaned and disinfected.

**MAXIMUM NUMBER OF PERSONS AT EXHIBITIONS** the maximum number of persons in an exhibition shall be the **maximum number of persons that are in the exhibition hall at any one time**, where the organiser has a system that can monitor the number of visitor entering and leaving the exhibition hall; where such monitoring is not possible, this will be the total number of persons per day.

### **MEASURES TO BE IMPLEMENTED JOINTLY (MAINLY ORGANISERS, VENUES, SUPPLIERS)**

- All staff, whether directly employed or subcontracted staff, to check their body temperature and health condition every morning; anyone with a temperature of 37.5°C or over, or who is not feeling well, should not come to the venue/event.
- Any staff, who has been in close contact with someone who is COVID-19 positive or has been in close contact with someone from a country or region for which government entry restrictions or quarantine conditions apply, should not come to the venue/event.
- All parties (including exhibitors, visitors, attendees) must wear face masks at all times and follow social distancing practices.



## RECOMMENDATIONS TO VENUE/ORGANISER IN A SAFE ENVIRONMENT

1. **Ensure** personnel and personal safety - a **firm SOP** in place and a commitment to comply.
2. **Type of technology** available to comply with SOP.
3. **Variety of amenities** available to comply with SOP, e.g. parking space, good entry and exit.
4. **Size of event space** to ensure safe distancing.
5. **Number of personnel** working to ensure professional operations.
6. **Increase** health & safety measures - enable access control and conduct health screening.
7. **Encourage** contactless payment and electronic promotional materials.
8. **Establish and maintain direct communication** with local authorities/state councils.
9. **Provide training** for employees - encourage OSH training certified by the National Institute of Occupational Safety and Health ([NIOSH](#)).





# SAFE BUSINESS EVENTS (SafeBE) CERTIFICATION

The **Safe Business Events (SafeBE) Certification** is one of the certification programme of the **Travel Safe Alliance (TSA) Malaysia** apart from the 'Travel Safe' (initiated by MATTA) and 'Clean & Safe Malaysia' (initiated by MAH).

The **SafeBE Certification Programme** aims to demonstrate an international framework needed to ensure that venue facilities are safe, clean, and certified at the highest standards of health and safety measures to maintain a safe environment, not just what local authorities may prescribe.

MACEOS has appointed **Bureau Veritas (M) Sdn Bhd** (known as Bureau Veritas) as the third-party audit agency to inspect and audit the exhibition and convention centre in Malaysia based on the latest SOPs regulated by MKN (Majlis Keselamatan Negara) and recommendations by Malaysia health authorities. SafeBE Certification Programme is developed following Bureau Veritas' SafeGuard international standard besides local safety guidelines. Therefore, audits of venues will be conducted, which may lead to accreditation recognised by Bureau Veritas.

We strongly recommend that our members from the exhibition & convention centre sector to attain SafeBE Certification, supported by the Ministry of Tourism, Arts and Culture Malaysia (MOTAC).

Register your interest for the audit with Bureau Veritas via the [registration link](#).



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# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
Process	Knowledge	G.1.1.1	Does the site manager receive regular information on COVID-19 related regulations/guidelines?
Process	Knowledge	C 1.1.1	Does the project owner representative communicate government/authority pandemic guidelines to all contractors on-site?
Process	Knowledge	C 1.1.2	If the company is responsible for the on-site transportation of its employees, is there an updated procedure in place?
Process	Employee Protection	G.1.2.1	Is there a preparedness plan in place to prevent infection at gatherings (e.g. number of attendees, PPE, etc.)?
Process	Employee Protection	G.1.2.2	Is there a response plan in place in case an employee becomes ill at work or tests positive? (Isolated, transferred to care etc.)
Process	Employee Protection	G.1.2.3	Does the manager of any infected, or potentially infected, employees assess the risk of potential contamination and infection of other coworkers on site during the previous 2 weeks and inform the persons concerned?
Process	Employee Protection	G.1.2.4	Does the manager arrange specific cleaning for decontamination of the areas in which any infected or potentially infected person may have come into contact with (includes employees or public)?
Process	Employee Protection	G.1.2.5	Are workers asked not to come to work if they display symptoms?

# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
Process	Employee Protection	C 1.2.1	If a site safety prevention plan is in place (because of regulation or project owner's rules) does it include Covid prevention measures?
Process	Employee Protection	C 1.2.2	Do shared tools and equipment receive periodic cleaning, and is cleaning done between shifts/operator changeovers (e.g. cabs of cranes, vehicles, etc.)?
Process	Employee Protection	C 1.2.3	Does the receipt of deliveries include a decontamination stage (e.g.: are deliveries left idle for sufficient time to self-decontaminate)?
Process	Employee Protection	C 1.2.4	Have remote sites adapted their medical evaluation policy for employees to consider vulnerable people for COVID-19?
Process	Employee Protection	C 1.2.5	Do remote sites have updated medical evacuation procedures?
Process	Employee Protection	C 1.2.6	Do remote sites have isolation facilities available for infected workers, until such time as they can return home?
Process	Employee Protection	C 1.2.7	If there are changing rooms on-site, has the cleaning/disinfection plan been updated?
Process	Employee Protection	P.1.2.1	If legally required, has the site H&S Risk Assessment been updated before re-opening?

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# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
Process	Employee Protection	P.1.2.2	Do staff know how to prevent/reduce infection in meeting areas?
Process	Employee Protection	P.1.2.3	Are regular audits/inspections being done to ensure execution of the preventative plan and implementation of defined measures? Arenonconformities addressed in a timely manner?
Process	Employee Protection	P.1.2.4	Does company actively promote working from home for all relevant staff?
Process	Employee Protection	P.1.2.5	Are procedures followed to ensure potentially contaminated waste is disposed of safely?
Process	Physical Distancing	G.1.3.1	Have physical distancing measures been put in place?
Process	Physical Distancing	G.1.3.2	Have the organization and operational processes been adapted in order to reduce the risk of infection of workers, customers or the public (e.g. working shifts, layout of the workspace or the public area, etc.)?
Process	Physical Distancing	G.1.3.3	Are the schedule of working hours and the size of the working teams adapted to limit interactions?
Process	Physical Distancing	G.1.3.4	Are the spacing measures between people specified by a display, marking (floor, places) or oral/written instructions in each shared area?

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# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
Process	Physical Distancing	G.1.3.5	Is the organization of the flow of people on site adapted and managed in order to limit the need for people to come into unnecessarily close contact?
Process	Physical Distancing	G.1.3.6	Is the number of people simultaneously present in each zone limited in order to reduce the risk of interaction?
Process	Physical Distancing	G.1.3.7	Where relevant, are additional physical barriers (screens, temporary partitions, etc.) installed to reduce airflow and direct contact?
Process	Physical Distancing	C 1.3.1	Are meetings held outdoors where possible to ensure physical distancing is maintained?
Process	Physical Distancing	C 1.3.2	Is the regulation of people flows respected on scaffolds and narrow walkways?
People	Management	G.2.1.1	Does management provide periodic updates to their teams on changes to the status of the situation (e.g.: regulations, requirements & recommendations & immediate actions, if any) to ensure the adequacy of the control measures taken and adjust them if necessary?
People	Management	C 2.1.1	Does the project owner representative provide periodic updates to contractors on changes to situation status (e.g.: regulations/recommendations, immediate actions, if any) to ensure the adequacy of the control measures taken and adjust them if necessary?

# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
People	Training	G.2.2.1	Has staff been trained on COVID-19 preventative measures, including hygiene measures, use of PPE, social distancing and management of sickness, and anyother local regulatory requirement?
People	PPE	G.2.3.1	Is the use of PPE / facial masks compliant with local regulations?
People	PPE	C 2.2.1	Are there appropriate disposal facilities for used PPE?
Facilities	Equipment	G.3.1.1	Is air conditioning maintained/operated according to local requirements (if any) or to WHO recommendations?
Facilities	Equipment	G.3.1.2	If payments are made on-site, are bank cards and contactless payments preferred and promoted?
Facilities	Equipment	G.3.1.3	If physical transactions or interactions occur on-site, are alternatives implemented to avoid contacts or minimize risks of contamination?
Hygiene & Cleaning	Cleaning	G.4.1.1	Have the cleaning, disinfecting and hygiene protocols been updated to specifically address the COVID-19 pandemic?
Hygiene & Cleaning	Cleaning	G.4.1.2	Have all relevant staff and contractors been trained? / Was a training session undertaken by all relevant staff and contractors?

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# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
Hygiene & Cleaning	Cleaning	G.4.1.3	Are updated cleaning procedures correctly implemented on-site?
Hygiene & Cleaning	Cleaning	G.4.1.4	Is the frequency of handwashing increased, and is the technique compliant with recommendations?
Hygiene & Cleaning	Cleaning	G.4.1.5	Is the frequency of cleaning of tools and utensils increased, and is the cleaning technique compliant with recommendations?
Hygiene & Cleaning	Cleaning	G.4.1.6	Are clothes and linen washed at 60°C minimum or with an alternative validated cleaning protocol?
Hygiene & Cleaning	Cleaning	G.4.1.7	Are cleaning products used compliant with recommendations and available for employees?
Hygiene & Cleaning	Cleaning	G.4.1.8	Is the frequency of surface cleaning increased, and is the cleaning technique compliant with recommendations?
Hygiene & Cleaning	Personal Hygiene	G.4.2.1	Is the frequency of handwashing increased, and is the technique compliant with recommendations?
Hygiene & Cleaning	Personal Hygiene	G.4.2.2	Is communication material (posters, flyers, etc.) available and visible to people on-site?

# AUDIT OF SAFE BUSINESS EVENTS (SafeBE)

## CHECKLIST PREPARATION FOR VENUE OPERATOR

Domain	Sub-Domain	Question #	Question
Hygiene & Cleaning	Personal Hygiene	G.4.2.3	Are hand sanitisers with rubbing alcohol available for people on-site at suitable locations?
Hygiene & Cleaning	Personal Hygiene	C 4.1.1	Are washbasins, running water, liquid soap and tissue easily accessible to all workers on site?

Register your interest for the audit with Bureau Veritas via the [registration link](#).

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# REOPENING FOR BUSINESS: COVID-19 RISK MANAGEMENT FRAMEWORK

Source: Good Practice Guidance – Addressing Covid-19 Requirements for Reopening Business Events V3

	Planning	Operational	Post-Event
<b>I I ENCUSRE PERSONNEL AND PERSONAL SAFETY</b>			
1.1. Perform risk analysis	x	x	x
1.2. Management use of prevention materials (e.g. provide masks, sanitiser, disposable wet tissues).	x	x	x
<b>II I ENABLE PHYSICAL DISTANCING</b>			
2.1. Introduce barriers and mark floor to indicate space regulations for all queues, conference rooms and public spaces (e.g. entrance halls, foyer and toilers). Add physical transparent partition on counters (e.g. admission, registration).	x	x	x
2.2. Allow spacious distance between booths and aisles for circulation.	x	x	x
2.3. Manage conference-style layout for side events and break-out rooms to allow physical distancing.	x	x	
<b>III I INCREASE HEALTH AND SAFETY MEASURES</b>			
3.1. Enable access control and conduct health screening (e.g. unified temperature monitoring)	x	x	x
3.2. Work with guidances/protocols dealing with/denying entry to stakeholders who fail health screening test (e.g. set up isolation areas; inform the local health authoroties)	x	x	x
3.3. Manage cleaning, sanitation and disinfection regimes of commonly used areas.	x	x	x

# REOPENING FOR BUSINESS: COVID-19 RISK MANAGEMENT FRAMEWORK

Source: Good Practice Guidance – Addressing Covid-19 Requirements for Reopening Business Events V3

	Planning	Operational	Post-Event
<b>cont'd INCREASE HEALTH AND SAFETY MEASURES</b>			
3.4. Provide sanitizing and handwashing stations.	X	X	X
3.5. Enable no-contact policy (e.g. avoid shaking hands and consider alternative greetings; encourage contactless payment; plan dedicated space for exhibitor, delegate and visitor to interact safely.	X	X	X
3.6. Ventilated venues/exhibition halls and other facilities to have air-conditioning and air-filtering processes.	X	X	X
3.7. Adapt frequency of waste disposal	X	X	X
3.8. Enable exhibitors and organisers to have enhanced cleaning and disinfection regimes for booths, exhibits and promotional materials (e.g. suggest that publicity materials be electronic).		X	
3.9. Communications	X	X	X
3.10. Crisis Management	X	X	X
3.11. Food and beverage and banqueting services	X	X	X
3.12. Transportation and logistics	X	X	X
3.13. Third party suppliers	X	X	X

# REOPENING FOR BUSINESS: COVID-19 RISK MANAGEMENT FRAMEWORK

Source: Good Practice Guidance – Addressing Covid-19 Requirements for Reopening Business Events V3

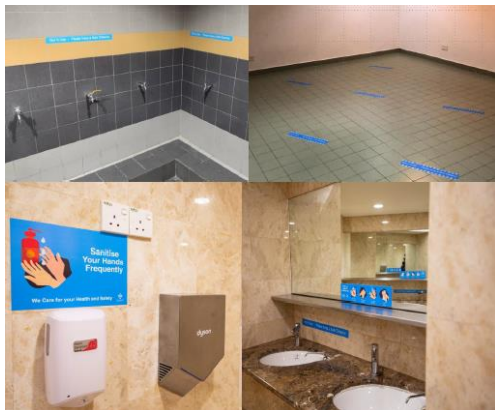
	Planning	Operational	Post-Event
<b>IV   IMPLEMENT CROWD CONTROL</b>			
4.1. Attendee flow management (e.g. monitor access routes, queuing space and entrances; exits, separate different areas of the event and control access).	x	x	x
4.2. Adapt registration process and manage set-up to reduce contact onsite (e.g. encourage online registration wherever possible; print badges at home)		x	
4.3. Manage number of stakeholders on exhibition site (e.g. rationalize/simplify raw space/space-only stand design and construction methods to reduce time required to build and dismantle; allow longer timeframe to set up and dismantle).	x		x
4.4. Manage number of attendees on the exhibitions site and in the meeting space (e.g. limit number based on area in gross square metres of the venue/hall, as proposed by exhibition safety managers; assign tickets to designated time slots such as days and hours).		x	
4.5. Manage catering offer to allow physical distancing and encourage additional hygiene measures (e.g. distancing tables and limiting capacities inside restaurant areas; avoid buffet-style service stations; offer pre-packed food).		x	
<b>V   ENCOURAGE AND ENFORCE MEASURES</b>			
5.1. Display measures and cleaning regimes accessible for everyone.	x	x	x

## REOPENING FOR BUSINESS: COVID-19 RISK MANAGEMENT FRAMEWORK

Source: Good Practice Guidance – Addressing Covid-19 Requirements for Reopening Business Events V3

	Planning	Operational	Post-Event
<b>cont'd ENCOURAGE AND ENFORCE MEASURES</b>			
5.2. Work in legal framework that clearly defines duties and responsibilities across all stakeholders involved.	x	x	x
5.3. Establish and maintain direct communication with local authorities.	x	x	x
5.4. Set up medical service points (e.g. medical support, patient handling, treatment and clinical support, patient transport and treatment, clinical waste management).	x	x	x
5.5. Manage training on epidemic prevention (e.g. master the skills of disinfection use, cleaning public places and emergency disposal).	x		
5.6. Verify registration details on-site and, where appropriate, manage process to inform health authorities.	x	x	x
5.7. Monitor new sources of information and establish processes to act accordingly (e.g. designate a team to follow local news, podcasts and practice rumour controls; establish mechanisms for epidemic prevention and control).		x	
5.8. Manage procedure to address on-site concerns and answer questions from all attendees (e.g. hotline).	x	x	x
5.9. Monitor real-time crowd movements and establish processes to act accordingly (e.g. use technology to track in-show attendees; wristbands; mobile apps heatmaps)		x	

## COMMON AREAS FOR VENUE OPERATORS



### INCLUDING KITCHENS, MEETING ROOMS, CONFERENCE HALLS, TOILETS, PRAYER ROOM AND OTHER VISITOR-FOCUSED AREAS

- Should be manned by a staff at designated entrance and exit equipped with hand sanitiser and temperature check.
- Ensure individual social distancing of 1 metre or more in all common areas.
- Arrangement for desk and chairs at common areas, counters, function rooms (such as, conference halls, meeting rooms, auditoriums and banquet halls), toilets, prayer rooms and other similar facilities with at least 1 metre distancing or more.
- Ensure that staff are stationed to monitor the social distancing is implemented at all times.

# ARRIVAL FOR VENUE OPERATORS

## EVENT CONTRACTORS, SUB CONTRACTORS, CREW & SUPPLIERS

### 1. PRIOR TO EVENT MOVE-IN

- To be advised on entry point into the venue, i.e. security check point
- To be advised that anyone displaying any symptoms should not report for duty

### 2. ARRIVAL AT THE VENUE

- Check-in with MySejahtera with the latest update of health status in the profile page.
- To be advised that on arrival to complete health declaration questionnaire
- Body temperature checks are required for all contractor

employees, suppliers, vendors who provide services to organisers and visitors/attendees before entering the venue.

- Persons with temperatures above 37.5 C has a fever or other symptoms will be denied entry and need to go for treatment at a health facility.
- Once health check is completed, scan in through MySejahtera
- All parties must wear face masks at all times and follow social distancing practices.
- Use hand sanitiser before entering the premises.



## ARRIVAL FOR VENUE OPERATORS

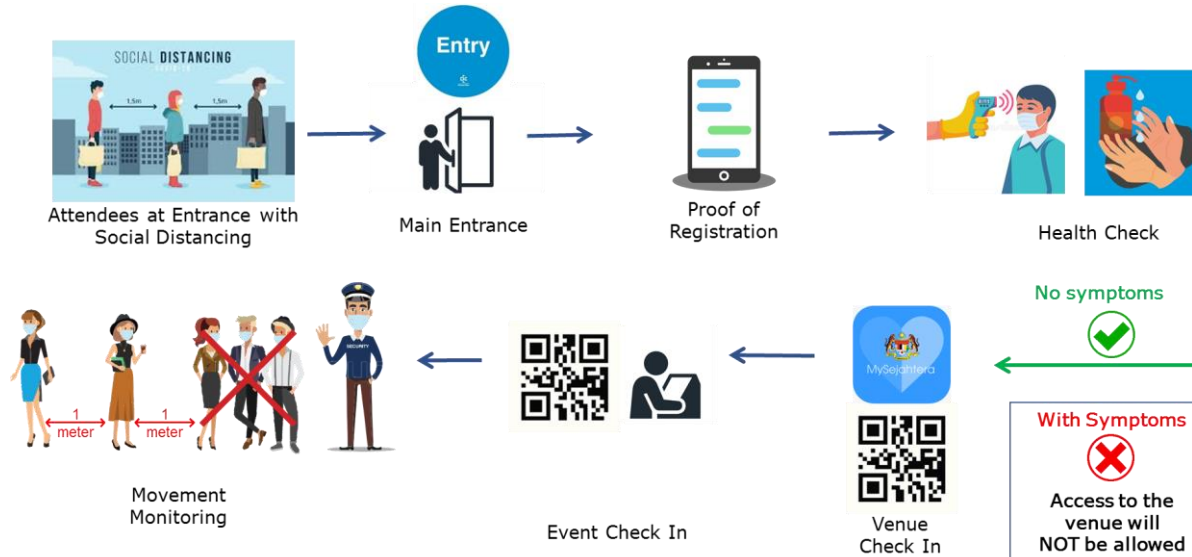


### ORGANISERS, SERVICE PROVIDERS, VISITORS & ATTENDEES PRECAUTIONS MANDATORY CHECKS

- Screening points to be located at dedicated entrances and exits of the venue.
- Enable touch-free doors and entryways if possible.
- Consider making arrangements to lend the organiser a thermography equipment or contactless thermometers.
- Venues must register for their own unique MySejahtera QR Code.
- Organisers, visitors and attendees, service suppliers must scan in using the MySejahtera application's QR code with the latest update of health status in the profile page.
- Everyone must wear face masks at all times when entering the venue and whilst onsite.
- Temperature scanning before entering the building to be conducted (must be below 37.5 C)

# ARRIVAL – PROCESS FLOW

APPLICABLE FOR VENUE OPERATORS AND BUSINESS EVENTS ORGANISERS



Allow to Enter	
<p>Status Risiko COVID-19 COVID-19 Risk Status Risiko Rendah / Low Risk</p> <p>Low Risk, No Symptom</p>	<p>Kontak Kasual Tidak Bergejala</p> <p>Casual Contact, No Symptom</p>

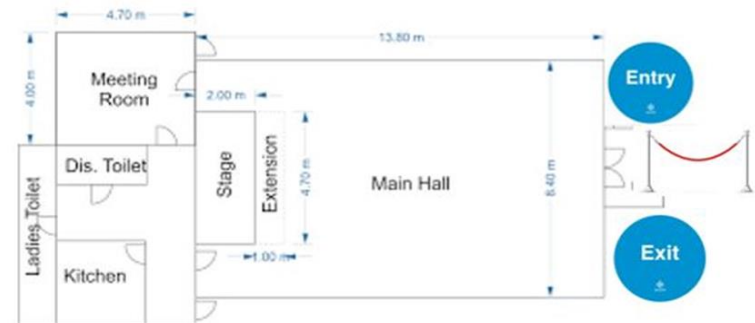
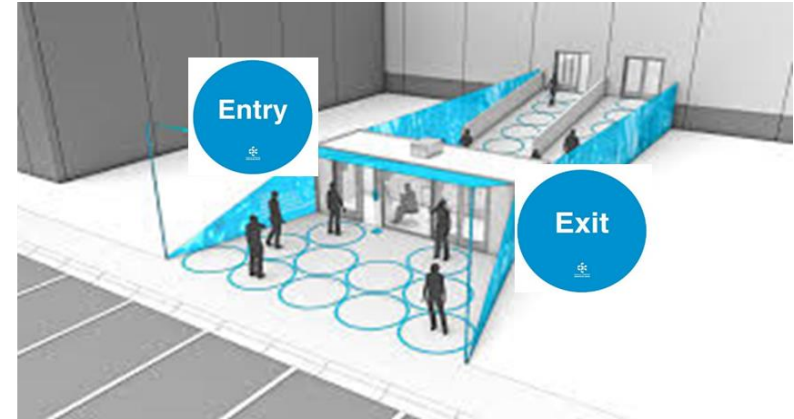
Assessment Required Before Entry	
<p>Status Risiko COVID-19 COVID-19 Risk Status Risiko Rendah / Low Risk</p> <p>Low Risk With Symptom</p> <p>Keputusan Penilaian Kesihatan Kontak Rapat</p> <p>Close Contact</p> <p>Keputusan Penilaian Kesihatan Kes Suspek / Suspected Case</p> <p>Suspected Case</p>	<p>Kontak Kasual Bergejala</p> <p>Casual Contact With Symptom</p> <p>Status Risiko COVID-19 COVID-19 Risk Status Individu Dalam Pemantauan / Person Under Surveillance (PUS)</p> <p>Person Under Surveillance (PUS)</p> <p>Keputusan Ujian Makmal COVID-19 COVID-19 Lab Test Results Kes Yang Disahkan - Bergejala / Confirmed Case - Symptomatic</p> <p>Confirmed Case</p>



# ENTRANCE AND EXIT POINTS FOR VENUE OPERATORS

## ENTRANCE AND EXIT POINTS INTO VENUE, FUNCTION ROOMS AND HALLS

- All venue must control entry and exit points for staff, service providers, delegates / visitors before, during and after events.
- Implementation of a dedicated entrance and exit points.
- Use of traffic cones and floor tape markings as guide for visitors at high traffic areas to avoid long queue and congestion.
- Manning by trained staff for crowd monitoring.



## EVENT SETUP FOR VENUE OPERATORS

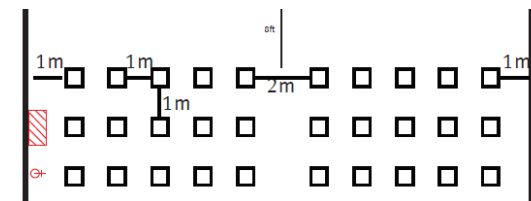
Arrangement of tables and chairs at counters, event venues (such as, conference halls, meeting rooms, auditoriums, exhibition halls, banquet halls and others) must have **at least 1 metre** distancing or more.

Distance between banquet tables to be **2 metres** distancing or more.

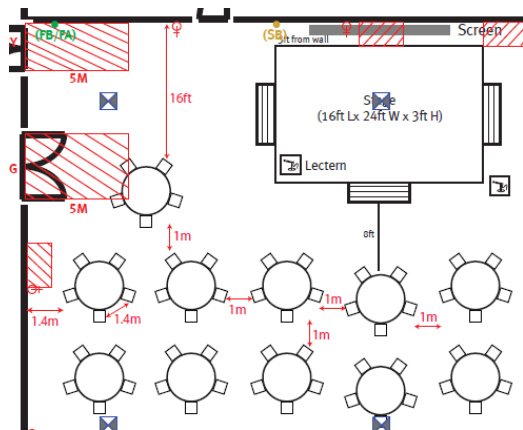


# EVENT SETUP FOR VENUE OPERATORS

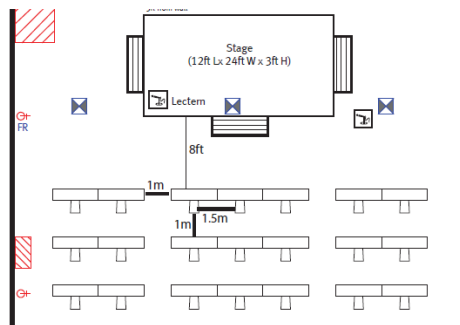
## SAMPLE SETUP PLANS WITH SOCIAL DISTANCING OF 1 METRE



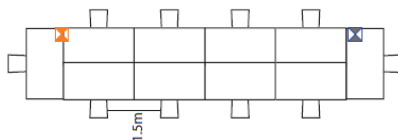
**THEATRE**



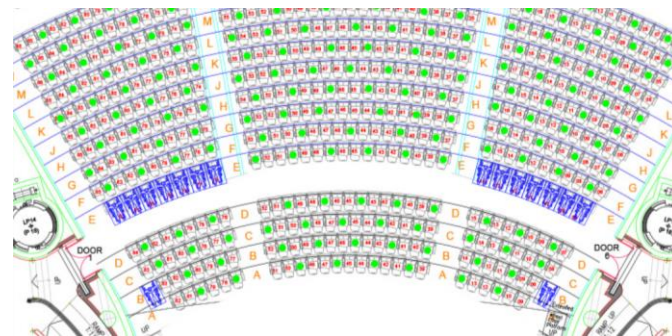
**BANQUET**



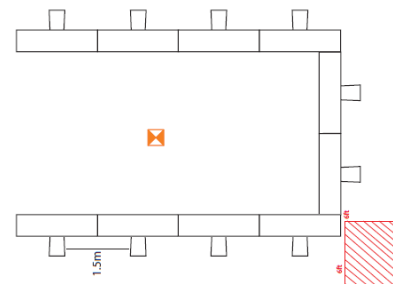
**CLASSROOM**



**BOARDROOM**



**AUDITORIUM**



**U-SHAPE**

## VENUE CATERING FOR VENUE OPERATORS

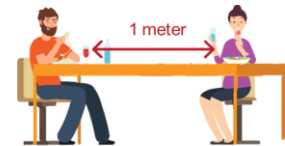
- Must comply with social distancing of 1metre and limited number of diners at a time.
- Setup with a distance of 2 metres or more between dining tables and 1 metre or more for queues and waiting areas.
- The banquet staffs should frequently disinfect tables and chairs, using alcohol-based disinfectant, etc.
- Disposable tableware should be used as much as possible. If trays are reused, they should be cleaned or disinfected.
- Food preparation and service staff to wear gloves and face mask at all times.

### DINE-IN AT RESTAURANTS AND CAFES

- Serving method: Packed meal, ala-carte or plated meal, take away and served buffet service by trained employee / staff.
- Encourage the use of cashless payment at restaurants and shops as much as possible.

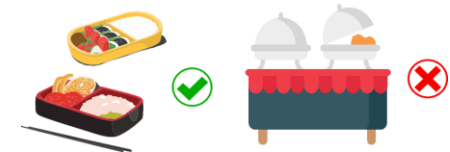
### EVENTS / MEETINGS

- Serving method: Packed meal and is distributed by trained banquet staffs.
- Self-service buffet at foyers for coffee & tea break is not allowed.



### SOCIAL EVENTS (WEDDINGS, BANQUETS AND GALA DINNERS)

- Serving method: served buffet, plated meal and packed meal.



## SANITISING, DISINFECTING & CLEANING FOR VENUE OPERATORS

- The sanitation, disinfecting and venue cleaning must be implemented before, during and after the event
- The sanitisation process will have to cover the common areas of the convention centre and exhibition hall starting from the kitchen, lobby, elevator, meeting room, conference hall, auditorium, banquet hall, toilet, prayer room and other spaces that are commonly visited by the visitor or delegation including garbage disposal.
- Venue operators should perform the cleaning and disinfection process at least **3 times a day**.
- High-touch areas in the dressing room, toilet, elevator button, escalator, door-knob, hand railing and so on, the process should be done on an **hourly basis** for areas with a high visitor flow.
- 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.





## MEDICAL AID & TREATMENT AREA FOR VENUE OPERATORS



*Image Source: Kuala Lumpur Convention Centre*

- Provide facilities to care for workers or attendees who may become sick on-site. Assess and refer them to medical professionals as soon as possible, if needed.
- Designated medical aid and treatment area with appropriate PPE in place.
- Number of medical practitioner/health official on site according to the event type and size.
- To prepare a manual for dealing with suspected cases of infection, outlining division of roles, scope of responsibilities and steps to take when a suspected case of infection occurs, and listing the name of staff in charge, the public health center with jurisdiction and the telephone number for the infection counseling center, which will be shared with all relevant parties to ensure thorough awareness.

## DISPOSAL OF 'CONTAMINATED' ITEMS

- All face masks should not be worn for prolonged periods and must be discarded in airtight bins.
- Used gloves and face masks must be discarded in the same way immediately after use.
- Disposal of PPE as recommended by WHO.
- Staff performing duties in this area will have full PPE kit which will be properly disposed of after use.

## DEPARTURE/EXIT



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

# PLAN AND PREPARE FOR BUSINESS EVENT ORGANISER/HOST

## 1. EVENT PLANNING

- Meeting with all stakeholders to discuss the detailed plans and process of preparation. Of importance is the contract tracing process for all attendees, speakers, exhibitors, visitors, employees and contractors following MKN's requirements.
- Venue, organiser, host and HSE Manager to conduct risk assessment on health and safety of attendees based on the concept and objective of the event.
- **Safety Plan** organizer to identify scale, type and scope of the event; type and size of audience; location; duration of the event.
- **Rethink the Layout** organiser should design a safe layout with one-way/wider aisles to avoid congestion and avoid designs that require large demands of on-site construction companies.

## 2. APPOINTMENT OF ROLES

- Appointment of venue, contractors and other suppliers.
- All parties need to **demonstrate their knowledge and understanding** of their role and the health and safety hazards

involved.

- Venue and organiser to ensure general health, safety, sanitisation and disease prevention briefing/training for all on-site crew and employees.

## 3. COORDINATION MEETING/BRIEFING/TRAINING

- **Coordination meetings** between organiser, official contractors and venue must be held at least 14 days prior the actual event, to go through the detailed SOP.
- To identify/finalise move in/out schedule, set-up days requirement, worker passes, etc.
- All staff and attendees must be briefed and given guidelines on social distancing & good hygiene practices in accordance to **approved SOP by the National Security Council (MKN)**.
- **General advice and recommendations** on exhibition/conference planning and approved SOP must be included in brief to participating parties.

## PLAN AND PREPARE FOR BUSINESS EVENT ORGANISER/HOST

### 4. OPEN COMMUNICATION WITH LOCAL PUBLIC HEALTH AUTHORITY

- HSE Manager to update local public health authority on the details of the planned event as well as receive updates on COVID-19 health and safety guidelines.
- To obtain the contact number and location of the closest referring appointed healthcare facility that treats and isolates COVID-19 cases.
- This contact number and facility details must be available 24 hours.

### 5. ESTABLISH AN EFFECTIVE COMMUNICATION CHANNEL

**Liaison person** in the organising team will be nominated along with the designated public health agency. Contact information should be shared that includes 24hr availability

### 6. RISK ASSESSMENT

A comprehensive risk assessment will be studied at the beginning of the **planning phase, reviewed regularly and to be updated** immediately prior to the handover to the operational phase. This includes expected numbers of visitors, countries of origin, current pandemic status, etc.





# PLAN AND PREPARE

## SAMPLE OF EXHIBITION CHECKLIST

AREA(S) AND DESCRIPTION	YES	NO	NOTES
<b>1. PRE-EVENT</b>			
1.1 SOP Briefing to <u>Exhibitors</u> (i.e. digital brochure instead of hand-out of printed brochure; cashless payment method)			Conducted on (date)
1.2 SOP Briefing to <u>Event Crew</u>			Conducted on (date)
1.3 SOP Briefing to <u>Suppliers</u>			Conducted on (date)
1.4 Periodic Covid-19 Test on Foreign Workers (applicable to suppliers with the proof of test result)			
1.5 Allow longer timeframe to set-up and dismantle			
<b>2. CLEANING, SANITIZING &amp; DISINFECTING</b>			
2.1 Placement of Hand Sanitizer at Entrances			
2.2 High-Touch Surfaces & Communal Areas			
2.3 Inside the Event Venue			
2.4 Registration/Gift Redemption Area			
2.5 Equipment/Console Area			
2.6 Restroom/Toilet			
<ul style="list-style-type: none"> <li>Keep toilet ventilation in operation</li> <li>It is <u>not advisable</u> to use a hand dryer ('blower' type projecting hot air) because it can disperse and speed the virus spread.</li> </ul>			

## PLAN AND PREPARE

### EVENT CHECKLIST

AREA(S) AND DESCRIPTION	YES	NO	NOTES
2.7 Dedicated Medical Room			at least once a day
2.8 Disposal bin to place used gloves, used masks and other disposable items used for cleaning should be tied in a bag before disposing of other waste.			
<b>3. EVENT REGISTRATION / HEALTH SCREENING / DEDICATED HEALTH &amp; SAFE DISTANCING MARSHALL</b>			
3.1 Contact Tracing [ ] Pre-event Online Registration [ ] Contactless On-site Registration [ ] MySejahtera App [ ] In-house Admission App [ ] Manual Log (without QR scan) [ ] Other (pls specify):			
3.2 Quarantine Wristband Check Work with guidelines dealing with denying entry who fail body temperature screening and/or inform the relevant authorities i.e. police if quarantine wristband detected.			
3.3 Body Temperature Screening at the Entrance			
3.4 Marshall at the Registration / Patrolling			Number of Marshall:
3.5 Marshall to Monitor Body Temperature Screening at the Entrance			Number of Marshall:
3.6 Organiser/Crew/Exhibitor/Speaker Health Declaration (a specific declaration form prepared by the organiser)			Optional

## PLAN AND PREPARE

### EVENT CHECKLIST

AREA(S) AND DESCRIPTION	YES	NO	NOTES
<b>4. ACCESS CONTROL / IMPLEMENT CROWD CONTROL</b>			
4.1 Real-time Crowd Control System			Others (pls specify):
<ul style="list-style-type: none"> <li>Manage the number of attendees in the event venue (e.g. limit number based on the area in a gross square metre of the venue/hall and or assign tickets to designated time slots such as days and hours)</li> <li>Use technology to track in-show visitors/attendees</li> </ul>			
4.2 To provide traffic flow layout plan and attendee flow management (i.e. monitor access routes, queuing space, entrances and exits)			
4.3 Face mask at all time			
4.4 Separate Entrance and Exit Point			
4.5 Safe Distancing to Maintain Adequate Physical Distancing: Minimum of 1 metre			
<b>5. CLEAR PRECAUTIONS SIGNAGE &amp; REMINDER</b>			
5.1 Traffic Cones & Floor Tape Marking			
Barriers and floor markings to better control people flow, including parking areas, queues, entryways, exits, the main event hall, and other key areas are vital to reach and maintain physical distancing requirements.			
[ ] Registration Area [ ] Gift Redemption Counter [ ] Inside the Event Venue [ ] Parking [ ] Walkway [ ] Others (please specify):			
5.2 Video / Audio Announcement			

# PLAN AND PREPARE

## EVENT CHECKLIST

AREA(S) AND DESCRIPTION	YES	NO	NOTES
<b>6. NUMBER OF ATTENDEES INSIDE EXHIBITION HALL (DENSITY RATIO APPLICABLE FOR EXHIBITION ONLY)</b>			
[ ] Phase 4: 2.25sqm (1.5m x 1.5m), 444 pax per 1,000 sqm			
[ ] Phase 3: 4sqm (2m x 2m), 250 pax per 1,000 sqm			
<b>7. EVENT SET-UP &amp; BOOTH CONSTRUCTION</b>			
7.1 Chair/Table Arrangement: Minimum of 2 metres			
7.2 Walkway Width – Recommended Minimum of 2.5 metres			
7.3 Equipment Set-up: Minimum of 1 metre			
<b>8. EMERGENCY PREPAREDNESS</b>			
8.1 Medical Aid			
8.2 Isolation Room <ul style="list-style-type: none"> <li>Set up a quarantine/isolation room to assist persons who 'fail' an initial health screening test.</li> <li>Use clear signage for an 'isolation room' to prevent accidental entry, and similarly mark any general regular access.</li> </ul>			
8.3 Emergency Response Team <ul style="list-style-type: none"> <li>Assisting the person from the isolation room to the ambulance, it is critical that they follow a predetermined, predesignated route to not cross paths with others, or contaminate other areas.</li> </ul>			
8.4 Ambulance On-Site			

# PLAN AND PREPARE

## EVENT CHECKLIST

AREA(S) AND DESCRIPTION	YES	NO	NOTES
<b>9. CATERING SERVICE / FOOD SERVING</b>			
Should use disposable tableware as much as possible. If food trays are reused, they should be cleaned and disinfected.			
[ ] In-house F&B [ ] Outsource F&B			
[ ] Served Buffet			
[ ] Packed Meal			
[ ] Self-service Buffet with Disposable Glove			

## PRE-EVENT FOR ORGANISER/VENUE

### ORGANISER/VENUE

- The organisation is required to check the health condition of each employee. If anyone is not well, they are not allowed to come to the venue and/or report to work.
- Organiser to remind registered guests, speakers, participants, sponsors, exhibitors and visitors to check their health and travel status and if they display any of the following symptoms, such as fever (more than 37.5 C), cough, flu, runny nose, difficulty in breathing, sore throat or diarrhoea, they are discouraged from joining in person and encouraged to join online.
- Awareness signages** must be allocated at the prominent and appropriate location with the following information 'No handshakes', '1 metre Social Distancing', 'Wear your mask at all times', 'Use hand sanitizer & wash hands regularly', etc.
- All data records will be kept for **six(6) months**.

### HSE MANAGER / ERT LEADER

- Contact details of the HSE Manager and ERT Leader should be disseminated to all venue staff on duty at the event.



## PRE-EVENT FOR SERVICE SUPPLIERS

### CONTACT TRACING & HEALTH DECLARATION

- The official contractor will manage in-house and sub-contractor staff coming to the venue by creating a name list and listing construction dates, which staff are in charge of which areas, and actual work hours, in as much detail as possible.
- All project personnel & workers' detail need to pre-register with the official contractor (through Online Exhibitor Manual (OEM) – if any) or through email.

### DURING MOVE-IN/MOVE-OUT

- ERT chart to be displayed at official contractor counter
- Disinfect and clean shared tools and trolleys, temporary stock areas used jointly etc.
- Disinfect equipment or supplies ordered by customers (organizers/exhibitors) upon delivery.
- A vehicle permit (where applicable) will be released after all necessary documents are submitted.
- Build-up passes/wristband will be given **during the collection of vehicle permits** (where applicable) at the official contractor's office, at least 1-day before the build-up.

commencement of work.

- Regularly clean and disinfect equipment and facilities in common areas inside the building which are shared by the general public such as doorknobs and other spots touched by hands and high-contact areas (tables, chair backrests, doorknobs, light switches, telephones, keyboards, tablets, touch panels, cash registers, faucets, handrails, escalator handrails, elevator buttons, etc).

### PROCESS AT VENUE

**STEP 1:** Temperature check, MySejahtera check-in with the proof of having been vaccinated.

**STEP 2:** Contractor who passed the temperature screening (with wristband) may proceed to enter the hall

- All contractors **MUST** register with the organiser/official contractor for entry passes; and
- Contractor needs to wear a pass before entering the venue.

**STEP 3:** Exchange subsequent day wristbands at Official Contractor Counter

## EXAMPLE OF WORKFLOW (EXHIBITION) FOR SERVICE SUPPLIERS

TIME (APPROX.)	ACTION
0700 – 1000 (3 hrs)	Official Contractor Move-In
1000 – 1200 (2 hrs)	Official Special Design Booth Move-In
1200 onwards	Non-Official Contractor, Including Exhibitor & Contractor Move-In

*\* Assuming hall take over, floor marking, and wiring are done on the same day.*

## MANPOWER / CREW PLANNING

*\*Does not include organiser, venue supervisor, floor manager, venue cleaner, security and exhibitor.*

*\*ALL data to be submitted to organiser and venues.*

BUILD UP, STANDBY & DISMANTLE (Based on 1 hall, for Official Contractor)	Official Contractor (Build-up)	Official Contractor (Standby)	Official Contractor (Dismantle)
Carpenter	85	6	20
Carpet	15	6	10
Electrician	15	8	15
Graphic	30	4	10
AV	15	5	10
Pifex System + Furniture	45	6	20
Project Personnel	20	4	4
<b>Total Number of Workers + Staff under Official Contractor</b>	<b>225 pax</b>	<b>39 pax</b>	<b>89 pax</b>



## DURING-EVENT

### FOR PROFESSIONAL EXHIBITION ORGANISER (PEO) AND EVENT ORGANISERS

#### 1. CONTACT TRACING / REGISTRATION PROCESS

- Organiser should implement an admission system that grants admission based on the real name, adopting **online registration**.
- **Pre-registration** through the organiser's online platform is compulsory for all attendees, along with **health and travel declaration**.
- **Self-check-in/express counters** may be used to promote efficiency and eliminate long queues.
- Registration counters to be spread out and advisable via QR code registration.
- Use of digital method for registration is highly recommended for efficiency, to minimize contact and avoid crowding or queueing.
- **Staggered check-in times** give attendees a specific time window for check-in so registration happens in waves versus a mass rush.
- **Onsite registration** must include name, mobile number, temperature.
- Compulsory for all individuals to undergo thermal screening.

- Only registered attendees with face masks, low-risk or casual contact with no symptoms status in MySejahtera will be allowed entry.
- Registered attendees will be denied entry should they display any Covid-19 symptoms, failed at temperature screening, refuse to have their temperature recorded or refuse to wear face masks.



# DURING-EVENT

## FOR PROFESSIONAL EXHIBITION ORGANISER (PEO) AND EVENT ORGANISERS

### 2. ENSURE PERSONAL AND PERSONNEL SAFETY

- Implementing and promoting appropriate **hand hygiene and respiratory etiquette** at the event venue.
- **Hand-sanitisers** must be made easily accessible in all common areas.
- **Compulsory** for all individuals, including organiser, visitors, attendees, venue operators, service suppliers, etc to **wear face masks at all times** and practice safe distancing throughout the event period.
- Safe-distance marked on the floor and/or electronic signs must be displayed throughout the event period to provide **frequent reminders** to engage in a safe manner.
- Reminders on social distancing and good personal hygiene should be in place.



## DURING-EVENT

### FOR PROFESSIONAL EXHIBITION ORGANISER (PEO) AND EVENT ORGANISERS

#### 3. STAKEHOLDERS ENGAGEMENT

- **Contactless engagement** between the organiser, venue, exhibitors, visitors and attendees is highly encouraged.
- Every day, before or after exhibition/conference hours, a briefing will be conducted with relevant parties to ensure that the SOPs are in place and well implemented.
- Daily brief will also be required to keep everyone aware of the current status and activities during the event.

#### 4. IMPLEMENT CROWN CONTROL

- **Number of individual** is subject to the size of the event space with at least 1 metre apart, and seating arrangement set-ups should be at least 1(one) or 2(two) metres apart from each other.
- There should be one-way aisles, and **designated entrance and exit** at all entries is compulsory.
- Organiser is advisable to **control the frequency and scale** of all on-site events and scientifically plan the number of participants.

- **Head-count system** must be set at all hall entrances to monitor the numbers of people in the event space.
- Contactless scanning or manual counting will be used to assist in this process.
- Organiser with assistance from security personnel to **monitor the possibility of a crowd gathering** in the event space.
- Surveillance and crowd monitoring should be in place throughout the event.

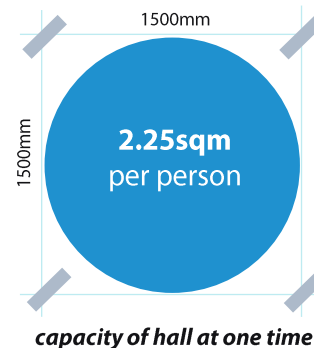


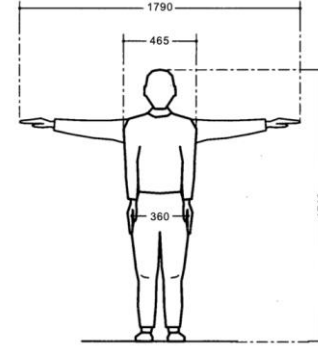
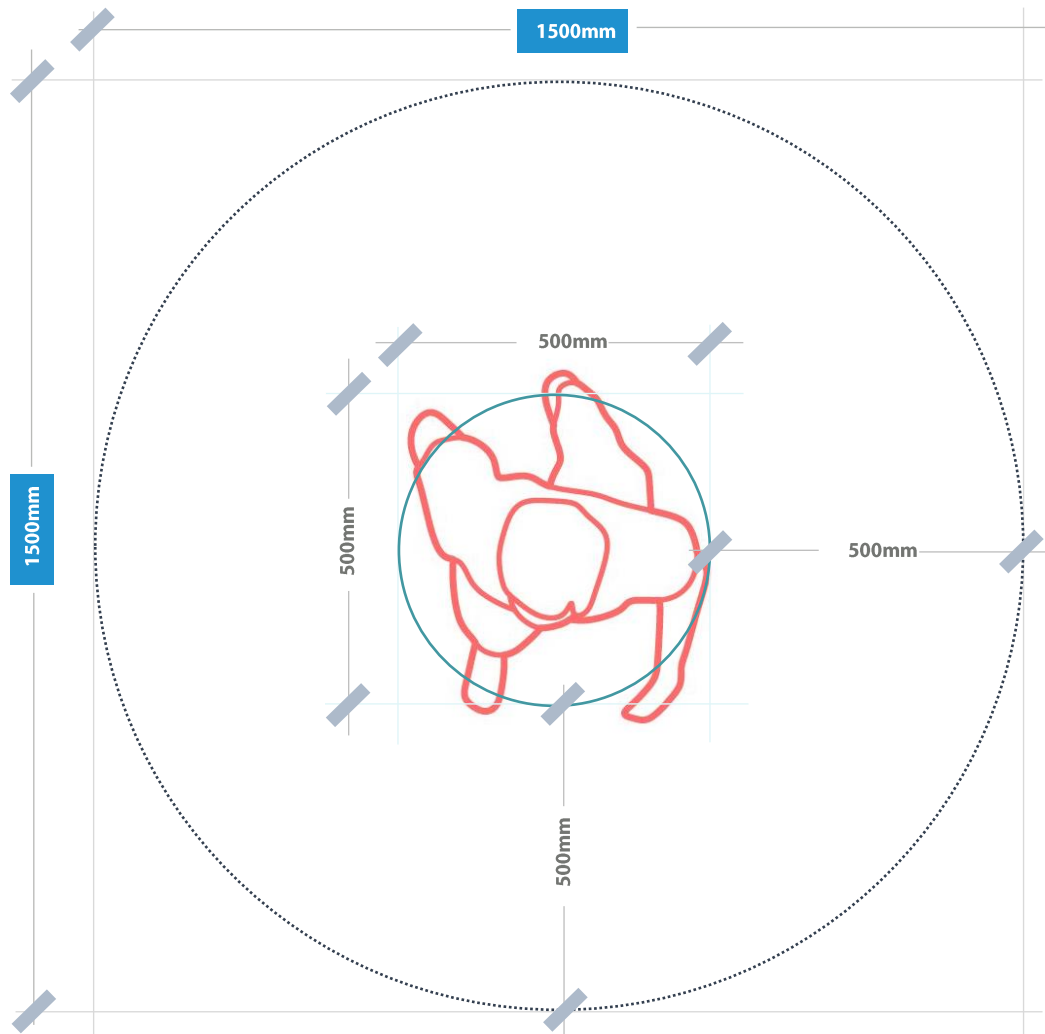
## DURING-EVENT

### FOR PROFESSIONAL EXHIBITION ORGANISER (PEO) AND EVENT ORGANISERS

#### 5. ENABLE PHYSICAL DISTANCING

- Organiser/host to **continuously monitor** and ensure at least 1 metre safe distancing to adhere at all times.
- **Floor marking** for safe distancing to be implemented as a continuous reminder to ensure participants are safely distanced between one another.
- Numbers of individual inside the exhibition hall to be **limited according to the gross size** of venue.
- Total gross area of venue to be divided with **2.25sqm per person** for a maximum number of people inside the venue at one time (minimum requirement)
- Number of exhibitors on duty at the respective booths must adhere to the social distancing of at least 1 metre distance apart and dependent on the size of the booth.
- Number of visitors inside a booth must be monitored and following the size of the exhibition booth area.



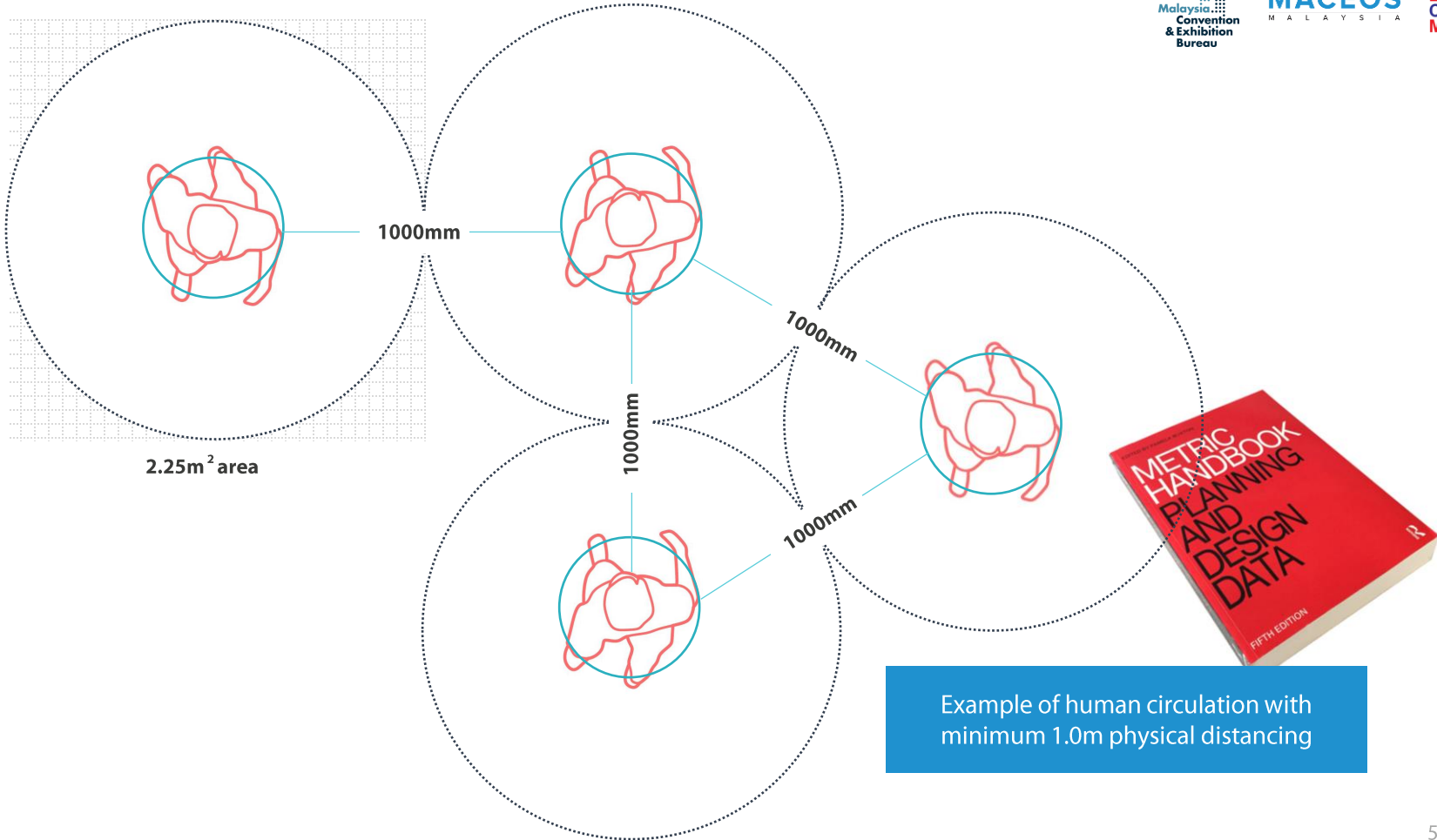


## ANTHROPOMETRICS

Basic design data in Architecture

source : *Metric Handbook, Planning and Design*

In reference to SOP by **National Security Council** dated **15 July 2020**, to achieve an estimation of 1m physical distance between human, 1.5m x 1.5m clearance (2.25sqm) must be considered, to determine max number of human inside the exhibition hall at one time.





## DURING-EVENT

### FOR PROFESSIONAL EXHIBITION ORGANISER (PEO) AND EVENT ORGANISERS

#### 6. INCREASE HEALTH AND SAFETY MEASURES

- The organiser shall coordinate with the venue operator to set up a **medical service unit** at the event site.
- Any **suspected cases** (symptoms of flu-like or fever) must report to the venue operator and medical unit for medical attention.
- Total **maximum of 3(there) exhibitors** is allowed inside every 9sqm exhibition stand at one time.

#### 7. ENCOURAGE AND ENFORCE MEASURES

- **Admission is strictly controlled**, granted only for person with fully vaccinated\* (\*pre-event saliva-test required for non-vaccinated individual), valid identity, ensuring traceability of all participants inside the event space.
- Every exhibitor/visitor/attendee must put-on **the official tag provided by the organiser** throughout the event.
- Exhibitors should encourage their clients to **pre-book appointments** for efficiency and to prevent congestion at their booth.

- **Enable the ability to navigate the floor virtually** using the event app to search the show floor using keywords, it be more efficient with time-saving and how visitors get from booth to booth.

#### 8. CONFERENCE HALLS

- At the end of each session during session change, all shared items such as **microphones, pointers, PCs and rostrums should be wiped down and sanitized** in preparation for the next session.
- Option to prepare different microphones for speakers if there are multiple speakers within a session.

#### 9. MEALS

- Buffets are discouraged. Individual served meals packed hygienically are encouraged.

#### 10. SOCIAL PROGRAMME

- Networking sessions, 'Happy Hour', and other social events are **not allowed**.



## POST-EVENT FOR ORGANISERS/SERVICE SUPPLIERS/EXHIBITORS

### 1. POST-EVENT REPORT

- A post-show meeting will be conducted among organiser, venue operator, official contractors, official freight forwarders, other official suppliers and medical team to receive **feedback and improve** in future

### 2. ARCHIVING

- As always, it will be important for lessons from any business events to be identified and reviewed to be passed on to future event organisers.
- A master record of all individuals present at the event must be kept for **at least 6(six) months or whichever period as directed by Ministry of Health**. This is only for the purpose of contact tracing should the need arise, and the contact details are made available to the Ministry of Health if required.
- This master record should be kept by the HSE Manager.

### 3. SANITIZING / DISINFECTING (FOR SERVICE SUPPLIER, EXHIBITOR)

- All equipment and materials must be sanitised or disinfected before dismantling work and load back to the office/warehouse.



## POST-EVENT FOR ORGANISERS/SERVICE SUPPLIERS/EXHIBITORS

### 4. MOVE-OUT

- If the organisers/exhibitors have a designated move-out time immediately after the event/exhibition closes, the service supplier can only enter the venue space until after organisers/exhibitors have moved out.

### 5. IN THE EVENT A SUSPECTED OR CONFIRMED COVID-19 CASE IS DETECTED

- Should any individual who attended the event develop COVID-19, he/she must practice self-isolation, seek medical attention, and immediately inform the organiser/venue who will inform the health authorities, and the health authorities will have processes in place to take over.
- Organiser, venue, suppliers, contractor employees and all attendees must cooperate with the health authorities.



# CONCLUSION

The measures listed in this guideline aim to organise business events in a controlled and safe environment. They are to be considered, adapted and implemented by the industry stakeholders and will be updated with best-practice examples in specific areas.

In addition to taking the above infection prevention measures, all parties concerned should work together creatively and take unprecedented steps to prevent the spread of infection and promote a thriving industry to hold business events under the new normal of living with the virus.

The most important consideration for the organiser and venue operator is to maintain safe and controlled environments to reduce risk, to ensure the safety of your stakeholders, attendees, staff and community.

We look forward to a great way to jumpstart the Business Events to restore public confidence, create jobs for Malaysians, and establish trade and business opportunities for SMEs.

- End -

