

ASEAN MICE Venue Assessment Guidelines refer to the scorecard that the members of the National Assessment Committee will use in ‘assessing’ MICE venues. The Assessment Guidelines follow the major criteria of the ASEAN MICE Venue Standards with an identification of methods of assessment and evidence.

Methods of Assessment & Evidence

Methods of Assessment	Evidence
Interview	Interview records
Document Review	Related documents
Inspection	Photographs and/or written comments

Exhibition Hall

An indoor exhibition area structured with permanent walls on every side of the room and proper flooring. Exhibition hall can be categorized into 2 types as follows:

Type	Basic Characteristics		
	Minimum Area Size (Square Meters)	Minimum Height* (Meters)	Minimum Weight Support (Tons per Square Meter)
1	5,000	8-12	1.00-2.00
2	1,000	5-7	0.35-0.50

Remarks* Height is measured from the floor to the lowest part of the roof structure in the exhibition hall.

Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Exhibition Hall Physical Setting & Functions								
		<p>P01 – The condition and cleanliness of exhibition hall</p> <ul style="list-style-type: none"> There is no obstacle on the ceiling or roof structure at the height of 8-12 meters (for Type 1 Exhibition Hall) and 5-7 meters (for Type 2 Exhibition Hall). Floors, walls and ceilings of the exhibition hall are well-kept. Free of dust, waste and stain Exhibition Hall is free of unpleasant smell. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				

Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	P02 – Hoisting and Rigging <ul style="list-style-type: none"> • There are weight limit notifications at positions prepared for hoisting and riggings. • There is a layout showing hoisting and rigging positions • Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
Exhibition Hall's Compound								
✓	✓	P03 – Pre-functional Area <ul style="list-style-type: none"> • Well-kept and well-organized. • There is lighting lamp(s) installed. • There are sufficient power outlets. • Adequate air condition, circulation and ventilation system 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				

		<p>P04 – Reception and Registration Area</p> <ul style="list-style-type: none"> • Well-kept and well-organized. • The area is located in front of the exhibition hall entrance. • There are sufficient power outlets. • There is permanent and visible sign of the area. • There is a PA System. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
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Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	<p>P05 – Meeting Room Exhibition Hall Type 1</p> <ul style="list-style-type: none"> Well-organized and clean permanent room. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				
		<p>Exhibition Hall Type 2</p> <ul style="list-style-type: none"> Well-organized and clean set-up area. The area is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				

✓		<p>P06 – VIP Reception Room Exhibition Hall Type 1</p> <ul style="list-style-type: none"> • Well-kept and well-organized permanent room. • Equipped with air conditioning, light and power outlets. • Private restrooms available. • Sufficient chairs and tables or sofas. • High Speed Wi-Fi services are available 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
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Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
	✓	Exhibition Hall Type 2 <ul style="list-style-type: none"> Well-kept and well-organized set-up area Equipped with air conditioning, light and power outlets. Sufficient chairs and tables or sofas. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				
✓		P07 – Press Room Exhibition Hall Type 1 <ul style="list-style-type: none"> Well-organized and clean permanent room. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables or work stations. Sufficient office supplies are available for users. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				

	✓	Exhibition Hall Type 2 <ul style="list-style-type: none"> • Well-organized and clean set-up area. • Equipped with air conditioning, light and power outlets. • Sufficient chairs and tables or work stations. • Sufficient office supplies are available for users. • High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
✓	✓	P08 – Prayer’s Room	3 There is a permanent space or a space that can be set up, separated for males/females with appropriate facilities 2 The space can be set up, separated for males/females with some facilities 1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				

Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	<p>P09 – Support for participants with disabilities</p>	<p>3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants.</p> <p>2 There are sufficient facilities supporting meeting participants with disabilities</p> <p>1 There are minimum facilities supporting meeting participants with disabilities</p> <p>0 There are no facilities supporting meeting participants with disabilities</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				

✓	✓	<p>P10 – Food Service Area</p> <ul style="list-style-type: none"> • There is a set-up area in providing food service for participants • The area is well organized, clean and well-kept • Equipped with air conditioning, light and power outlets. • Adequate air circulation and ventilation system. • Sufficient area for food preparation with basic amenities. • In case needed, a list of suppliers on food services can be provided. 	<p>3 Complete all requirements</p> <p>2 Complete 5 requirements</p> <p>1 Complete 4 requirements</p> <p>0 Complete less than 4 requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
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Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Public Area								
✓	✓	P11 – Accessibility <ul style="list-style-type: none"> There is an accessible road connecting to the venue to facilitate ease of traffic There are more than one entry-exit routes to/from the venue to the public road There is an access to the exhibition venue from a public transportation service 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				
✓	✓	P12 – Signs and Signage <ul style="list-style-type: none"> Permanently installed Installed in clearly visible locations and in an orderly manner There are digital signs available Display in English message(s) 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	<ul style="list-style-type: none"> Inspection Photograph and/or written comments 				

✓	✓	<p>P13 – Main Entrance Sign</p> <ul style="list-style-type: none"> • Situated in a clearly visible area. • There is sufficient lighting. • Permanent and stable. • Annual inspection or maintenance documents are present. 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 2 requirements</p> <p>0 Complete less than 2 requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
✓	✓	<p>P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities</p> <ul style="list-style-type: none"> • Appropriate space for each unit. • Provision of adequate facilities for disabled and elderly. • Provision of adequate units/cubicles for ladies and men. • Sufficient amenities provisions such as tissue, soap, etc. <p>There is a nursing and/or family room.</p>	<p>3 Complete all requirements</p> <p>2 Complete 4 requirements</p> <p>1 Complete 2-3 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				

Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	P15 – Smoking Zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
✓	✓	P16 – Drop-off Area <ul style="list-style-type: none"> • It is located close to the exhibition venue entrance. • There is a well-kept cover/shade in this area. • There are clear and visible sign display 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				

✓	✓	<p>P17 – Participant Parking Area</p> <ul style="list-style-type: none"> • There are parking spaces for different types of vehicles. • There are handicapped parking spaces. • Traffic and safety signs and symbols are clearly displayed. • CCTV cameras are installed, or security officers are present at parking areas. • In case there is no or insufficient parking area, other areas can be used as reserved parking areas with comparable safety standard. 	<p>3 Complete all requirements</p> <p>2 Complete 4 requirements</p> <p>1 Complete 3 requirements</p> <p>0 Complete less than 3 requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
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Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	<p>P18 – Traffic Management during Exhibition</p> <ul style="list-style-type: none"> • There is systematic traffic management plan • There is dedicated staff responsible for traffic management • There is a separated traffic route for participants and cargo • There is a policy to inform surrounding residents about the exhibition traffic. 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 2 requirements</p> <p>0 Complete less than 2 requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
✓	✓	<p>P19 – Water & Sanitary System</p> <ul style="list-style-type: none"> • There are water distribution points in good conditions. • There is a proper wastewater drain meeting local standard. • Annual inspection or maintenance documents are present. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				

✓		<p>P20 – Water Reservation System</p> <ul style="list-style-type: none"> • The water reservation system has well-kept storage. • The system is in compliance with the local law. • Annual inspection or maintenance documents are present. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
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Physical (P)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Safety/Security/Emergency Facilities								
✓	✓	P21 – Safety Equipment <ul style="list-style-type: none"> • There are CCTV cameras and controlling room, with staff present for the entire time. • The venue has a policy on CCTV playback. • There is smoke or heat detecting equipment. • There are fire sprinklers. • Fire extinguishers or fire hoses are properly located for convenient use. • Alarms are clearly visible. • Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 5-6 requirements 1 Complete 3-4 requirements 0 Complete less than 3 requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				

✓	✓	<p>P22 – Emergency, Safety and Security for Exhibition Hall</p> <ul style="list-style-type: none"> • Emergency equipment, fire exits & evacuation route must be in compliance to local law. • Fire exit signs are present in permanent and well-kept conditions. • There is a clearly visible sign board containing a fire-fighting and fire escape instruction. • Sufficient amount of security guards in the main entrance to the exhibition hall and venue as well as pre-functional areas • Sufficient amount of CCTV or other security devices in the key areas of the exhibition hall and venue as well as pre-functional areas • Annual inspection or maintenance documents are present. • There is an evidence of an annual fire drill practice. 	<p>3 Complete all requirements</p> <p>2 Complete 6 requirements</p> <p>1 Complete 5 requirements</p> <p>0 Complete less than 5 requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
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Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	<p>P23 – First aid room and nursing staff</p>	<p>3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room</p> <p>2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits</p> <p>1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available.</p> <p>0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				

✓	✓	<p>P24 – Crowd Management & Evacuation Procedures</p> <ul style="list-style-type: none"> • Layout for exhibition venue is available. • Layout for exhibition hall is available. • Emergency evacuation plan is developed. • There is an evidence of training for staff on crowd management & evacuation procedures 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 2 requirements</p> <p>0 Complete less than 2 requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
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Physical (P)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	P25 – Insurance Policy	3 The insurance policy is active and are clearly stated in the issued contract. 0 The insurance policy is inactive.	<ul style="list-style-type: none"> • Document review • Related documents 				
✓	✓	P26 – Maintenance <ul style="list-style-type: none"> • There is a dedicated department on Venue Maintenance • Maintenance plan is developed • There is an evidence of inspecting, reporting and improving the venue’s facilities and equipment 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Document review • Related documents 				
Organizer’s Access to Exhibition Hall								
✓	✓	P27 – Cargo Vehicle Parking Area <ul style="list-style-type: none"> • There is a queuing system for cargo vehicle parking. • There is a facilitation system for loading and unloading of cargo. • Staff(s) is present to coordinate or provide assistance. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				

✓		<p>P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area).</p> <p>Exhibition Hall Type 1</p> <ul style="list-style-type: none"> • There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. • The cargo loading door and elevator must be in a well-kept and safe condition. • There are both lighting and air ventilation systems available. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
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Physical (P)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
	✓	<p>Exhibition Hall Type 2</p> <ul style="list-style-type: none"> • There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. • The cargo loading door must be in a well-kept and safe condition. • There are both lighting and air ventilation systems available. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
✓	✓	<p>P29 – Organizer’s Room</p> <ul style="list-style-type: none"> • Well-organized and clean. • The room is located closed to the exhibition hall. • Equipped with air conditioning, light and power outlets. • Sufficient chairs and tables. • High Speed Wi-Fi services are available. 	<p>3 Complete all requirements</p> <p>2 Complete 4 requirements</p> <p>1 Complete 3 requirements</p> <p>0 Complete less than 3 requirements</p>	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				

✓	✓	P30 – Event Set-up Period for Organizer	<p>3 There is a set-up policy and organizers are well informed.</p> <p>0 There is no policy and organizers are not allowed to access for a set-up before the event</p>	<ul style="list-style-type: none"> • Document review & Interview • Related documents & Interview records 				
30	29	Total						

Technology (T)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Power, Lighting & Air-conditioning System								
✓	✓	T01 – Electrical System <ul style="list-style-type: none"> • There is a power system control room. • There is a layout showing power service locations. • There are qualified staff on duty during the event. • There is an electrical safety equipment in compliance to local law. • Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
✓	✓	T02 – Lighting System <ul style="list-style-type: none"> • Lighting system of the room is appropriate and can be fully controlled. • Electrical materials and equipment meet local standard. • There is lighting system control room. • Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				

✓	✓	<p>T03 – Air Conditioning System inside the Exhibition Hall</p> <ul style="list-style-type: none"> • The air conditioner capacity is sufficient for room size and capacity. • Air flow and temperature levels are adjustable. • Annual inspection or maintenance documents are present. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
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Technology (T)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment	
Exhibition Hall Type 1	Exhibition Hall Type 2								
✓	✓	T04 – Air Ventilation System in Exhibition Hall <ul style="list-style-type: none"> • There is an appropriate air ventilation system in compliance to the local law. • Air ventilation system does not adversely affect nearby community. • Make-up air system is present to incorporate fresh, outside air. • Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 					
✓	✓	T05 – Power and Lighting System in Pre-Functional Area <ul style="list-style-type: none"> • Lighting system of the pre-functional area is appropriate and can be fully controlled. • Electrical materials and equipment meet local standard. • There is power & lighting system control room. • Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 					

✓	✓	<p>T06 – Secondary Power Generator</p> <ul style="list-style-type: none"> • Capable of functioning immediately after power outage (within 20 seconds) • Capable of continuously generating secondary power for at least 2 hours • Annual inspection or maintenance documents are present. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				
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Technology (T)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Other Services								
✓	✓	T07 – Communication & Document Service <ul style="list-style-type: none"> • There is a photocopy service • There is a document scan service • There is a fax service • There are facilities provided for the internet/ High Speed Wi-Fi purposes in the exhibition venue • Full coverage of radio communication signal 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
✓	✓	T08 – Business Service Center <ul style="list-style-type: none"> • Well-organized and clean. • Equipped with air conditioning, light and power outlets. • Sufficient chairs and tables or work stations. • High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
✓	✓	T09 – Use of Customer Management System <ul style="list-style-type: none"> • Customer Database System • Reservation System • Complaint System 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement	<ul style="list-style-type: none"> • Inspection & Document review • Photograph and/or written comments & Related documents 				

			0 Unable to meet any of the requirements					
✓	✓	T10 – Public Address System <ul style="list-style-type: none"> • Provide clear, good quality sound • Sound coverage covers the entire exhibition hall. • Sound coverage in local and English language • Allows for multi-zones audio broadcasting. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	<ul style="list-style-type: none"> • Inspection • Photograph and/or written comments 				
✓	✓	T11 – Exhibition Venue Website <ul style="list-style-type: none"> • There is an official site of the exhibition venue • There is an evidence of regular website update • The website clearly presents key details of the exhibition venue, exhibition hall and is user friendly. 						
11	11	Total						

Service (S)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Coordination & Service Improvement								
✓	✓	S01 – Advanced-booking service <ul style="list-style-type: none"> • There is an on-line comprehensive information on the floorplan of exhibition hall • There is an on-line comprehensive information on the availability of the exhibition hall • There is a salesperson in handling client’s queries • The salesperson is knowledgeable and is able to provide advice on floor plan and relevant exhibition packages suitable for the client’s needs • There are variety of payment methods 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirement 0 Complete less than 3 requirements	<ul style="list-style-type: none"> • Inspection & Interview • Photograph and/or written comments & Interview records 				

Service (S)

Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	<p>S02 – Service to organizers</p>	<p>3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents</p> <p>2 Organizers need to contact 2-3 channels when there are incidents</p> <p>1 Organizers need to contact a number of parties when there are incidents</p> <p>0 Organizers do not know whom to contact when there are incidents</p>	<ul style="list-style-type: none"> • Interview • Interview records 				

✓	✓	<p>S03 – Complaints & service evaluation of the buyers and/or organizers</p> <ul style="list-style-type: none"> • There are appropriate channels in receiving complaints and customer feedback • There is a system in handling customer complaints and customer feedback • There is a motivation/ incentive system for staff to improve service standard. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				
✓	✓	<p>S04 – Coordination & Cooperation with external agencies (e.g., hospital, police station, and fire station)</p> <ul style="list-style-type: none"> • There is a coordination center with service staffs throughout the exhibition duration • A list of contact persons, including the telephone number of relevant external agencies is prepared • There is a systematic procedure in coordinating with external agencies 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirements</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				

Service (S)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Staff								
✓	✓	S05 – Staff Personality <ul style="list-style-type: none"> Uniforms are professional Staff are neat and tidy Staff are friendly 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Inspection & Interview Photograph and/or written comments & Interview records 				
✓	✓	S06 – General knowledge & understanding of venue staff <ul style="list-style-type: none"> Knowledge & understanding about their job description and duties Knowledge & understanding about the exhibition industry and exhibition activities Knowledge & understanding about the venues and the organization Knowledge & understanding about different backgrounds & needs of participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	<ul style="list-style-type: none"> Interview Interview records 				

✓	✓	<p>S07 – Foreign language skills of staff</p> <ul style="list-style-type: none"> • Most staff can communicate in English • Some of the staff can communicate in third language • There are on-going language training program for staff both full-time and temporary 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 					
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Service (S)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
✓	✓	<p>S08 – Staff performance on service quality</p> <ul style="list-style-type: none"> • There is a systematic recruitment procedure both for full-time and temporary staff • There is an appropriate orientation and training for full-time and temporary staff in respond to the local law • There is an monitoring system for new hires and temporary staff • There is an appropriate performance management for full-time and temporary staff 	<p>3 Complete all requirements</p> <p>2 Complete 3 requirements</p> <p>1 Complete 2 requirement</p> <p>0 Complete less than 2 requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				
✓	✓	<p>S09 – Compensation, benefits and welfare for staff</p> <ul style="list-style-type: none"> • Compensation, benefits and welfare are provided in accordance with the local labor’s law • There is an annual staff health check • In compliance with the local law, there is an encouragement to hire local staff to work with the organization 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				

✓	✓	<p>S10 – Occupational Health and Safety Policy</p> <ul style="list-style-type: none"> • The occupational health and safety policy is clearly determined in writing. • There is an operational plan of the occupational health and safety policy. • There is a dissemination of the occupational health and safety policy both inside and outside the organization. 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				
✓	✓	<p>S11 – Occupational Health and Safety Practice</p> <ul style="list-style-type: none"> • Records of occupational health and safety practices • Performance report Follow-up performance report at least once a year 	<p>3 Complete all requirements</p> <p>2 Complete 2 requirements</p> <p>1 Complete 1 requirement</p> <p>0 Unable to meet any of the requirements</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				

Service (S)								
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	Panel Assessors Mark	Panel Assessors Comment
Exhibition Hall Type 1	Exhibition Hall Type 2							
Environmental Protection & Community								
✓	✓	S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management) <ul style="list-style-type: none"> The environmental policy is clearly determined in writing. There is an operational plan of the environmental policy. There is a dissemination of the environmental policy both inside and outside the organization. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Document Review Related documents 				
✓	✓	S13 – Environmental Practice <ul style="list-style-type: none"> Records of environmental practices Performance report Follow-up performance report at least once a year 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	<ul style="list-style-type: none"> Interview & Document Review Interview records & Related documents 				

✓	✓	S14 – Consideration for the surrounding community	<p>3 There are regular activities and organization’s policy that support surrounding community</p> <p>2 There are some activities or organization’s policy that support surrounding community</p> <p>1 There are very limited activities or organization’s policy that support surrounding community</p> <p>0 There is no activities or organization’s policy that support surrounding community</p>	<ul style="list-style-type: none"> • Interview & Document Review • Interview records & Related documents 				
14	14	Total						
55	54	Grand Total						