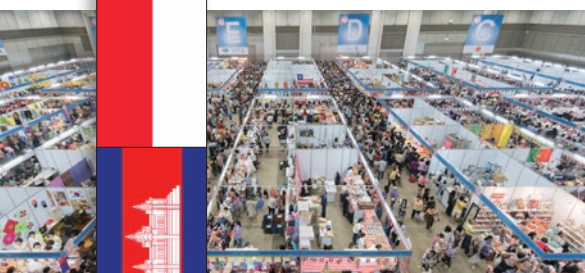
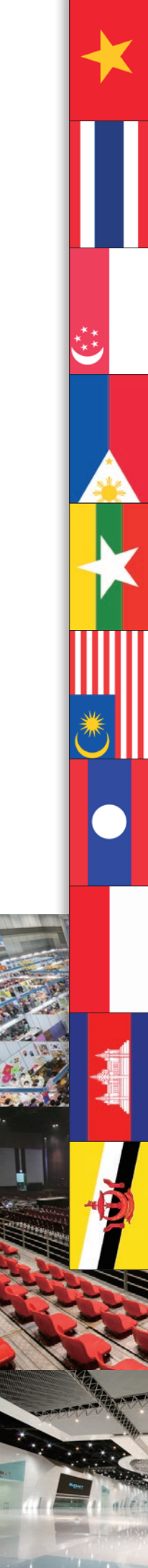




ASEAN MICE VENUE STANDARD

CERTIFICATION
MANUAL

Category: Exhibition Venue



MICE
Capabilities
Development Department



TCEB
THAILAND CONVENTION
& EXHIBITION BUREAU

ASEAN MICE Venue Standard Audit and Certification Manual

| Category: Exhibition Venue |





ASEAN
MICE Venue Standards
category: Exhibition Venue

December, 2018

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I. ASEAN
MICE Venue Standards
category **Exhibition Venue**

Chapter 1

Foreword

MICE or Meeting, Incentive, Convention and Exhibition is one of growing sectors in ASEAN Countries. The vision statement of ASEAN Tourism Strategic Plan 2016-2025 is

By 2025, ASEAN will be a quality tourism destination offering a unique, diverse ASEAN experience, and will be committed to responsible, sustainable, inclusive and balanced tourism development, so as to contribute significantly to the socio-economic well-being of ASEAN people.

The impact of MICE is more than the number of visitors or an amount of spending by these visitors in ASEAN countries. These visitors are known to be one of high spenders as well as spending more before and/or after the MICE activities. By average, they also stay at a destination longer than many other types of visitors. MICE visitors therefore contribute to significant growth of tourism and relevant sectors as well as the revenue of the country.

By introducing ASEAN MICE Venue Standards, this will allow all member states to have guidelines to make their property competitive and are able to join hands in providing quality MICE venues to the visitors, making ASEAN a competitive MICE region.

Chapter 2

Introduction

MICE venues are undoubtedly one of the vital factors for a destination to be selected for MICE activity. The ten ASEAN Member Countries, namely: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam, have considered these ASEAN MICE Venue Standards (AMVS) as a reference to develop and enhance the capacity and competitiveness of MICE entrepreneurs and owners of venues in serving both the organizers and visitors in a professional way.

The ASEAN MICE Venue Standards (AMVS) refers to meeting room, exhibition venue and event venue. In this manual, the focus will be Exhibition Venue category and in this category there will be 2 types: 5,000 Square Meters Minimum Area Size, and 1,000 Square Meters Minimum Area Size. The major criteria for AMVS of this category will be 1. Physical 2. Technology and 3. Service. These indicators focus on the standards of physical aspects, venue management and people working within venues so that together they can meet the requirements of MICE travelers in a competitive way.

Chapter 3

Terms & Definitions

Terms and Definitions

The terms and definitions applied in the standards are as below.

3.1 MICE

MICE refers to meeting, incentive, convention, exhibition and business events industry. This also refers to service providers and clients in MICE industry.

3.2 MICE Venue Categories

MICE venue categories refer to Meeting Room, Exhibition Venue and Event Venue. In other words, they are physical spaces designed and provided for MICE activities with purposes for meetings, exhibitions, and events.

3.3 Exhibition Venue

A place covering the following two areas:

- (1) Exhibition Hall; and
- (2) Pre-Functional Area

3.4 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.

3.5 Sign

Equipment designed to convey meanings for examples, room names, directions and emergency signs.

3.6 Participant Parking Area

An area set aside to provide parking services for participants.

3.7 Drop-off Area

A temporary parking area for dropping off and picking up the participant.

3.8 Cargo Vehicle Parking Area

An area for cargo vehicles to park.

3.9 Cargo Loading Area

An area for cargo trucks to load/unload cargo for exhibition hall.

3.10 Reception and Registration Area

An area specifically prepared for receiving and registering participant.

3.11 Organizer's Room

A permanent room for providing workplace specifically for organizer.

3.12 Meeting Room

A permanent room for meetings, seminars and small group activities separate from exhibitions.

3.13 Press Room

A room for the press to work in the exhibition building.

3.14 First aid room

A room specifically prepared for providing first-aid during exhibitions (exhibition installing, during exhibition and exhibition disassembling).

3.15 Business Service Center

A place arranged to provide services for organizers and participants on, for examples, document printing, fax messages receiving, and photocopying services.

3.16 Pre-Functional Area

An area adjacent to the exhibition hall for multipurpose activities.

Chapter 4

Requirements & Scoring

The table below illustrates different types of Exhibition Hall and the criteria. When venues apply for certification, they must choose **one** applicable type of setting only. This means if their Exhibition Venue is in:

- Exhibition Hall Type 1, there will be 55 indicators
- Exhibition Hall Type 2, there will be 54 indicators

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
Exhibition Hall Physical Setting & Functions			
P01 – The condition and cleanliness of exhibition hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓
P02 – Hoisting and Rigging - 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	✓	✓
Exhibition Hall's Compound			
P03 – Pre-functional Area - 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 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	✓	✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
P04 – Reception and Registration Area - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	✓	✓
P05 – Meeting Room Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	✓	
Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements		✓
P06 – VIP Reception Room Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	✓	
Exhibition Hall Type 2 - 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		✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
	0 Unable to meet any of the requirements		
P07 – Press Room Exhibition Hall Type 1 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	✓	
Exhibition Hall Type 2 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements		✓
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	✓	✓
P09 – Support for participants with disabilities	3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting	✓	✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
	meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities		
P10 – Food Service Area - 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.	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	✓	✓
Public Area			
P11 – Accessibility - 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	✓	✓
P12 – Signs and Signage - 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	✓	✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
P13 – Main Entrance Sign - Situated in a clearly visible area. - There is sufficient lighting. - Permanent and stable. - 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	✓	✓
P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities - 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. - There is a nursing and/or family room.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	✓	✓
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	✓	✓
P16 – Drop-off Area - 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	✓	✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
P17 – Participant Parking Area - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	✓	✓
P18 – Traffic Management during Exhibition - 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.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	✓	✓
P19 – Water & Sanitary System - There are water distribution points in good conditions. - There is a proper wastewater drain meeting local standard. - 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	✓	✓
P20 – Water Reservation System - The water reservation system has well-kept storage. - The system is in compliance with the local law. - 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	✓	

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
Safety/Security/Emergency Facilities			
P21 – Safety Equipment - 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	✓	✓
P22 – Emergency, Safety and Security for Exhibition Hall - 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.	3 Complete all requirements 2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	✓	✓
P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the	✓	✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
	event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room		
P24 – Crowd Management & Evacuation Procedures - 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	✓	✓
P25 – Insurance Policy	3 The insurance policy is active and are clearly stated in the issued contract. 0 The insurance policy is inactive.	✓	✓
P26 – Maintenance - 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	✓	✓
Organizer's Access to Exhibition Hall			
P27 – Cargo Vehicle Parking Area - 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	✓	✓

Physical (P)			
Criteria	Requirements & Scoring	Type	
		1	2
P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	
Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements		✓
P29 – Organizer’s Room - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	✓	✓
P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	✓	✓

Technology (T)			
Criteria	Requirements & Scoring	Type	
		1	2
Power, Lighting & Air-conditioning System			
T01 – Electrical System - 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	✓	✓
T02 – Lighting System - 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	✓	✓
T03 – Air Conditioning System inside the Exhibition Hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	✓	✓
T04 – Air Ventilation System in Exhibition Hall - 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	✓	✓

Technology (T)			
Criteria	Requirements & Scoring	Type	
		1	2
T05 – Power and Lighting System in Pre-Functional Area - 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	✓	✓
T06 – Secondary Power Generator - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓
Other Services			
T07 – Communication & Document Service - 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	✓	✓
T08 – Business Service Center - 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	✓	✓

Technology (T)			
Criteria	Requirements & Scoring	Type	
		1	2
T09 – Use of Customer Management System • Customer Database System • Reservation System • Complaint System	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓
T10 – Public Address System • 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	✓	✓
T11 – Exhibition Venue Website • 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	✓	✓

Service (S)			
Criteria	Requirements & Scoring	Type	
		1	2
Coordination & Service Improvement			
S01 – Advanced-booking service - 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	✓	✓
S02 – Service to organizers	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 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents	✓	✓
S03 – Complaints & service evaluation of the buyers and/or organizers - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓

Service (S)			
Criteria	Requirements & Scoring	Type	
		1	2
S04 – Coordination & Cooperation with external agencies (e.g., hospital, police station, and fire station) - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	✓	✓
Staff			
S05 – Staff Personality - 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	✓	✓
S06 – General knowledge & understanding of venue staff - 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	✓	✓
S07 – Foreign language skills of staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓

Service (S)			
Criteria	Requirements & Scoring	Type	
		1	2
S08 – Staff performance on service quality - 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	✓	✓
S09 – Compensation, benefits and welfare for staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓
S10 – Occupational Health and Safety Policy - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓
S11 – Occupational Health and Safety Practice - Records of occupational health and safety 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	✓	✓

Service (S)			
Criteria	Requirements & Scoring	Type	
		1	2
Environmental Protection & Community			
S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management) • 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	✓	✓
S13 – Environmental Practice • 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	✓	✓
S14 – Consideration for the surrounding community	3 There are regular activities and organization’s policy that support surrounding community 2 There are some activities or organization’s policy that support surrounding community 1 There are very limited activities or organization’s policy that support surrounding community 0 There is no activities or organization’s policy that support surrounding community	✓	✓

II. ASEAN MICE Venue Standards

Audit & Certification Manual *for* category Exhibition Venue

Chapter 5

Foreword

This document is devoted as a manual of audit and certification of ASEAN MICE Venue Standards (AMVS). It includes a discussion of the auditing principles and guidelines as well as certification procedures so that a venue can be awarded ASEAN MICE Venue Standards (category Exhibition Venue).

The major criteria and requirements contained within this manual are based upon the ASEAN Member States (AMS)-approved ASEAN MICE Venue Standards (AMVS). The audit and the certification will allow MICE venues within ASEAN develop their capabilities to attract more businesses and to gain opportunities as a MICE region with venue of equivalent and competitive standards.

Chapter 6

Introduction

The formulation of the ASEAN MICE Venue Standards (AMVS) and Certification Body is essential in ensuring the successful implementation of the AMVS. This manual provides a comprehensive description of the assessment process, the parties responsible for managing and conducting such process as well as the benefits that MICE venues can expect to receive when they have been successfully certified as AMVS. Towards this end, this manual aims to equip assessors with the knowledge and skills in making accurate assessments of MICE venues as well as the systematic implementation and management of the AMVS.

Chapter 7

Scope

This manual comprises of:

- A structure and role of the certification body responsible for the implementation of the ASEAN MICE Venue Standards (AMVS)
- An assessment guide as a reference and standard operating procedure in making ASEAN MICE Venue Standards (AMVS) assessment

Chapter 8

Terms & Definitions

The terms and definitions in this manual are as follows:

8.1 ASEAN Member States (AMS)

ASEAN Member States or AMS refers to member countries of the Association of the Southeast Asia Nations. This refers to Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam.

8.2 ASEAN MICE Venue Standards (AMVS)

ASEAN MICE Venue Standards cover 3 categories, namely (1) Meeting Room (2) Exhibition Venue, and (3) Event Venue. ASEAN MICE Venue Standards (category Exhibition Venue) cover Exhibition Hall 2 settings: Type 1 and Type 2.

8.3 The National Assessment Committee

The National Assessment Committee refers to a certification body that executes the Assessment Guidelines in inspecting, auditing and assessing ASEAN MICE Venues. The National Assessment Committee can be referred to as an Auditor.

8.4 Government Tourism Organisation

A governmental institution that plans and manages tourism development and promotion at a national level or equivalent.

8.5 Assessment Guidelines

Assessment guidelines refer to a scorecard for members of the National Assessment Committee in inspecting, auditing and assessing ASEAN MICE Venues.

Chapter 9

Proposed Certification Body

The proposed certification body will facilitate the implementation of the ASEAN MICE Venue Standards (AMVS) in each respective AMS. Three (3) categories of organisations are proposed to form the certification body, which are

- Government Tourism Organization (National Level) or Equivalent
- Government Tourism Organization (Provincial or Local Level) or Equivalent
- Non-Government or Association connected to MICE businesses

The responsibilities of each organisation in the Certification Body are shown in Table 9.1.

Table 9.1: Responsibilities of Organisations within the Certification Body

Organisations	Responsibility
Gov. Tourism Organization (National Level) or Equivalent	▪ Set up National Assessment Committee for the ASEAN MICE Venue Standards (AMVS) at a national level ▪ Act as a Chairperson to head the National Assessment Committee. This includes chairing and participating in the screening of applications, inspection, auditing, preparation of assessment report, and concluding the final result of the audit.
Government Tourism Organization (Provincial or Local Level) or Equivalent	▪ Act as a member in the National Assessment Committee. This includes participating in the screening of applications, inspection, auditing and preparation of assessment report.
Non-Government or Association connected to MICE businesses	▪ Act as a member in the National Assessment Committee. This includes participating in the screening of applications, inspection, auditing and preparation of assessment report.

In this regard, ASEAN Member States are responsible to approve and endorse assessment reports and issue certification and logo to successful MICE Venues.

The proposed organisation structure of the Certification Body or the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) is as follows (Figure 9.1). The Certification Body, upon approving the assessment report will bring it to the ASEAN Member States Meeting for endorsement (Figure 9.2).

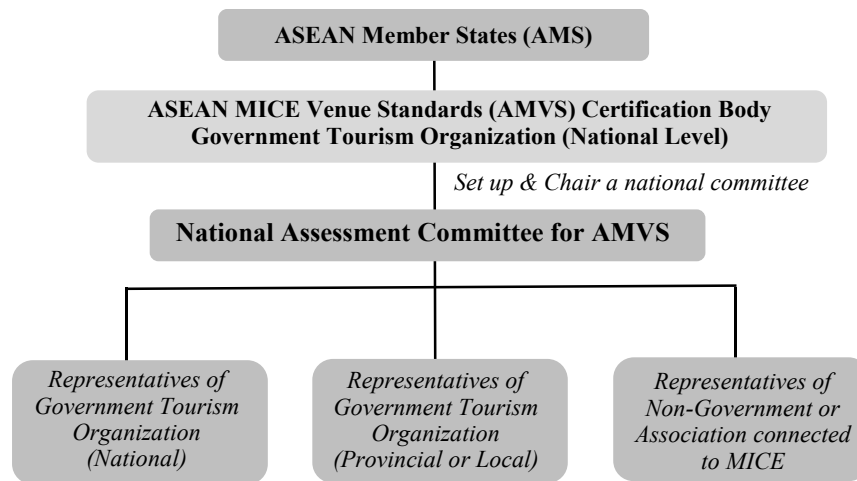


Figure 9.1: Organisation Structure of the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS

Examples of agencies which could be included in National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS are shown in table 9.2. Due to the varying structures of government in each respective ASEAN country, the responsible agencies may differ from country to country.

However, it is important that the selection of the members in the National Assessment Committee must not lead to a conflict of interest with the applicants/MICE venue operators undergoing the audit for AMVS.

Table 9.2: Examples of agencies which could be included in the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS

<i>Government Tourism Organization (National)</i>	<i>Government Tourism Organization (Provincial or Local)</i>	<i>Non-Government or Association connected to MICE businesses</i>
- Ministry of Tourism - Tourism Board - Tourism Promotion Board - MICE Board	Provincial or local authorities working in supporting or promoting tourism and/or MICE sector	Non-government organizations or associations connected to the MICE businesses

9.1 The Start of AMVS Assessment & Audit

The start of the AMVS assessment & audit will follow the process shown in Figure 9.2 below.

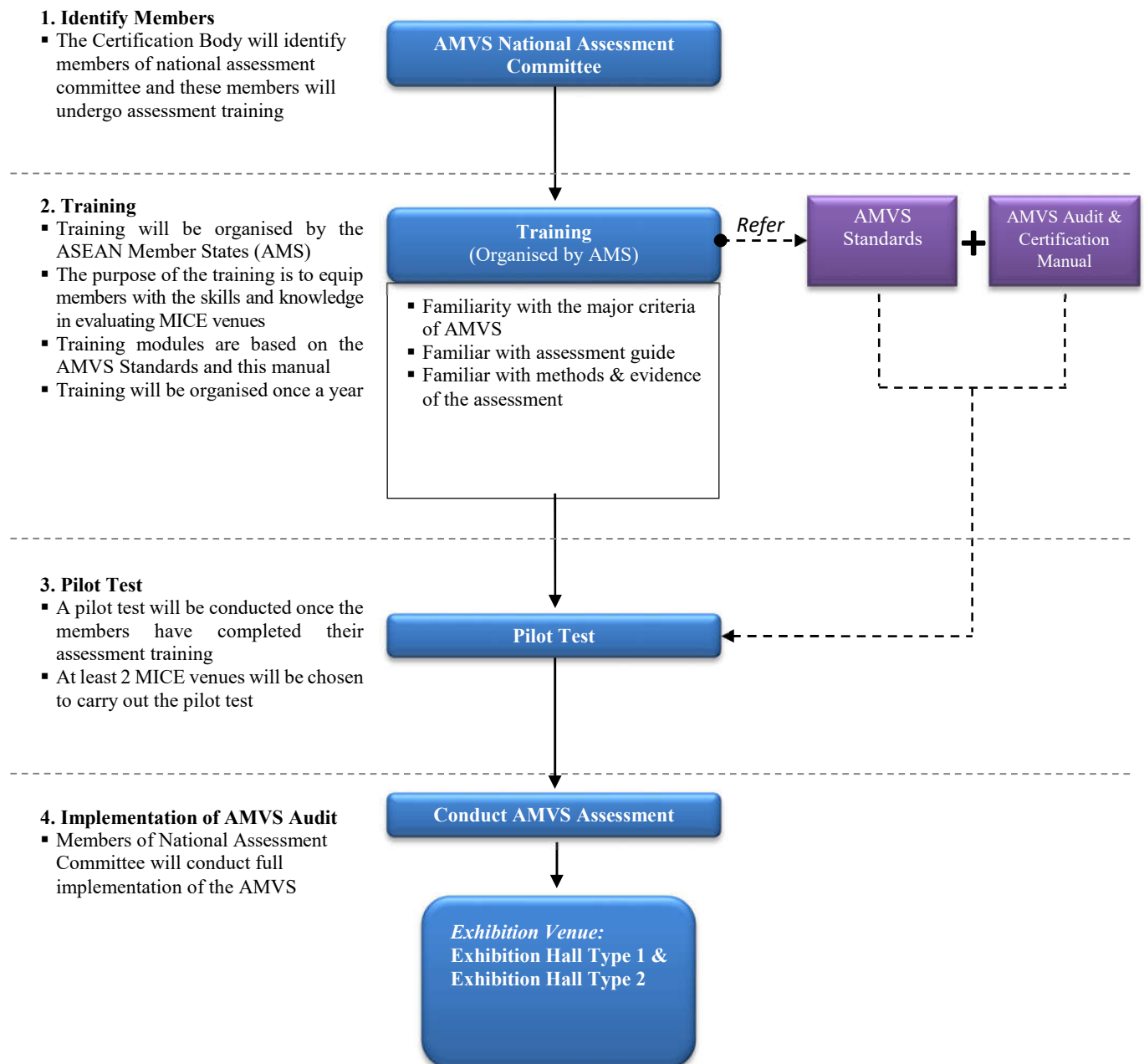


Figure 9.2: The Start of AMVS Assessment & Audit

9.2 The Implementation of Assessment & Audit

The assessment & audit can be implemented as in Figure 9.3 as below.

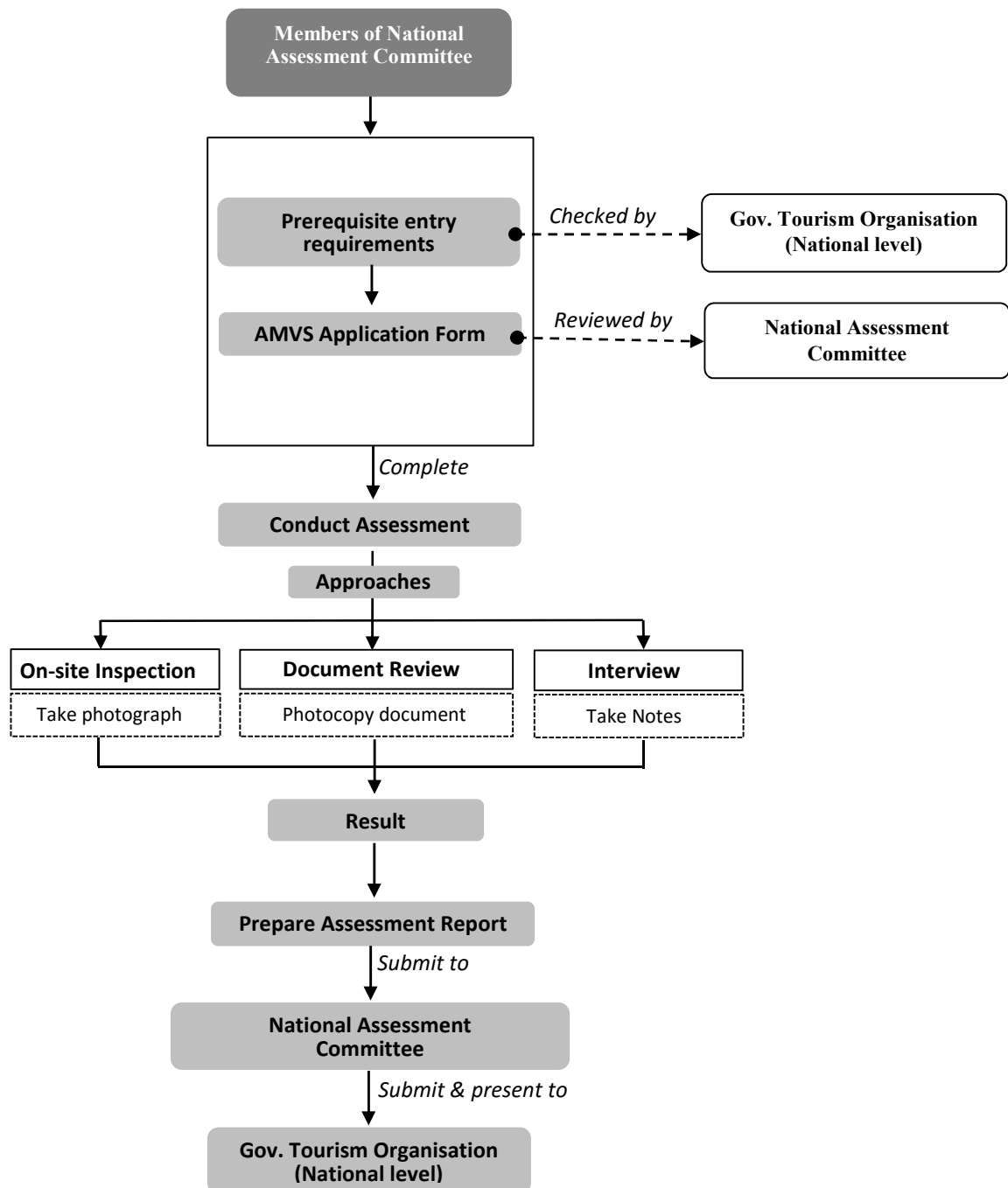


Figure 9.3: The Implementation of Assessment & Audit

9.3 Prerequisite Entry Requirement

Before an assessment is conducted, the National Assessment Committee for AMVS should ensure that all applicants meet the prerequisite entry requirements. If unable to do so, the MICE venues are immediately disqualified from applying for the AMVS.

A list of prerequisite entry requirements is shown in Table 9.3 below.

Table 9.3: Prerequisite Entry Requirements and Actions by the National Assessment Committee

Prerequisite	Action
▪ The entity/setting providing a compound to MICE venues must be registered properly according to the local law.	▪ Photocopy the certificate/relevant documents and attach it with the application form
▪ The MICE venue going under certification must operate for at least 6 months.	▪ Photocopy the certificate/relevant documents and attach it with the application form

Chapter 10

Steps of AMVS Assessment & Audit

The AMVS assessment is a key component in identifying potential MICE venues that qualify for the ASEAN MICE Venue Standards. There are 3 steps.

STEP 1: Awareness Programme & Screening Process

Before implementing the certification programme, the government tourism organisation will organise seminar, forum, meeting, etc. to create awareness and inform MICE venues about AMVS.

The National Assessment Committee will then conduct a screening process to identify MICE venues that qualify for certification based on the AMVS.

The applicant must be clear on what ‘setting’ they apply for certification. In other words, there must be a clear selection on the choice of setting (hotels/resorts, conventions/exhibitions, or public/private sectors). The National Assessment Committee must screen the application to ensure that the choice is appropriate and applicable for certification.

STEP 2: Assessment

Assessment will be carried out by the National Assessment Committee. On-site inspections, document reviews and interviews will be conducted during the assessment. Assessments are based on the AMVS and the date of assessment will be made known to the MICE venue operators beforehand.

The National Assessment Committee shall finish an assessment report which will include a list of successful MICE venue operators for certification and submit to the Government Tourism Organisation at the national level.

The duration of step 1 and 2 should be not more than 3-4 weeks or as the case may be.

In order to receive the AMVS, MICE venues must score at least 75% of the full score.

STEP 3: Approval

The Government Tourism Organisation at the national level will present the assessment report and list of successful MICE venues at the ASEAN Member States (AMS) meeting for approval. Once endorsed, the ASEAN Member States will issue the ASEAN MICE Venue Standards certificate and plaque to the successful MICE venues.

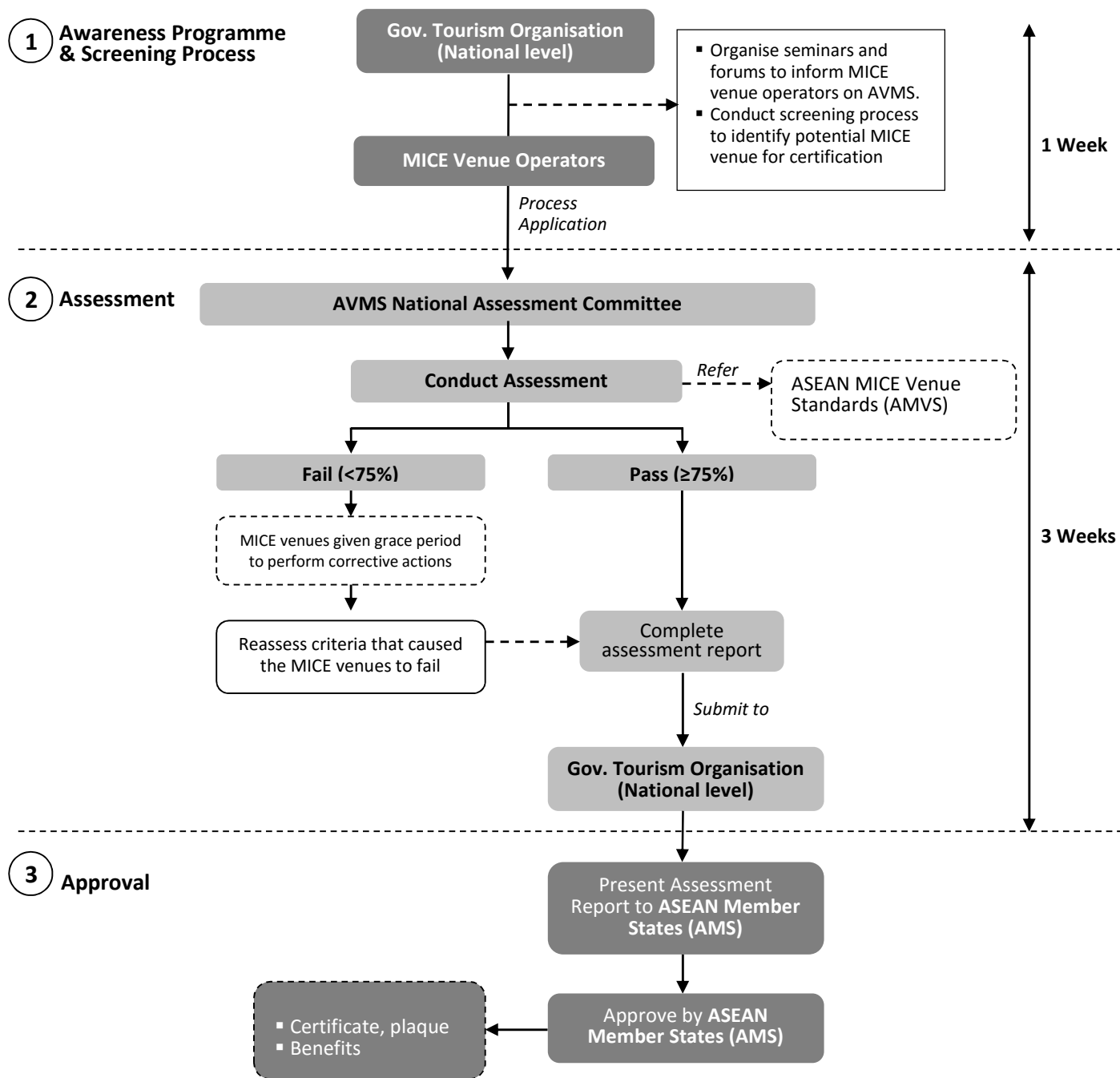


Figure 10.1: A Flowchart of the Proposed Audit Process for AMVS

10.1 Unsuccessful MICE Venues in Assessment

For MICE venues that fail the assessment, the National Assessment Committee will issue a corrective action form and comments to the affected MICE venues which specifies the corrective measures required to be carried out.

MICE venues are given 1 to 6 months depending on the time needed to perform corrective actions. Upon completion of the required corrective measures, the applicant is required to resubmit the Corrective Action Form to the AMVS National Assessment Committee to conduct reassessment. Reassessment will then be conducted **ONLY** on the criteria that did not meet the Standard during the initial assessment. Figure 10.2 below shows the reassessment process.

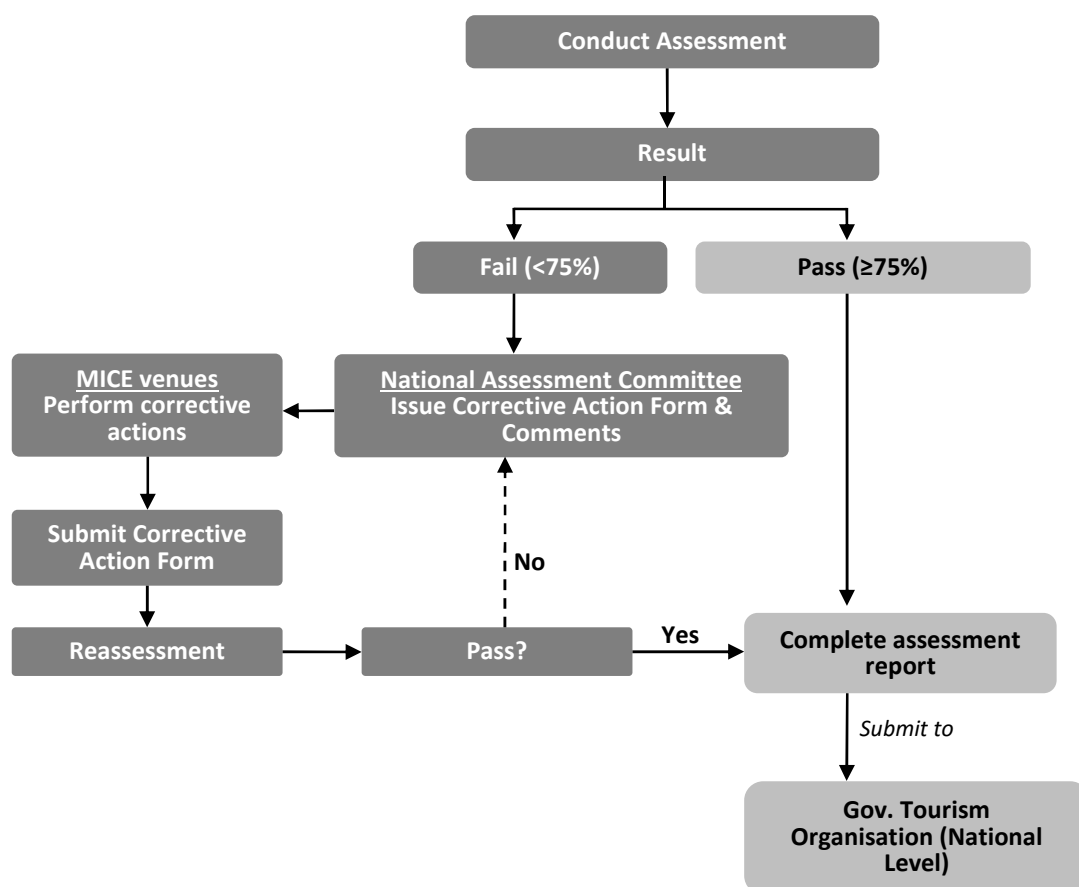


Figure 10.2: Reassessment Process for Unsuccessful MICE Venue Operators

10.2 Successful MICE Venues

For MICE venues that successfully pass the assessment will receive the ASEAN MICE Venue Standards certificate and plaque issued by the ASEAN Member States.

The ASEAN MICE Venue Standards Plaque is crafted from gold-coloured metal, attached to a piece of beige-coloured wood. The plaque measures 20.5 cm x 15.5 cm. with the border of beige-coloured wood of 2 cm.

Chapter 11

Validation Period

The proposed validity period for the AMVS is 3 years. Certified MICE venues will be reassessed every 3 years to renew their certificates. This will enable the government tourism organisation to update and monitor the performance of certified MICE venues to ensure that they maintain their quality and standard as specified in AMVS.

Chapter 12

Benefits & Privileges

The proposed benefits and privileges of being certified as an AMVS are mostly related to better access to marketing and promotional programmes carried out by the related government agencies. Essentially, certified MICE venues will benefit from the branding of AMVS which is an international recognition. The detailed benefits of certification, though they may vary between ASEAN countries, are as follows:

- Issued with an ASEAN MICE Venue Standards certificate, logo and plaque to be displayed on the premises
- Will be promoted in the ASEAN Organisation Official website (<http://www.asean.org>)
- Will be promoted at ASEAN and international tourism events, festivals and forums
- Priority listing on National Tourism Organisation's websites and brochures
- Priority given to participate in national and international tourism fairs organised by National Tourism Organisations.

Chapter 13

Certification Logo

The certification logo for the ASEAN MICE Venue Standards is as below:



Figure 13: ASEAN MICE Venue Standards (Category Exhibition Venue)
20xx – 20xx

The ASEAN MICE Venue Standards logo uses the standard ASEAN Tourism Standards logo for all certifications. The connotations of the logo are as below:

1. Flower resembling to a lotus means a legendary plant, inducing luxurious enjoyment, peace and beauty, and a recognition of award and standardization of ASEAN Tourism Services
2. Petals enfolding ASEAN logo signify resilience of Member Countries
3. Different shades of green colour mean protection of environment, fertility, growth, increase of production in tourism industry (Source: ASEAN Tourism Standards Book, 2007)

Chapter 14

ASEAN MICE Venue Assessment Guidelines

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. Table 14.1 summarizes the methods of assessment and evidence used in assessing MICE venues.

Table 14.1 Methods of Assessment & Evidence

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

The AMVS Assessment Guidelines can be found in table 14.2. The guidelines are

Table 14.2: The AMVS Assessment Guidelines

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Exhibition Hall Physical Setting & Functions						
✓	✓	P01 – The condition and cleanliness of exhibition hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	P02 – Hoisting and Rigging - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
Exhibition Hall's Compound						
✓	✓	P03 – Pre-functional Area - 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 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection - Photograph and/or written comments		
✓	✓	P04 – Reception and Registration Area - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓		P05 – Meeting Room Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
✓		P06 – VIP Reception Room Exhibition Hall Type 1 - 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	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
	✓	Exhibition Hall Type 2 - 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	- Inspection - Photograph and/or written comments		
✓		P07 – Press Room Exhibition Hall Type 1 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- 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	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
			1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms			
✓	✓	P09 – Support for participants with disabilities	3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	• Inspection • Photograph and/or written comments		
✓	✓	P10 – Food Service Area - 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.	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Public Area						
✓	✓	P11 – Accessibility - 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	- Inspection - Photograph and/or written comments		
✓	✓	P12 – Signs and Signage - 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	- Inspection - Photograph and/or written comments		
✓	✓	P13 – Main Entrance Sign - Situated in a clearly visible area. - There is sufficient lighting. - Permanent and stable. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities - Appropriate space for each unit. - Provision of adequate facilities for disabled and elderly. - Provision of adequate units/cubicles for ladies and men.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- Sufficient amenities provisions such as tissue, soap, etc. - There is a nursing and/or family room.				
✓	✓	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	- Inspection - Photograph and/or written comments		
✓	✓	P16 – Drop-off Area - 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	- Inspection - Photograph and/or written comments		
✓	✓	P17 – Participant Parking Area - 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	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		comparable safety standard.				
✓	✓	P18 – Traffic Management during Exhibition - 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.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P19 – Water & Sanitary System - There are water distribution points in good conditions. - There is a proper wastewater drain meeting local standard. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓		P20 – Water Reservation System - The water reservation system has well-kept storage. - The system is in compliance with the local law. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Safety/Security/Emergency Facilities						
✓	✓	P21 – Safety Equipment - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P22 – Emergency, Safety and Security for Exhibition Hall - 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	3 Complete all requirements 2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		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.				
✓	✓	P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room	• Inspection & Document review • Photograph and/or written comments & Related documents		
✓	✓	P24 – Crowd Management & Evacuation Procedures • 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
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.	• Document review • Related documents		
✓	✓	P26 – Maintenance • 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	• Document review • Related documents		
Organizer's Access to Exhibition Hall						
✓	✓	P27 – Cargo Vehicle Parking Area • 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	• Inspection & Document review • Photograph and/or written comments & Related documents		
✓		P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 • 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		a well-kept and safe condition. There are both lighting and air ventilation systems available.				
	✓	Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
✓	✓	P29 – Organizer’s Room - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
✓	✓	P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	- Document review & Interview - Related documents & Interview records		
30	29	Total				

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Power, Lighting & Air-conditioning System						
✓	✓	T01 – Electrical System - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T02 – Lighting System - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T03 – Air Conditioning System inside the Exhibition Hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T04 – Air Ventilation System in Exhibition Hall - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T05 – Power and Lighting System in Pre-Functional Area - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T06 – Secondary Power Generator - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Other Services						
✓	✓	T07 – Communication & Document Service - 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	- Inspection - Photograph and/or written comments		
✓	✓	T08 – Business Service Center - 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	- Inspection - Photograph and/or written comments		
✓	✓	T09 – Use of Customer Management System - Customer Database System - Reservation System - Complaint System	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T10 – Public Address System - 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	- Inspection - Photograph and/or written comments		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T11 – Exhibition Venue Website - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
11	11	Total				

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Coordination & Service Improvement						
✓	✓	S01 – Advanced-booking service - 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	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirement 0 Complete less than 3 requirements	- Inspection & Interview - Photograph and/or written comments & Interview records		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		There are variety of payment methods				
✓	✓	S02 – Service to organizers	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 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents	- Interview - Interview records		
✓	✓	S03 – Complaints & service evaluation of the buyers and/or organizers - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S04 – Coordination & Cooperation with external agencies (e.g., hospital, police station, and fire station) - There is a coordination center with service staffs throughout the exhibition duration - A list of contact persons, including the	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		telephone number of relevant external agencies is prepared There is a systematic procedure in coordinating with external agencies				
Staff						
✓	✓	S05 – Staff Personality - 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	- Inspection & Interview - Photograph and/or written comments & Interview records		
✓	✓	S06 – General knowledge & understanding of venue staff - 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	- Interview - Interview records		
✓	✓	S07 – Foreign language skills of staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S08 – Staff performance on service quality - 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S09 – Compensation, benefits and welfare for staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S10 – Occupational Health and Safety Policy - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S11 – Occupational Health and Safety Practice - Records of occupational health and safety 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	- Interview & Document Review - Interview records & Related documents		
Environmental Protection & Community						
✓	✓	S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management) - 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	- Document Review - Related documents		
✓	✓	S13 – Environmental Practice - 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	- Interview & Document Review - Interview records & Related documents		
✓	✓	S14 – Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
			that support surrounding community 0 There is no activities or organization's policy that support surrounding community			
14	14	Total				
55	54	Grand Total				

Remarks:

The full score and passing score of Exhibition Hall in each MICE Venue setting is as below.

MICE Venue Setting	Total number of indicators	Full Score	Passing Score
Exhibition Hall Type 1	55	165	123.75
Exhibition Hall Type 2	54	162	121.50

Chapter 15

Auditing Procedures

The National Assessment Committee in assessing and auditing MICE venues will require to comply with the procedures as follows.

Procedure 1: Application Check & Audit Preparation

- After receiving the application package (an application form and the self-assessment report), the committee meets to review if the application is complete and meets the pre-requisite entry requirements. The committee also agrees on the date & time for an audit
- Advise to the applicant on the date & time of audit in written format, signed by the Chairman of the National Assessment Committee
- In case this is a reassessment application, the review of the corrective action forms will be done at this stage.

Procedure 2: An Audit

- At the MICE venue, the committee starts the auditing process by reiterating the purpose of the visit and the audit procedures.
- The committee will discuss the application package with all necessary details with the applicant.
- The committee needs to sign on Members of National Assessment Committee Audit Attendance on the date and time of an audit.

Procedure 3: An Assessment

- The committee will conduct an assessment by an interview, an inspection or a document review as stipulated in the AMVS Assessment Guidelines of this manual. The committee should refer to the Audit Form in the appendix of this manual.
- The committee will need to collect an evidence which can be interview records (as well as names and positions of the interviewees), photographs or written comments and related documents.
- The committee will score with the lowest score of 0 (zero) and the highest score of 3 (three).
- If this is a reassessment, the committee will reassess only issues which are required to.
- An assessment must end with a discussion of the result, particularly major criteria gaining low scores. The committee may ask and discuss with the applicant at this stage to clarify the issues. The Chairman of the National Assessment Committee must conclude the visit and inform the timeline of communicating the result to the applicant. At this stage, the Chairman, after the consensus of the committee, will issue An On-Site Audit Report & Corrective Action Form to the applicant.

Procedure 4: An Audit Report

- After the assessment is over, the committee must meet to conclude the score. If the applicant scores more than 75%, the MICE venue will be proposed for certification. If not, the corrective action form and comment will be filled and sent to the applicant. The applicant should be advised of the process of a reassessment.
- The audit report will comprise of

- A final scorecard, with an average score of each major criteria from all members of the National Assessment Committee
- Records reviewed/people interviewed/photographs
- Information on what was addressed and what was found
- Corrective statement (if any)
- Statement of confidentiality of the report
- Summary of any obstacles encountered during the on-site Audit.
- At this stage, the committee has to prepare the Audit Report to be submitted to the Government Tourism Organization (National Level) or equivalent for an endorsement of a qualified applicant to be awarded AMVS.
- After the venue is certified, it is suggested that the National Assessment Committee may consider to conduct at least one interim audit to ensure a compliance of the certified venue to the AMVS.

Chapter 16

Code of Conduct of the National Assessment Committee

The committee members must adhere to the following Code of Conduct Rules:

- Keep confidentiality on all the information acquired pre, during and post Audit
- Refrain from communicating opinions or results throughout the assessment
- Seek to maintain good professional relationships with stakeholders to promote free flow of information and be respectful throughout the entire Audit process
- Accept NO GIFTS in any form from Auditee Organizations or affiliates.

Chapter 17

Suspension and Withdrawal of Certification

17.1 Suspension of certification

In case the certified entity does not conduct in accordance with the procedure for assessment and certification of AMVS and does not correct the non-conformities and/or does not follow the regulations within the specified period of the validation of the AMVS, the inspection body or the National Assessment Committee shall prepare the report to propose Government Tourism Organizations for initially considering the suspension of the certification and inform the certified entity to implement corrective and preventive action.

The certified entity shall implement corrective and preventive action effectively and shall be audited for follow up by the inspection body within 180 days. If the corrective action is not undertaken within 180 days, the certification shall be withdrawn.

17.2 Withdrawal of certification

In case the certified entity falls in one or more of the following cases: 1) Not conform to the regulations that Government Tourism Organization determines and have a severe effect on the certification; 2) Not conform to the essence of AMVS that is certified; 3) Not conform to AMVS that is certified after the certification is suspended two times within 180 days; and 4) Having the complaint that the National Assessment Committee and/or the Government Tourism Organization has considered that it might damage the certification. The Government Tourism Organization will proceed in endorsing a withdrawal of the certification to the AMS for the final approval so that the MICE venue shall return the certificate and the plaque to the Government Tourism Organization immediately.

Chapter 18

Appeal and Complaint

18.1 Appeal

- 1) The applicant of AMVS can appeal within 30 days from the date that the Government Tourism Organization sends the letter of informing the consideration result or the implementation for notification. The appeal shall be submitted to the Government Tourism Organization in writing. If the appeal is delivered by mail, it shall be registered.
- 2) The Government Tourism Organization shall appoint the appeal panel on a case by case basis to consider the appeal and inform the appellant of the result of consideration within 60 days from the date that the Government Tourism Organization receives the appeal.
- 3) During the consideration of the appeal which has not been terminated, the former result of the consideration is still effective.
- 4) The appeal panel's consideration result shall be deemed terminated.
- 5) The appellant shall be responsible for all cost of considering the appeal, except for the case that the appeal is effective.

18.2 Complaint

For submitting the complaints, the complainant shall submit the complaint in writing, which can be verified and have enough evidences to support the complaint, to the inspection body or the National Assessment Committee. In case the complainant submits the complaint to the inspection body, the inspection body shall inform the Government Tourism Organization in writing within 10 days from the date of complaint receipt. When the Government Tourism Organization receives the complaint, the Government Tourism Organization will consider the information received and might request additional evidences for considering whether it is the complaint or not and then officially notify the complainant of the consideration result.

In case of the complaint, the Government Tourism Organization will inform the relevant persons to analyze the cause, implement the corrective and preventive actions, and inform the outcome of the implementation to the complainant in writing.

Chapter 19

Cancellation of Certification

The Government Tourism Organization shall cancel the certification of AMVS if it is one of the following cases:

- 19.1 The certified entity informs of the cancellation of certification in writing.
- 19.2 The certified entity terminates the certified business.
- 19.3 The certified entity is bankrupt.

Appendix 1

AMVS Application Form



AMVS Application Form

Exhibition Venue Category

1. Details of Applicant

Name of applicant (Name of organization)

Website:

The Exhibition Hall undergoing AMVS certification is within:

Exhibition Hall Type 1 (55 Indicators)

Exhibition Hall Type 2 (54 Indicators)

2. Address of the MICE Venue

.....
.....
.....

Province Postal code Tel..... Fax.....

Email address

3. Details of the Exhibition Hall undergoing the AMVS audit

Name of the Exhibition Hall

Building Floor Number of Years in Operation Years

Size of the Exhibition Hall (Width x Length) Meters

The Height measured from the floor to the lowest part of the room structure of the Exhibition Hall Meters

The minimum weight support Kilograms per Square Meter

4. No. of venue employees Working day & time

5. In this certification, we would like to audit in the language

English Others please specify

6. Contact person

1) Name Position

Tel.....Fax.....

Mobile phone E-mail address

2) Name Position

Tel.....Fax.....

Mobile phone E-mail address

7. We certify that this application including the Self-Assessment attached are true and up-to-date.

8. We will comply with the procedures and content of the AMVS Audit & Certification Manual.

Authorized Signature

(.....)

...../...../

Authorized Signature

(.....)

...../...../

Remarks

1. Authorized Signature is the person who has the name appeared in the commercial registered document of business.

2. If signed by authorized representative, please attach letter of Power of Attorney.

Please attach these specified documents for consideration:

1. Head office and other location maps

2. A copy of affidavit of partnership and company registry office not exceeding 6 months

For Government Tourism Organization or National Assessment Committee's officer only

Document required for application:

Complete

Require additional documents.....

Date of Application Review

Self-Assessment Report of MICE Venue Application

for ASEAN MICE Venue Standards

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Exhibition Hall Physical Setting & Functions						
✓	✓	P01 – The condition and cleanliness of exhibition hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
✓	✓	P02 – Hoisting and Rigging - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
Exhibition Hall’s Compound						
✓	✓	P03 – Pre-functional Area - Well-kept and well-organized. - There is lighting lamp(s) installed. - There are sufficient power outlets.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		Adequate air condition, circulation and ventilation system				
✓	✓	P04 – Reception and Registration Area - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
✓		P05 – Meeting Room Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓		P06 – VIP Reception Room Exhibition Hall Type 1 - 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	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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	- Inspection - Photograph and/or written comments		
✓		P07 – Press Room Exhibition Hall Type 1 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - Well-organized and clean set-up area. - Equipped with air conditioning, light and power outlets. - Sufficient chairs and tables or work stations.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- Sufficient office supplies are available for users. - High Speed Wi-Fi services are available.				
✓	✓	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	- Inspection - Photograph and/or written comments		
✓	✓	P09 – Support for participants with disabilities	3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	- Inspection - Photograph and/or written comments		
✓	✓	P10 – Food Service Area - There is a set-up area in providing food service for participants - The area is well organized, clean and well-kept	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- 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.				
Public Area						
✓	✓	P11 – Accessibility - 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	- Inspection - Photograph and/or written comments		
✓	✓	P12 – Signs and Signage - 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	- Inspection - Photograph and/or written comments		
✓	✓	P13 – Main Entrance Sign - Situated in a clearly visible area. - There is sufficient lighting. - Permanent and stable.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		Annual inspection or maintenance documents are present.				
✓	✓	P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities - 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. - There is a nursing and/or family room.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
✓	✓	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	- Inspection - Photograph and/or written comments		
✓	✓	P16 – Drop-off Area - 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	- Inspection - Photograph and/or written comments		
✓	✓	P17 – Participant Parking Area There are parking spaces for different types of vehicles.	3 Complete all requirements 2 Complete 4 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- 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.	1 Complete 3 requirements 0 Complete less than 3 requirements			
✓	✓	P18 – Traffic Management during Exhibition - 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.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P19 – Water & Sanitary System - There are water distribution points in good conditions. - There is a proper wastewater drain meeting local standard. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓		P20 – Water Reservation System - The water reservation system has well-kept storage. - The system is in compliance with the local law. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
Safety/Security/Emergency Facilities						
✓	✓	P21 – Safety Equipment - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P22 – Emergency, Safety and Security for Exhibition Hall - Emergency equipment, fire exits & evacuation route must be in compliance to local law. - Fire exit signs are present in permanent and well-kept conditions.	3 Complete all requirements 2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- 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.				
✓	✓	P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	P24 – Crowd Management & Evacuation Procedures - 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P25 – Insurance Policy	3 The insurance policy is active and are clearly stated in the issued contract. 0 The insurance policy is inactive.	- Document review - Related documents		
✓	✓	P26 – Maintenance - 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	- Document review - Related documents		
Organizer's Access to Exhibition Hall						
✓	✓	P27 – Cargo Vehicle Parking Area - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓		P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
✓	✓	P29 – Organizer’s Room - Well-organized and clean. - The room is located closed to the exhibition hall. - Equipped with air conditioning, light and power outlets.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- Sufficient chairs and tables. - High Speed Wi-Fi services are available.				
✓	✓	P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	- Document review & Interview - Related documents & Interview records		
30	29	Total				

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Power, Lighting & Air-conditioning System						
✓	✓	T01 – Electrical System - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T02 – Lighting System - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T03 – Air Conditioning System inside the Exhibition Hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T04 – Air Ventilation System in Exhibition Hall - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T05 – Power and Lighting System in Pre-Functional Area - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T06 – Secondary Power Generator - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
Other Services						
✓	✓	T07 – Communication & Document Service - 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	- Inspection - Photograph and/or written comments		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T08 – Business Service Center - 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	- Inspection - Photograph and/or written comments		
✓	✓	T09 – Use of Customer Management System - Customer Database System - Reservation System - Complaint System	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T10 – Public Address System - 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	- Inspection - Photograph and/or written comments		
✓	✓	T11 – Exhibition Venue Website - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
11	11	Total				

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Coordination & Service Improvement						
✓	✓	S01 – Advanced-booking service - 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	- Inspection & Interview - Photograph and/or written comments & Interview records		
✓	✓	S02 – Service to organizers	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 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents	- Interview - Interview records		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S03 – Complaints & service evaluation of the buyers and/or organizers - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S04 – Coordination & Cooperation with external agencies (e.g., hospital, police station, and fire station) - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		
Staff						
✓	✓	S05 – Staff Personality - 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	- Inspection & Interview - Photograph and/or written comments & Interview records		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S06 – General knowledge & understanding of venue staff - 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	- Interview - Interview records		
✓	✓	S07 – Foreign language skills of staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S08 – Staff performance on service quality - 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		management for full-time and temporary staff				
✓	✓	S09 – Compensation, benefits and welfare for staff • 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
✓	✓	S10 – Occupational Health and Safety Policy • 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
✓	✓	S11 – Occupational Health and Safety Practice • Records of occupational health and safety 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	• Interview & Document Review • Interview records & Related documents		
Environmental Protection & Community						
✓	✓	S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management)	3 Complete all requirements 2 Complete 2 requirements	• Document Review • Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- 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.	1 Complete 1 requirement 0 Unable to meet any of the requirements			
✓	✓	S13 – Environmental Practice - 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	- Interview & Document Review - Interview records & Related documents		
✓	✓	S14 – Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy that support surrounding community 0 There is no activities or organization's policy that support surrounding community	- Interview & Document Review - Interview records & Related documents		
14	14	Total				
55	54	Grand Total				

Authorized Signature

(.....)

...../...../

Remarks:

The full score and passing score of Exhibition Hall in each MICE Venue setting is as below.

MICE Venue Setting	Total number of indicators	Full Score	Passing Score
Exhibition Hall Type 1	55	165	123.75
Exhibition Hall Type 2	54	162	121.50

Appendix 2

Members of National Assessment Committee AMVS Audit Attendance



Members of National Assessment Committee AMVS Audit Attendance

Name of the Meeting Venue				
Date				
No.	Name-Surname	Position	Signature	
			Opening meeting	Closing meeting
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Appendix 3

AMVS Audit Form

AMVS Audit Form



Members of the National Assessment Committee

Name: _____ Position: _____

Date of Auditing: _____

Applicant: Name.....

Address.....

Exhibition Venue: Name.....

Location.....

Marking Procedure

Members of the National Assessment Committee are to follow this marking scale in auditing a MICE venue. Please select setting of the Exhibition Hall and please provide the score accordingly.

Exhibition Hall Type 1 (55 Indicators)

Exhibition Hall Type 2 (54 Indicators)

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Exhibition Hall Physical Setting & Functions						
✓	✓	P01 – The condition and cleanliness of exhibition hall There is no obstacle on the ceiling or roof structure at the height of 8-12 meters (for Type 1 Exhibition Hall)	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		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.				
✓	✓	P02 – Hoisting and Rigging - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
Exhibition Hall's Compound						
✓	✓	P03 – Pre-functional Area - 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 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection - Photograph and/or written comments		
✓	✓	P04 – Reception and Registration Area - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓		P05 – Meeting Room Exhibition Hall Type 1 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
✓		P06 – VIP Reception Room Exhibition Hall Type 1 - 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	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
	✓	Exhibition Hall Type 2 - 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	- Inspection - Photograph and/or written comments		
✓		P07 – Press Room Exhibition Hall Type 1 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
	✓	Exhibition Hall Type 2 - 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 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- 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	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
			1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms			
✓	✓	P09 – Support for participants with disabilities	3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	• Inspection • Photograph and/or written comments		
✓	✓	P10 – Food Service Area - 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.	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Public Area						
✓	✓	P11 – Accessibility - 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	- Inspection - Photograph and/or written comments		
✓	✓	P12 – Signs and Signage - 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	- Inspection - Photograph and/or written comments		
✓	✓	P13 – Main Entrance Sign - Situated in a clearly visible area. - There is sufficient lighting. - Permanent and stable. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities - Appropriate space for each unit. - Provision of adequate facilities for disabled and elderly. - Provision of adequate units/cubicles for ladies and men.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		- Sufficient amenities provisions such as tissue, soap, etc. - There is a nursing and/or family room.				
✓	✓	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	- Inspection - Photograph and/or written comments		
✓	✓	P16 – Drop-off Area - 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	- Inspection - Photograph and/or written comments		
✓	✓	P17 – Participant Parking Area - 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	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		comparable safety standard.				
✓	✓	P18 – Traffic Management during Exhibition - 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.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P19 – Water & Sanitary System - There are water distribution points in good conditions. - There is a proper wastewater drain meeting local standard. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓		P20 – Water Reservation System - The water reservation system has well-kept storage. - The system is in compliance with the local law. - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Safety/Security/Emergency Facilities						
✓	✓	P21 – Safety Equipment - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	P22 – Emergency, Safety and Security for Exhibition Hall - 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	3 Complete all requirements 2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		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.				
✓	✓	P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room	• Inspection & Document review • Photograph and/or written comments & Related documents		
✓	✓	P24 – Crowd Management & Evacuation Procedures • 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
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.	• Document review • Related documents		
✓	✓	P26 – Maintenance • 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	• Document review • Related documents		
Organizer's Access to Exhibition Hall						
✓	✓	P27 – Cargo Vehicle Parking Area • 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	• Inspection & Document review • Photograph and/or written comments & Related documents		
✓		P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 • 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		

Physical (P)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		a well-kept and safe condition. There are both lighting and air ventilation systems available.				
	✓	Exhibition Hall Type 2 - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
✓	✓	P29 – Organizer’s Room - 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.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	- Inspection - Photograph and/or written comments		
✓	✓	P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	- Document review & Interview - Related documents & Interview records		
30	29	Total				

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Power, Lighting & Air-conditioning System						
✓	✓	T01 – Electrical System - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T02 – Lighting System - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T03 – Air Conditioning System inside the Exhibition Hall - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T04 – Air Ventilation System in Exhibition Hall - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T05 – Power and Lighting System in Pre-Functional Area - 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	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T06 – Secondary Power Generator - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Other Services						
✓	✓	T07 – Communication & Document Service - 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	- Inspection - Photograph and/or written comments		
✓	✓	T08 – Business Service Center - 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	- Inspection - Photograph and/or written comments		
✓	✓	T09 – Use of Customer Management System - Customer Database System - Reservation System - Complaint System	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Inspection & Document review - Photograph and/or written comments & Related documents		
✓	✓	T10 – Public Address System - 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	- Inspection - Photograph and/or written comments		

Technology (T)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	T11 – Exhibition Venue Website - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	- Inspection - Photograph and/or written comments		
11	11	Total				

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
Coordination & Service Improvement						
✓	✓	S01 – Advanced-booking service - 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	- Inspection & Interview - Photograph and/or written comments & Interview records		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S02 – Service to organizers	3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there are incidents 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents	• Interview • Interview records		
✓	✓	S03 – Complaints & service evaluation of the buyers and/or organizers - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
✓	✓	S04 – Coordination & Cooperation with external agencies (e.g., hospital, police station, and fire station) - There is a coordination center with service staffs throughout the exhibition duration - A list of contact persons, including the telephone number of	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
		relevant external agencies is prepared There is a systematic procedure in coordinating with external agencies				
Staff						
✓	✓	S05 – Staff Personality - 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	- Inspection & Interview - Photograph and/or written comments & Interview records		
✓	✓	S06 – General knowledge & understanding of venue staff - 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	- Interview - Interview records		
✓	✓	S07 – Foreign language skills of staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S08 – Staff performance on service quality - 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	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S09 – Compensation, benefits and welfare for staff - 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	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		
✓	✓	S10 – Occupational Health and Safety Policy - 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.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	✓	S11 – Occupational Health and Safety Practice - Records of occupational health and safety 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	- Interview & Document Review - Interview records & Related documents		
Environmental Protection & Community						
✓	✓	S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management) - 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	- Document Review - Related documents		
✓	✓	S13 – Environmental Practice - 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	- Interview & Document Review - Interview records & Related documents		
✓	✓	S14 – Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy	- Interview & Document Review - Interview records & Related documents		

Service (S)						
Type		Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2					
			that support surrounding community 0 There is no activities or organization's policy that support surrounding community			
14	14	Total				
55	54	Grand Total				

Authorized Signature

(.....)

...../...../

Remarks:

The full score and passing score of Exhibition Hall in each MICE Venue setting is as below.

MICE Venue Setting	Total number of indicators	Full Score	Passing Score
Exhibition Hall Type 1	55	165	123.75
Exhibition Hall Type 2	54	162	121.50

Other comments: _____

Signature

(.....)

Appendix 4
AMVS On-Site Audit Report
& Corrective/ Preventive
Action Form



AMVS On-Site Audit Report & Corrective/Preventive Action Form

Applicant: Name.....

Address.....

Meeting Venue: Name.....

Location.....

Setting:

Exhibition Hall Type 1 (55 Indicators)

Exhibition Hall Type 2 (54 Indicators)

AMVS Initial Audit Result by the National Assessment Committee

The National Assessment Committee found that your MICE venue

Has a strong potential for AMVS (category Exhibition Venue)

Has a moderate potential for AMVS (category Exhibition Venue)

Has a low potential for AMVS (category Exhibition Venue)

This is not the final audit result and this information is not considered a final result of a MICE venue to be entitled for AMVS.

National Assessment Committee's Chairman Signature

(.....)

Position

Date.....

Applicant Acknowledgement of the AMVS Initial Audit Result

I, on behalf of the representative of the MICE venue, acknowledge and agree to the above audit report. Additional comments from the audit report (if any)

.....
.....

Applicant's Signature

(.....)

Position

Date.....

Corrective and Preventive Action Plan*

Major Criteria No.	Nonconformity/ Noncompliance with the requirements	Cause	Corrective action	Completion date	Preventive action	Completion date	Responsible person

National Assessment Committee's Chairman Signature

(.....)

Position

Date.....

I, on behalf of the representative of the MICE venue, acknowledge the corrective and preventive action plan.

Applicant's Signature

(.....)

Position

Date.....

***Remarks: The National Assessment Committee and the applicant may agree upon the submission of this form within 2 weeks after the audit date.**

Appendix 5

AMVS Audit Report



AMVS Audit report

Applicant: Name.....

Address.....

Exhibition Venue: Name.....

Location.....

Date of Auditing: ____ / ____ / ____

Attached to this report, please find:

- Application form & self-assessment report
- Members of National Assessment Committee Attendance form
- A final scorecard (an average score of the committee) as well as individual member's scorecard and comments
- An On-Site Audit Report & Corrective/Preventive Action form

The applicant obtains the score of each category as below. Please choose only one.

Exhibition Hall Type 1 (55 Indicators)

Category	Full Score	Score Obtained
Physical (30 Major Criteria)	90	
Technology (11 Major Criteria)	33	
Service (14 Major Criteria)	42	
Total (55 Major Criteria)	165	
Percentage to the full score		%

Exhibition Hall Type 2 (54 Indicators)

Category	Full Score	Score Obtained
Physical (29 Major Criteria)	87	
Technology (11 Major Criteria)	33	
Service (14 Major Criteria)	42	
Total (54 Major Criteria)	162	
Percentage to the full score		%

The committee, therefore, recommends this MICE venue to be:

Certified

The total score is 75% and above of the full score.

Not certified

The total score is less than 75% of the full score

National Assessment Committee's Chairman Signature

(.....)

Position

Date.....



MICE CAPABILITIES DEVELOPMENT DEPARTMENT

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