

# MICE Hygiene Guidelines

## (English Version)

By

MICE Capabilities



กรมควบคุมโรค  
Department of Disease Control



กรมอนามัย  
DEPARTMENT OF HEALTH

As of 25 June 2020

Source: Ministry of Public Health of Thailand

# MICE Hygiene Guidelines

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Hygienic Cleaning Process Manual in Thai can be downloaded via this link

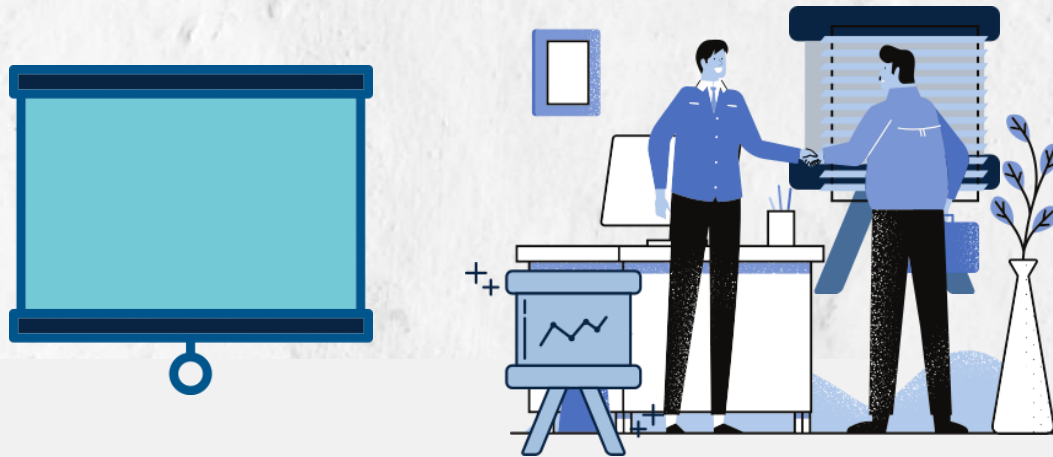
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# Hygiene Guidelines for MICE Venue

**\*\*IMPORTANT\*\***

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



MICE  
Capabilities  
Development Department

Source: Ministry of Public Health of Thailand



# Venue General Preparation

Source: Ministry of Public Health of Thailand



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



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



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



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- Reducing congestion of participants in meeting areas by arranging meeting space at least 1 m.
- Spread food and beverage corners to many areas.

# Venue Hygiene Preparation

Source: Ministry of Public Health of Thailand



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



- Provide sufficient thermoscan stations and clearly identify qualified personnel (body temperature should not exceed 37.3 C)



- Prepare full-time nurse in the nursing area.



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

# Venue Staff Preparation

Source: Ministry of Public Health of Thailand



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



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



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



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



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



# Hygiene Guidelines for MICE Organizers

**\*\*IMPORTANT\*\***

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



# Pre-event

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



## Communication

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



## Staff Preparation

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



# Pre-event



## Travel

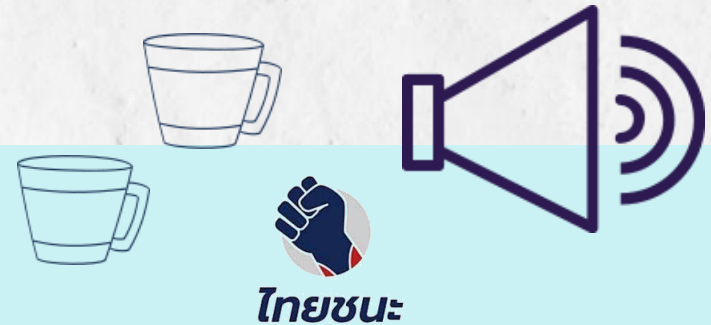
- Provide information about travel routes and methods of transportation that reduce the risk for participants.
- In case of providing shuttle bus, the seats should be accommodated for physical distancing at least 1 meter and provided regular cleaning before and after the vehicle use and schedule regular ventilation.
- Screen body temperature before passengers boarding the vehicle (body temperature should not exceed 37.3 C) and provide sufficient hand sanitizers in the vehicle.



## Screening point before entering the event

- Provide sufficient temperature screening points or thermoscan for attendees to reduce congestion in the queue (body temperature should not exceed 37.3 C)
- Require all participants to wear a mask and in case of close contact, face shield is recommended to wear with the mandatory mask.
- prepare masks for sale or give away to those who have not prepared a mask
- Prepare “Thaichana” QR Code all entrances and exits.

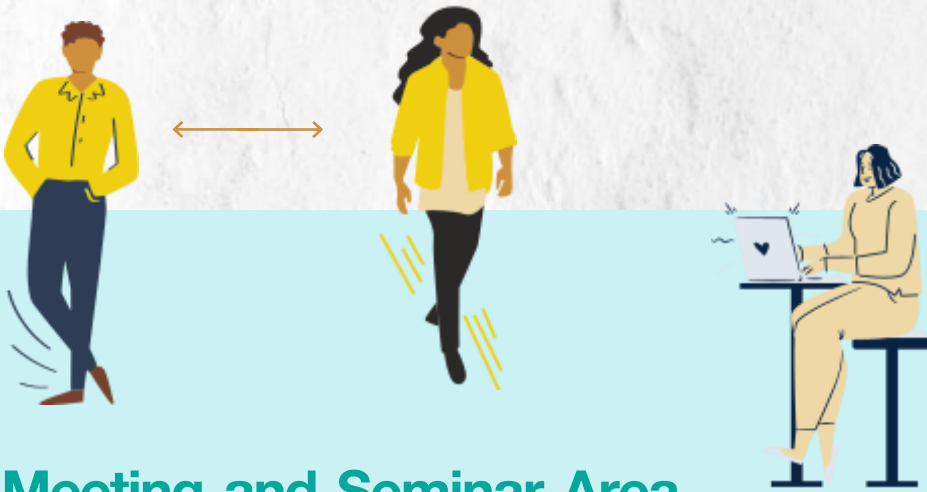
# During Event



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- Use QR code scanning or face recognition for registration to avoid touch points
- Provide sufficient registration stations for participants
- Arrange meeting area with minimum touch points
- Create Floorplan to accommodate physical distancing for at least 1 meters
- Provide sufficient hand sanitizing & cleaning products.
- Provide staffs to regularly clean the equipment and areas with a large amount of touch, such as handrails, doorknob and microphone
- Provide information, suggestions and prevention of disease spread in the event and periodic hygiene announcements at work throughout the duration of the event
- Provide a drinking station by using individuals' or disposable cups
- For sharing supplies, i.e. pens or pencils, be sure to separate “used” and “sanitized” supplies.
- Use QR Code system for all forms including registration, satisfaction survey, exams and polls.
- Prepare waste separation stations, especially for “biohazard waste”

# During Event



## Meeting and Seminar Area

- Create floorplan that accommodate physical distancing with at least 1 meters
- Avoid group activities or workshops with close contact.
- In case of sharing microphone, have staff ready to clean and sanitize microphone after each use.
- In case of having speakers travelling from abroad, ensure to verify and clarify all hygiene measures and inform speakers with regards to organizer's practices
- Minimize speaker's travel by booking accommodation in or near the event venue



## Exhibition Area

- Exhibition area must have proper ventilation system
- Create floorplan that accommodates physical distancing with at least 1 meters
- Use online advance queuing for exhibition visit to minimize and manage crowd control
- Combine online trading platforms with on-site exhibitions.

# Event



## Dinning Area

- Arrange seating areas that accommodate physical distancing with at least 1 meters
- Select venues that can offer individual-serve catering. Buffet style is NOT recommended.

## Smoking



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



## Restroom

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

# Post Event

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

## Report

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



## Waste Management

- Ensure waste from event have been managed properly, provide all trashes with lids and schedule regular pick-up and cleaning.
- The collection area should be properly contained to avoid all pests.





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สามารถดาวน์โหลดได้แล้วที่



QR Code Thaichana  
Play Store download



QR Code Thaichana  
App Store download

ข้อมูล วันที่ 12 มิถุนายน 2563



ศูนย์ข้อมูล COVID-19



สายด่วน 1111

**Thaichana (Thai Victory)** application can be downloaded via Google Play Store and Apple App Store. This is an official tracking application to enable people to check out of venues anytime, anywhere, and to evaluate venues faster as well as control the density of the event and exhibition space.

**To create a safer and more trusting experience when attending events.**

**Thaichana Call Center 1119**





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**[www.micecapabilities.com](http://www.micecapabilities.com)**

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**THANK YOU**

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