



Thailand MICE Venue Standard (Category: Exhibition Venue) 2nd Edition 2019

MICE
Capabilities

Development Department

"Driving an Exceptional MICE Future for Thailand"



TCEB
THAILAND CONVENTION
& EXHIBITION BUREAU





Thailand MICE Venue Standard Certification Handbook (Category: Exhibition Venue) 2nd Edition 2019



By

MICE Capabilities Development Department

Thailand Convention and Exhibition Bureau (Public Organization)

Preface

Thailand Exhibition & Convention Bureau (Public Organization) or TCEB was successful in carrying out the project to develop Thailand MICE Venue Standards in order to develop and improve exhibition venue entrepreneurs to achieve international standards. TCEB has a clear policy to develop the MICE industry to grow equal to international competition and carry out government policies with an aim for the MICE industry to be one of the country's main income-generating businesses along with developing MICE industry entrepreneurs to have competitive capabilities and increased the quantity and quality of service provision at the international level. Thailand MICE Venue Standards (Category: Exhibition Venue) specified standard modifications to be up to date in order to enhance standard accreditation efficiency and drive MICE industry toward rapid, secure growth.

Modifications to Thailand MICE Venue Standards (Category: Exhibition Venue) were performed by studying according to the research process, collecting quantitative and qualitative data, studying documents, analyzing data, interviewing the people involved and meeting with qualified experts in order to obtain accurate data for modifying the Thailand MICE Venue Standards (Category: Exhibition Venue). TCEB assigned researchers from the Faculty of Social Sciences and Humanities Mahidol University, to carry out this development project. TCEB received good cooperation from government and private agencies with roles in the MICE industry.

Therefore, TCEB would like to thank all sectors for participation in developing the Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 until TCEB succeeds in line with objectives at this opportunity.

**Thailand Convention and Exhibition Bureau (Public Organization) and
Research Group, Faculty of Social Sciences and Humanities, Mahidol University**

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CONTENTS

	Page
Preface	2
Contents	3
Chapter 1 Introduction	6
1.1 Principles and Reasons	6
1.2 Objective	7
1.3 Thailand MICE Venue Standard (Exhibition Venue) 2019 Modification Process	8
Chapter 2 Standard Certification	11
2.1 Operating Definitions	11
2.2 An Auditor's committee	16
2.3 Assessment Conditions and Procedures	16
2.4 Components and Indicators	19
2.5 Assessment Criteria	20
2.6 Thailand MICE Venue Standard (Category: Exhibition Venue) Certification Committee	21
2.7 Assessment Steps and Timeframes	23
Chapter 3 Thailand MICE Venue Standard	27
(Category: Exhibition Venue) Indicators	
3.1 Physical Indicators	28
3.2 Technology Indicators	58
3.3 Service Indicators	62
3.4 Sustainability Indicators	71

Appendix	75
1. Assessment application form	76
2. Self-assessment form	77
3. Document showing methods for affixing the seal of certification	82
4. List of authors	84

List of Tables

Table	Page
2.1 Basic Characteristics of Exhibition Hall	15
2.2 The Number of Indicators by basic characteristics of Exhibition Hall and Area of Assessment	20
2.3 Criteria for Thailand MICE Venue Standard Certification (Category: Exhibition Venue)	21
2.4 Assessment Steps and Timeframes	23
3.1 Physical Indicators Details	28
3.2 Technology Indicator Details	58
3.3 Service Indicator Details	62
3.4 Sustainability Indicator Details	71

List of Illustration

Figure	Page
1.1 Methods for Revising the Thailand MICE Venue Standard (Category: Exhibition Venue) Revised Edition, of 2019	10
2.1 Main hall without smaller hall divided by partitions	12
2.2 Main hall divided by partitions	12
2.3 Hall in 1.2 with more than one hall having adjacent areas	13
2.4 Exhibition Hall Height Measurements	13
2.5 Measurements of Exhibition Hall Post Distance	14
2.6 Assessment Process and Giving the Seal of Certification for the Thailand MICE Venue Standard (Category: Exhibition Venue)	26

Chapter 1

Introduction



1.1 Principles and Reasons

Thailand Convention and Exhibition Bureau (TCEB) has been successful in executing projects to upgrade the standards for event venues in Thailand to improve and advance event venue entrepreneurs in meeting international standards. TCEB has clear policy to develop the MICE industry toward growth and equality with international competition in addition to our entry into the ASEAN Economic Community. The goal of operations under government policies aims to make the MICE industry one of the country's main income-generating businesses. However, TCEB places importance on the quantity and quality of venues and services, including attention to sustainable event hosting with friendliness for the environment and nearby surrounding communities.

The aforementioned policies and ongoing operations of TCEB created the first Thailand MICE Venue Standards (TMVS) in 2013, and the standard has been developed to cover and support event hosting in the MICE industry. Furthermore, TCEB developed Thailand MICE Venue Standards for Exhibition Venue in 2015. From this success in developing Thailand MICE Venue Standards, Thailand can be considered a leader in developing MICE industry standards in ASEAN countries and many other countries around the world. Therefore, the task of preparing Thailand MICE Venue Standards (TMVS) is a major strategy in promoting the quantity and quality of venues and services, including preservation of natural resources and the environment.

To facilitate operations in the area of Thailand MICE Venue Standards be up-to-date with situations while covering the components of the MICE industry and meeting the needs of persons involved in the MICE industry, service providers and service recipients are included in line with set goals. And whereas it is time to make the first revision to Thailand MICE Venue Standards, TCEB needs to make revisions in Thailand MICE Venue Standards and handbooks for assessing Exhibition Venue to steer the MICE industry's growth more effectively with quality and standards for accreditation in 2019.

1.2 Objectives

Thailand Convention & Exhibition Bureau (Public Organization) or TCEB prepared the Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 with the following objectives:

1.2.1 To use standards as guidelines for entrepreneurs in self-assessment and self-improvement under the criteria of Thailand MICE Venue Standards (Category: Exhibition Venue).

1.2.2 To use standards as guidelines for TCEB in promoting, monitoring and providing recommendations for entrepreneurs in self-improvement under the criteria of Thailand MICE Venue Standards (Category: Exhibition Venue).

1.2.3 To use standards as criteria for quality assessment based on the criteria of Thailand MICE Venue Standards (Category: Exhibition Venue).

1.2.4 To build confidence among domestic and foreign consumers and service users in the area of organizing meetings.

1.2.5 To support entrepreneurs in building capabilities and capacity to compete in ASEAN and global markets.

1.3 Thailand MICE Venue Standard (Category: Exhibition Venue) 2019 Modification Process

The modification process for Thailand MICE Venue Standards (Category: Exhibition Venue) of 2019 had the following methods and activities:

1.3.1 Collect data, analyze processes and indicators to modify Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 by:

1) Collecting data on assessments in previous years from assessment reports and interviews with auditors, entrepreneurs, academics and qualified experts from related associations.

2) Analyzing data from assessment reports in previous years and from interviews with auditors, entrepreneurs, academics and qualified experts from related associations.

3) Analyzing processes for assessing standard and indicators from the Handbook for Assessing Thailand MICE Venue Standards (Category: Exhibition Venue) 1st Edition 2015.

1.3.2 Redraft the (draft) Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 by using results from analyzing data from the study in Step 1 to redraft the Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019.

1.3.3 Organize a meeting of qualified persons to consider the (draft) Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 on Wednesday, 10 April 2019, at the Jubilee Ballroom, Berkeley Hotel, Pratu Nam, Phayathai, Bangkok.

1.3.4 Prepare the Handbook for Assessing Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 for dissemination by:

1) Analyzing data and summarizing results from the meeting of qualified experts in Step 3 and preparation of Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019.

2) Proposing preparation of the Handbook for Assessing Thailand MICE Venue Standards (Category: Exhibition Venue), Revised Edition, of 2019 and dissemination to the target group and the public.

From the aforementioned process for modifying Thailand MICE Venue Standards (Category: Exhibition Venue), steps for operation can be shown according to Figure 1.1 as follows:

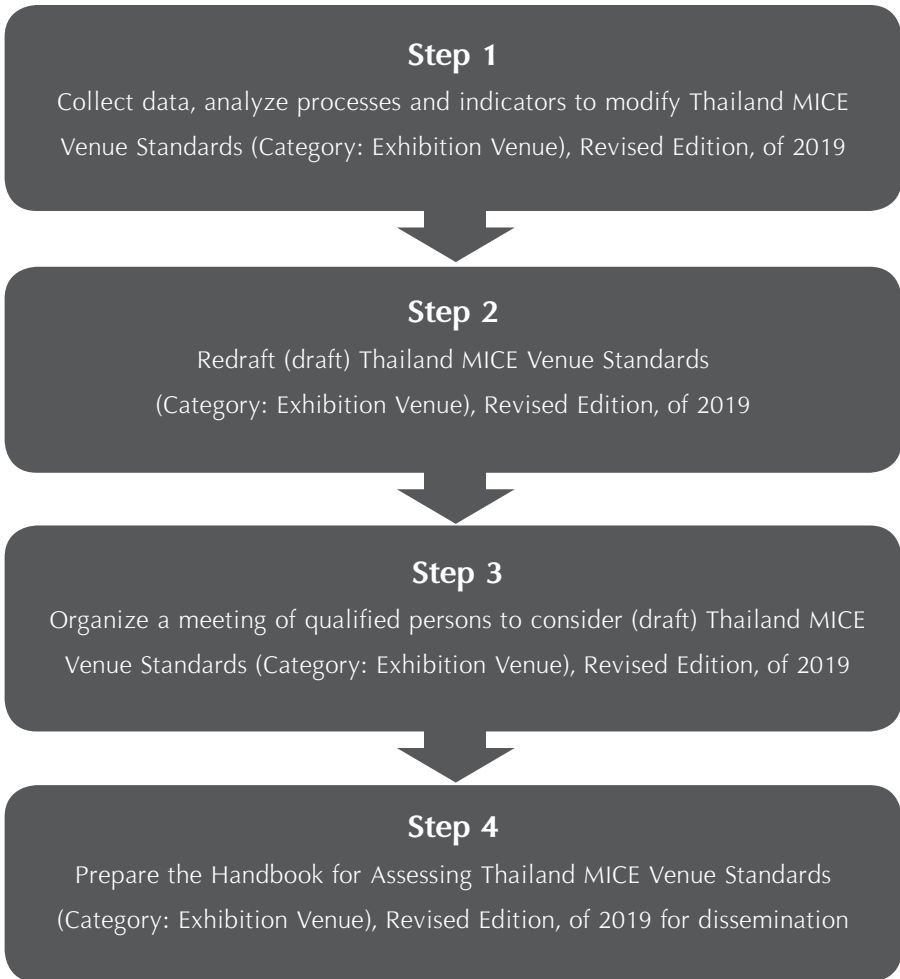


Figure 1.1 Methods for Developing the Thailand MICE Venue Standard (Category: Exhibition Venue) Revised Edition, of 2019.

Chapter 2

Standard Certification



2.1 Operational Definitions

2.1.1 Exhibition Venue means a place covering the following two areas:
(1) Exhibition hall and (2) Supporting area with amenities and services for hosting exhibitions. (Facilities Service)

2.1.2 Exhibition Hall means an indoor exhibition area with smooth, unsloped floors and complete walls on every side.

Standard accreditation for Exhibition Venue accredits separate rooms. In cases where Exhibition Venue can be divided into smaller rooms, entrepreneurs can ask for the following assessments based on the real conditions of the exhibition venue:

1) Exhibition room division for assessment

1.1) Main rooms without smaller rooms divided by partitions as per

Figure 2.1.

Example: An entrepreneur asks for assessment of one Grand Exhibition hall.



Figure 2.1 Main hall without smaller hall divided by partitions.

1.2) Main hall divided by partitions as per Figure 2.2.

Example: An entrepreneur request for assessment of Exhibition A and Exhibition C, consider as two halls.

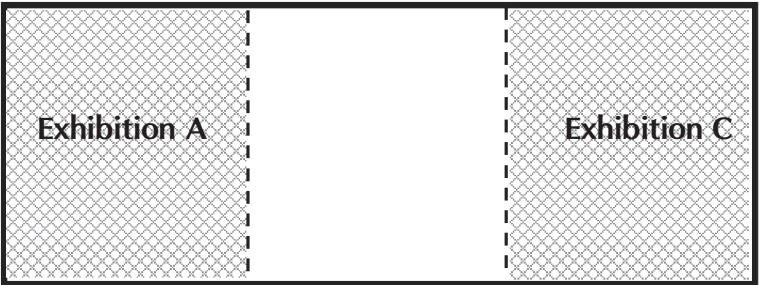


Figure 2.2 Main hall divided by partitions.

1.3) hall in 1.2 with more than one room having adjacent areas as per Figure 2.3.

Example: An entrepreneur request for assessment of Exhibition A and Exhibition B, consider as one hall.

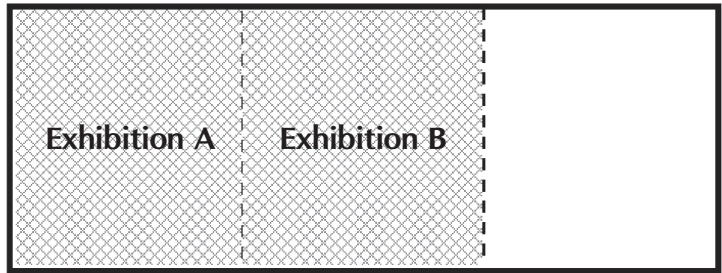


Figure 2.3 Halls in 1.2 with more than one hall having adjacent areas.

2) Exhibition hall area measurements use the method of measuring the distance inside the rooms from the walls. The values obtained are used to geometrically calculate area size.

3) Height measurements of exhibition halls (High: H) are taken from the floor to the lowest point of the roof structure inside the exhibition halls.

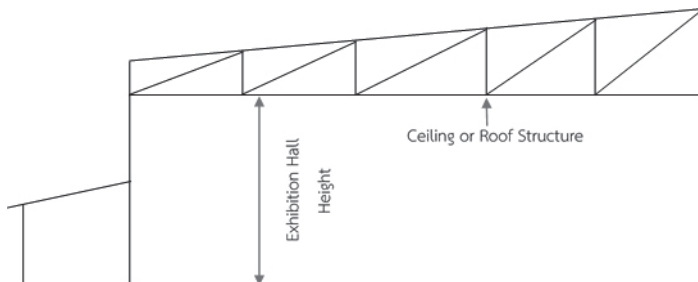
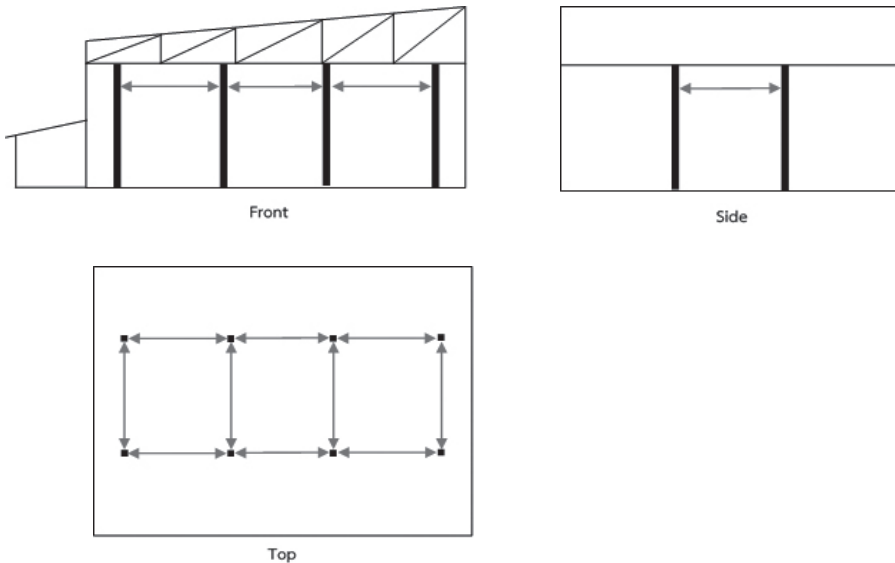


Figure 2.4 Exhibition Hall Height Measurements.

4) Measuring post distance in cases where exhibition halls have posts inside the halls, the distances between each post need to be measured, and the minimum distance must meet criteria.



Figures 2.5 Measurements of Exhibition Hall Post Distance.

Exhibition halls seeking assessment can be assessed for two sizes. Exhibition halls applying for assessment must have basic characteristics meeting the following criteria:

5) Exhibition hall characteristics

Exhibition halls seeking assessment need to have characteristics meeting basic criteria in the areas of operational definitions for size, height, minimum load and distance between posts. Exhibition halls are divided into two types according to area size. Exhibition hall assessment applicants must have characteristics meeting the following criteria:

Table 2.1 Basic Characteristics of Exhibition Hall.

Type	Basic Characteristics			
	Minimum Area Size (Square Meters)	Minimum Height* (Meters)	Minimum Weight Support (Kilograms per Square Meter)	In Cases Involving Pillars, Minimum Pillar Distance (Meters)
1	5,000	10	1,000	18
2	1,000	5	350	9

Remarks:

***Minimum area size** is calculated by measuring the exhibition hall width and length (see “Exhibition Hall Area Measurement”)

***Minimum height** is measured from the floor to the lowest point of the ceiling or roof structure (see “Height Measurement”).

***Minimum load** is examined from documents showing the minimum load of the exhibition hall.

***Regarding post distance**, in cases where the exhibition hall has posts, the distance between each post is to be measured (see “Post Distance Measurements”).

2.1.3 Supporting Area means areas other than the exhibition area of exhibition venue used to support and provide services for exhibition hosts and visitors.

2.1.4 Facilities Service means public utilities, materials, equipment and services in the exhibition area and supporting areas.

2.2 An Auditor's committee consists of the following:

2.2.1 "Auditor" means a person assigned by Thailand Convention & Exhibition Bureau (Public Organization) to perform duties as an examiner of completeness according to indicators of venues seeking assessment in compliance with standards.

2.2.2 "Expert" means a person assigned by Thailand Convention & Exhibition Bureau (Public Organization) to perform the task of providing technical recommendations for auditors.

2.3 Assessment Conditions and Procedures

In applying for Thailand MICE Venue Standard Certification (Category: Exhibition Venue), venues interested in applying for assessment must comply with the following conditions:

2.3.1 Pre-Assessment

1) Venues applying for assessment must comply with regulations and laws related to the venue's type of business operations. When filing application forms for assessment, venues must attach evidence as specified in the application forms.

2) Venues are to consider applying for assessment of individual rooms according to the specified exhibition hall categories and basic characteristics.

3) Venues applying for assessment must conduct self-assessments according to the assessment handbook for assessing Thailand MICE Venue Standards (Category: Exhibition Venue) and send self-assessment reports with application forms within the specified time.

2.3.2 Assessment

1) Preparation

- 1.1) Prepare the exhibition venue to be in ready condition.
- 1.2) Prepare a meeting place for auditors, experts and venue representatives.
- 1.3) Prepare presentations and answer questions from auditors.
- 1.4) Prepare documents and evidence of operations such as business registrations, letters, notifications, directives, photographs, charts, graphs, worktables, forms, satisfaction assessment forms, reports, receipts and purchase orders, etcetera, for referencing practices based on indicators.
- 1.5) Prepare personnel who will make presentations and provide information.

2) Assessment Procedures

- 2.1) Auditors, Experts and Data Providers of the venue attend meetings together.
- 2.2) The data providers of the venue present preliminary data.
- 2.3) Auditors examine documents and ask questions.
- 2.4) The data providers of the venue lead auditors and experts to visit and view the meeting room and related sites.
- 2.5) Auditors summarize preliminary assessments and experts provide consultation.

2.3.3 After Assessment

1) Decision and Assessment Outcome Notification

- 1.1) TCEB presents assessment outcomes to the meeting of the appointed Certification Committee for consideration of assessment outcome confirmation.
- 1.2) TCEB sends letters to notify operating facilities of assessment outcomes.
- 1.3) TCEB organizes a ceremony to grant logos to accredited venues.

2) Receiving and Installing the Seal of Certification

2.1) The seal of Thailand MICE Venue Standard Certification (Category: Exhibition Venue) has the certification period of three years.

2.2) Entrepreneurs must install the Seal of Certification within 30 days from the date of receiving the logo by using methods specified in Appendices.

2.3) Entrepreneurs must install the Seal of Certification, the name of the meeting room and the period of standard accreditation on disseminated documents, sales documents and websites for service users to acknowledge.

3) Follow-Up

3.1) Standard certification outcomes are monitored on at least once a year after certificates are issued.

3.2) In cases with complaints that certified persons have failed to comply with the Thailand MICE Venue Standard (Category: Exhibition Venue) according to certification, TCEB or an assigned inspector will inspect to consider further.

4) Seal of Certification Recall and Delivery

4.1) In cases where the standard accreditation period is expired, the seal of certification is to be removed within one week from the year when the standard accreditation period is expired.

4.2) In cases where certified persons failed to comply with the Thai MICE Venue Standard (Category: Exhibition Venue) according to certification and did not make corrections within the time specified by the certification agency, TCEB has the authority to suspend the seal of certification for no less than 45 days and no more than 90 days.

4.3) TCEB is authorized revoke certification and recall the certification seal. If the certified person is suspended and has not complied with certification and/or properly, the person whose seal of certification was revoked will be required to return the seal of certification within one year from the date of revocation.

2.4 Components and Indicators

In specifying components, indicators and criteria for Thailand MICE Venue Standard Certification (Category: Exhibition Venue), The Rubric assessment method was applied to assessment components, indicators and criteria of the Thailand MICE Venue Standards (Category: Exhibition Venue) to develop this assessment form in order for assessment results to more clearly reflect overall quality of each indicator according to the following specifications:

2.4.1 Assessment Component

Assessments for the Thailand MICE Venue Standards (Category: Exhibition Venue) include assessment components in the following four areas:

1) Physical components (P) mean the location and access to Exhibition Venue, the conditions of the exhibition hall and support areas consisting of structures, materials and equipment, public utilities and amenities, etc.

2) Technology components (T) mean telecommunication equipment and management of communication and internet systems supporting exhibitions.

3) Service components (Sv) mean service provision, personnel management, fire prevention, security, crowd management, maintenance, management of reservation documents and venue handbooks, cooperation with related external agencies and traffic management in the area.

4) Sustainability components (St) mean the management of the environment, occupational health and safety, and corporate social responsibility.

2.4.2 Assessment Indicators

1) Assessment Indicators are categorized by basic characteristics of Exhibition Hall and assessment components in four areas as follows:

Table 2.2 – The Number of indicators by basic characteristics of Exhibition Hall and area of assessment

Area of Assessment	Basic Characteristics of Exhibition Hall	
	Type 1	Type 2
1. Physical (P)	38	36
2. Technology (T)	6	6
3. Service (Sv)	15	15
4. Sustainability (St)	6	6
Total	65	63

2) Indicators have two different levels of scoring weight consisting of indicators with a weighted value of 2 and indicators with a weighted value of 1. This weight will be used to multiply the assessed score. For example, P01 Exhibition hall has a weight of 2. If the assessed score is 2 points, this score is to be multiplied by two, bringing the total score of P01 to 4 points.

3) For indicators with a weight of 2, operating facilities are required to receive an assessment score (when weight has been multiplied) of no less than 4 points. In cases where the score is below 4 points, assessors will notify operating facilities to make corrections within 30 days. Operating facilities are required to send documents and evidence of corrections. If late, operating facilities are required to request new assessments in the next year.

2.5 Assessment Criteria

Criteria for Thailand MICE Venue Standard Certification (Category: Exhibition Venue) is categorized according to assessment group and score criteria as follows:

Table 2.3 – Criteria for Thailand MICE Venue Standard Certification (Category: Exhibition Venue)

Score \ Type	Exhibition Hall Type 1	Exhibition Hall Type 2
No. of Indicators	65 Indicators	63 Indicators
Total Score	100 Percent or 273 Points	100 Percent or 261 Points
Score Criteria Passing Standards	90 Percent or 245.70 Points	90 Percent or 234.90 Points

2.6 Thailand MICE Venue Standard (Category: Exhibition Venue) Certification Committee

2.6.1 Standard Accreditation Committee means the committee who have a duty to accredit results from assessments according to Thailand MICE Venue Standard (Category: Exhibition Venue) assessment outcomes from auditors and direct standard certification according to TCEB policy with the following committee members:

1. Representative(s) from Thailand Exhibition Association (Thai) (TEA) committee
2. Representative(s) from Thailand Hotels Association (THA) committee
3. Representative(s) Association International Conference (Thai) (TICA) committee
4. Representative(s) from Association of Thailand Travel Agents (ATTA) committee

5. Representative(s) from Scholars in Hospitality, Travel and Conferences committee
6. Representative(s) from the Association of Domestic Travel (ADT) committee
7. Representative(s) from the Government sector committee
8. Representative(s) from Thailand Convention and Exhibition Bureau (Public Organization) (TCEB) committee and secretary
9. Representative(s) from Academic sector committee and assistant secretary

2.6.2 Auditors from international standard certification agencies mean persons with the duty to assess Thailand MICE Venue Standard (Category: Exhibition Venue) as assigned by TCEB.

2.6.3 Advisory committee means experts with a duty to provide consultation and recommendations regarding to operations in the area of the Thailand MICE Venue Standard (Category: Exhibition Venue).

1. Representative(s) from Thailand Exhibition Association (Thai) (TEA)
2. Representative(s) from Thailand Hotels Association (THA)
3. Representative(s) from Association International Conference (Thai) (TICA)
4. Representative(s) from Association of Thailand Travel Agents (ATTA)
5. Representative(s) from Scholars in Hospitality, Travel and Conferences
6. Representative(s) from the Association of Domestic Travel (ADT)
7. Representative(s) from the Government sector
8. Representative(s) from Thailand Convention and Exhibition Bureau (Public Organization) (TCEB)
9. Representative(s) from Academic sector

2.7 Assessment Steps and Timeframes

Assessment steps and timeframes are based on a one-year schedule as follows:

Table 2.4 – Assessment Steps and Timeframes

Steps	Activities	Operation Period
Application	1. Send application forms and self-assessment reports to request assessments.	January - March
	2. Consider application forms and self-assessment reports. After completion, establish an order for assessment.	At least two weeks after receiving application forms and self-assessment reports.
	3. Announce the assessment schedule to entrepreneur applicants.	At least 2 weeks before the assessment.
Assessment	1). Preparation 1.1) Prepare the exhibition venue to be in ready condition. 1.2) Prepare a meeting place for auditors, experts and venue representatives. 1.3) Prepare presentations and answer questions from auditors.	Assessment will be conducted in May – September

Steps	Activities	Operation Period
Assessment	<p>1.4) Prepare documents and evidence of operations such as business registrations, letters, notifications, directives, photographs, charts, graphs, worktables, forms, satisfaction assessment forms, reports, receipts and purchase orders, etcetera, for referencing practices based on indicators.</p> <p>1.5) Prepare personnel who will make presentations and provide information.</p>	Assessment will be conducted in May – September
	<p>2). Assessment Procedures</p> <p>2.1) Auditors, Experts and Data Providers of the venue attend meetings together.</p> <p>2.2) The data providers of the venue present preliminary data.</p> <p>2.3) Auditors examine documents and ask questions.</p> <p>2.4) The data providers of the venue lead auditors and experts to visit and view the meeting room and related sites.</p> <p>2.5) Auditors summarize preliminary assessments and experts provide consultation.</p>	

Steps	Activities	Operation Period
Announcement and Giving the Seal of Certification	1. The Thailand MICE Venue Standard Certification Committee.	October
	2. Announce assessment outcome.	November
	3. Send invitations to invite entrepreneurs/agencies who have passed assessment to participate in the ceremony for granting the seal of certification.	
	4. Participate in a ceremony for granting the seal of certification.	December (Date, time and place of the ceremony will be announced in advance.

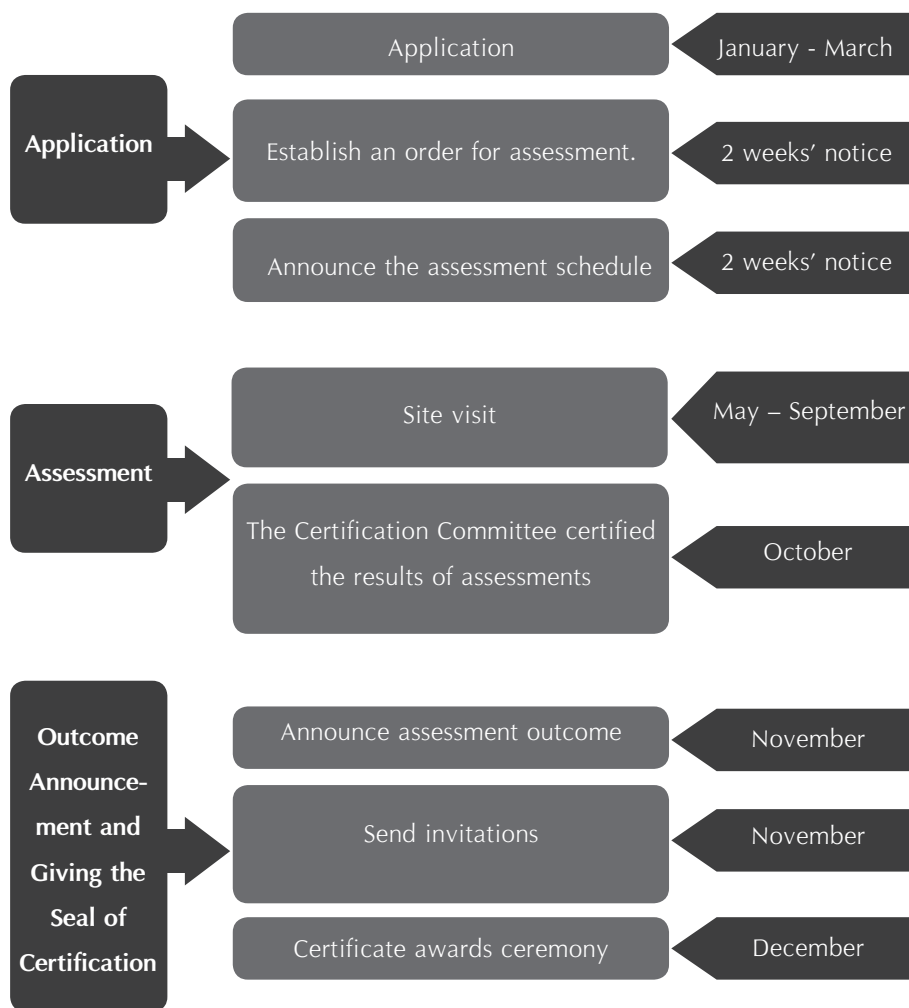


Figure 2.6 – Assessment Process and Giving the Seal of Certification for the Thailand MICE Venue Standard (Category: Exhibition Venue).

Chapter 3

Thailand MICE Venue Standard (Category: Exhibition Venue) Indicators



The Thailand MICE Venue Standard (Category: Exhibition Venue) consist of four components which are;

- 1) Physical Component (P)
- 2) Technology Component (T)
- 3) Service Component (Sv)
- 4) Sustainability Component (St).

Each aspect is listed below:

3.1 Physical Indicators

The physical indicators of Thailand MICE Venue Standards (Category: Exhibition Venue) are shown in Table 3.1.

Table 3.1 – Physical Indicator Details

Physical (Exhibition Hall)			
Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P01 – Exhibition hall (weighted value 2)</p> <p>means internal conditions of an exhibition hall in good condition which is clear, open, clean, free from dust particles, dirty stains and unpleasant odors as follows:</p> <ol style="list-style-type: none"> 1. No obstacles on the ceiling on the ceiling or roof structure at the height of 10 meters (for Category 1 Exhibition Venue) and 5 meters (for Category 2 Exhibition Venue). 2. Exhibition venue floors, walls and ceilings are clean, free from dust particles, waste and dirty stains. 3. Free from unpleasant odors. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P02 – Hoisting and rigging (weighted value 2) means positions installed for hoisting and rigging exhibition venue accessories as follows:</p> <ol style="list-style-type: none"> 1. Weight notifications for users. 2. Plans showing hoisting and rigging positions. 3. Annual inspection or maintenance documents. 	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>P03 – Catwalk (weighted value 2) means the overhead walkway structure (catwalk) in the exhibition venue for the staff to walk on when installing equipment, performing maintenance and repairs as follows:</p> <ol style="list-style-type: none"> 1. The catwalk has width of no less than 80 centimeters. 2. The catwalk has rails to prevent falls on the entire catwalk. 3. Specifications on utilization with emphasis on safety. 4. Plans showing catwalk locations. 5. Annual inspection or maintenance documents. 	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P04 – Electrical systems in exhibition hall (weighted value 2) mean a system for distributing at least 0.2 amperes (A) of power per square meter including materials, equipment and power system control in Exhibition Venue prepared for event organizers to be able to connect for use in hosting exhibitions as follows:</p> <ol style="list-style-type: none"> 1. Power system control room. 2. Plan showing power service system locations. 3. Staff stationed to provide care and service for the duration of the event. 4. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P05 – Lighting system inside the exhibition hall (weighted value 2) means the lighting system inside Exhibition Venue including materials and equipment meeting standards with control and light intensity as follows:</p> <ol style="list-style-type: none"> 1. Lights in the exhibition venue at no less than 200 Lux when height is measured one meter up from the ground floor. 2. Control system capable of turning on lights as desired. 3. Electrical materials and equipment meeting TIS standards. 4. Panels showing light bulbs and switches. 5. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P06 – Water systems inside the exhibition hall (weighted value 2) means clean water distribution points for Exhibition Venue and a system for draining wastewater from the exhibition venue as follows:</p> <ol style="list-style-type: none"> 1. Clean water distribution positions for Exhibition Venue. 2. At least one wastewater drains from the exhibition venue. 3. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P07 – Air conditioning system (weighted value 2) means an air conditioning system in the exhibition venue capable of providing sufficient cool air for event participants as follows:</p> <ol style="list-style-type: none"> 1. Sufficient air conditioner capacity for room size and capacity. 2. Air conditioning system in every room is capable of adjusting temperature and fan strength. 3. Air conditioner control is separated for each location in case of more than one air conditioner. 4. The system makes up fresh air in the exhibition hall. 5. Condensing unit does not cause disturbance to the surrounding area. 6. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P08 –Ventilation system (weighted value 2) means the system for air circulation inside the exhibition halls consisting of the following:</p> <ol style="list-style-type: none"> 1. Ability to ventilate more than two cubic meters per hour per square meter. 2. Ventilation system functions posing no disturbance to nearby communities. 3. Annual auditing or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>P09 – Signage in Exhibition Halls (weighted value 2) mean equipment designed to convey meanings for room names, directions and emergency signs with the following characteristics:</p> <ol style="list-style-type: none"> 1. Durable materials. 2. Permanent installation. 3. Installation in clearly visible and orderly positions. 4. Use of Thai and at least one foreign language and/or international symbols. <p>Remarks: Durable materials mean metal, plastic and wood, etc.</p>	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P10 – Safety equipment (weighted value 2) means the installation or existence of sufficient safety-related equipment covering Exhibition Venue in functional condition as follows:</p> <ol style="list-style-type: none"> 1. Close-circuit cameras and rooms for controlling close-circuit cameras with supervising staff for the entire duration of exhibitions. 2. Smoke or heat detecting equipment. 3. Fire sprinklers. 4. Fire extinguishers or firefighting hoses in areas convenient for use. 5. Clearly visible alarms. 6. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P11 – Fire Escape Doors in Exhibition Halls (weighted value 2) channels for evacuating people from exhibition halls in emergencies. Indicators consist of the following:</p> <ol style="list-style-type: none"> 1. Width and height meeting legal specifications in the year of construction. 2. Doors are to open outward with devices ensuring doors close automatically. 3. Doors can be opened conveniently at all times. 4. Doors are to have signs. 5. Doors are to have no thresholds. 6. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P12 – Accessibility (weighted value 1) means Exhibition Venue located in easily accessed areas with convenience, traffic routes and supporting public transportation systems as follows:</p> <ol style="list-style-type: none"> 1. Connections to roads and surrounding communities. 2. More than one access channel. 3. Access for regular and irregular public transportation systems. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>
<p>P13 – Exhibition participant parking area (weighted value 1) means an area set aside to provide parking services for exhibition participants as follows:</p> <ol style="list-style-type: none"> 1. Parking spaces for different types of vehicles. 2. Parking spaces for disabled persons and the elderly. 3. Clear traffic and safety signs and symbols. 4. Close-circuit cameras installed or security officers stationed in parking areas. 5. In case of no parking area or insufficient areas, other areas are to be found to support with consideration for safety. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P14 – Drop off Area (weighted value 1) means a temporary parking area for receiving – sending exhibition viewers as follows:</p> <ol style="list-style-type: none"> 1. Close to the meeting area with a vehicle to receive-send participants. 2. Roofed. 3. Clear signs to notify participants of the parking location. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>
<p>P15 – Cargo vehicle parking area (weighted value 2) means an area for cargo vehicles to park with management in proportions as follows:</p> <ol style="list-style-type: none"> 1. A system for prioritizing and coordinating to allow vehicles to deliver goods. 2. Convenient and safe systems for cargo transportation. 3. Facilitating staff. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P16 – Cargo loading area (weighted value 2) means an area for cargo trucks to load/unload cargo for Exhibition Venue (a cargo list is required in cases where the exhibition venue is on a floor without a cargo parking area) as follows:</p> <p>Type 1</p> <ol style="list-style-type: none"> 1. At least one 5 x 5 meters cargo loading door per exhibition venue. 2. Doors according to the number of rooms which can be divided in cases where exhibition venue can be divided. 3. Lighting system. 4. Ventilation system. <p>Type 2</p> <ol style="list-style-type: none"> 1. At least one cargo loading door per exhibition venue. 2. Doors according to the number of rooms which can be divided in cases where exhibition venue can be divided. 3. Lighting system. 4. Ventilation system. 	√		<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>
		√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P17 – Public relations sign installment spot outside the building (weighted value 1) means a structure for installing public relations signs outside Exhibition Venue as follows:</p> <ol style="list-style-type: none"> 1. Installation points are in areas with clear visibility in daytime and at night. 2. Secure and strong. 3. Signs are ready for use. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>P18 – Power and lighting systems in support areas (weighted value 1) means a power distribution system, materials, standardized equipment, power and lighting control systems in Exhibition Venue such as all-purpose areas and various rooms as follows:</p> <ol style="list-style-type: none"> 1. Lamp installations. 2. Standard electrical materials and equipment. 3. Power system control room. 4. Power system plans. 5. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P19 – Secondary power generator (weighted value 1) means a secondary generator in case of power outages as follows:</p> <ol style="list-style-type: none"> 1. Ability to function immediately after a power outage (no more than 20 seconds). 2. Ability to produce secondary power continuously for no less than two hours. 3. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>P20 – Water and sanitation systems in support areas (weighted value 1) means a system for distributing good water to various locations for exhibition and inside support areas with sufficiency and appropriateness in addition to having a water sanitation system with standards as follows:</p> <ol style="list-style-type: none"> 1. Good water pipes for use in support areas. 2. Water distribution and drainage points separate from bathrooms. 3. Annual sanitation system inspection documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P21 – Water reservation system (weighted value 1) means the exhibition venue has reserve water storage spaces in cases where there is no tap water as follows:</p> <p>Type 1</p> <ol style="list-style-type: none"> Hygienic reserve water storage. At least 100 cubic meters of reserve water. Annual inspection or maintenance documents. <p>Type 2</p> <ol style="list-style-type: none"> Hygienic reserve water storage. At least 20 cubic meters of reserve water. Annual inspection or maintenance documents. 	√		<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>
		√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P22 – The welcome and registration area (weighted value 1) means a specially prepared area for welcoming and registering participants as follows:</p> <ol style="list-style-type: none"> 1. An organized registration area at the entrance to the exhibition hall. 2. Lights. 3. At least three power sockets. 4. Advertisement sign installation points. 5. Public announcement service. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P23 – Exhibition organizers’ room (weighted value 2) means permanent rooms arranged for exhibition organizers as follows:</p> <ol style="list-style-type: none"> 1. Suitable design and decoration for an event organizers’ room. 2. Clean, safe and near the conference room. 3. Air conditioning, lighting and power sockets. 4. Sufficient tables and chairs. 5. Office supplies provided to serve customer needs. 6. WIFI service. <p>Remarks: The guest room cannot be substituted as an exhibition organizers’ room</p>	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P24 – Meeting room (weighted value 1) means a room arranged for small group meetings as follows:</p> <ol style="list-style-type: none"> 1. Appropriate design and decoration for small group meetings. 2. Clean and safe. 3. Enough tables and chairs for meeting attendants. 4. Air conditioning system, lighting and power sockets ready for use. <p>Remarks: The guest room cannot be substituted as a meeting room.</p>	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P25 – VIP reception room (weighted value 1) means a room used to service VIP guests of the meeting event. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Appropriate design and decoration for VIP reception room with equipment ready for use. 2. Air conditioning system, lighting and power sockets ready for use. 3. Clean and safe. 4. Private toilet. <p>Remarks: The guest room cannot be substituted as a VIP reception room</p>	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P26 – Press room (weighted value 1) means a room for the media to work in the exhibition building as follows:</p> <p>Type 1</p> <ol style="list-style-type: none"> 1. Proportionate. 2. Well-decorated and clean. 3. Has air conditioners, lights and power sockets. 4. Sufficient chairs and tables. 5. Office equipment to provide service. 6. WIFI service. 	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>
<p>Type 2</p> <ol style="list-style-type: none"> 1. Proportionate or equipped with an area for the media. 2. Well-decorated and clean. 3. Has air conditioners, lights and power sockets. 4. Sufficient chairs and tables. 5. Office equipment to provide service. 6. WIFI service. 		√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P27 – Religious ceremony room (weighted value 1) means a room used for performing daily religious ceremonies. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Proportionate room or an area partitioned for performing religious ceremonies. 2. Furniture and religious accessories. 3. Lights. 4. Clean and good decoration. <p>Remarks: The guest room can be substituted as a Religious ceremony room</p>	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P28 – Infirmary room (weighted value 1) means a room prepared specifically for providing first-aid during exhibitions such as when installing exhibitions, during exhibitions and disassembling exhibitions as follows:</p> <p>Type 1</p> <ol style="list-style-type: none"> 1. Separate room or completely partitioned area. 2. Medical equipment for use in first aid. 3. Nursing staff or persons trained in first-aid are to be stationed in the area during events. 4. Ambulance or emergency vehicles with staff must be prepared to provide services. 	√		<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Type 2</p> <ol style="list-style-type: none"> 1. Proportionate area for use in providing first aid. 2. Equipment and medical supplies ready for use in first aid. 3. Nursing staff or persons trained in first-aid are to be stationed in the area during events. 4. Ambulance or emergency vehicles with staff must be prepared to provide services. <p>Remarks: The guest room can be substituted as an Infirmary room</p>		√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P29 – Business service center (weighted value 1) means a place arranged to provide services for exhibition organizers and participants, print documents, receive fax messages, make copies, contact and communicate in addition to providing lost-and-found notification services, etc., as follows:</p> <ol style="list-style-type: none"> 1. A proportionate area for providing services. 2. Well-decorated and clean. 3. Office equipment to provide services as needed by customers. 4. Equipped with air conditioners, lights and power sockets. 5. Tables and chairs in good condition. 6. WIFI service. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P30 – Restroom (weighted value 2) means a toilet area as follows:</p> <ol style="list-style-type: none"> 1. Short distance from Exhibition Venue. 2. Restrooms are hygienic, clean and dry without odors. 3. Ventilation systems. 4. Drainage and waste treatment systems meeting standards. 5. Toilet paper and liquid soap for washing hands. 6. Cleaning and equipment inspection records. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>
<p>P31 – Restrooms for disabled persons and the elderly (weighted value 2) means toilets specifically for disabled persons as follows:</p> <ol style="list-style-type: none"> 1. Short distance from Exhibition Venue. 2. Rails at the sides of toilets and sinks. 3. Emergency signal buttons. 4. Restrooms are hygienic, clean, dry and odor-free. 5. Ventilation systems. 6. Toilet paper and liquid soap for washing hands. 7. Cleaning and equipment inspection records. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P32 – Disabled / Elderly Facilities (weighted value 1) mean devices constructed or installed to facilitate disabled persons and the elderly in personally accessing meeting rooms. Indicators consist of the following items:</p> <ol style="list-style-type: none"> 1. Ramps, passenger elevators and platform lifts for disabled persons and the elderly to personally reach meeting rooms. 2. Handrails at paths. 3. Wheelchairs available or provided for use as needs. 4. Clearly visible signs and symbols showing amenities for disabled persons and the elderly. 5. Special parking areas. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P33 – Safety equipment in support areas (weighted value 2) mean sufficient installations or equipment related to safety covering the support area and functional as follows:</p> <ol style="list-style-type: none"> 1. CCTV and a room for controlling CCTV with supervising staff throughout the duration of exhibition. 2. Smoke or heat detector equipment. 3. Fire sprinklers. 4. Fire extinguishers or firefighting hoses in a convenient area for use. 5. Clearly visible alarm buttons. 6. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P34 – Fire escape doors in support areas (weighted value 2) mean routes for evacuating people from buildings in case of emergency as follows:</p> <ol style="list-style-type: none"> 1. Width and height meeting legal specifications in the year of construction. 2. Doors are to open outward with devices ensuring doors close automatically. 3. Doors can be opened conveniently at all times. 4. Doors are to have signs. 5. Doors are to have no thresholds. 6. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>
<p>P35 – Multi-purpose area (weighted value 1) means an open area in front of Exhibition Venue in the building which was prepared to provide services for activity organizers as follows:</p> <ol style="list-style-type: none"> 1. A clean and orderly area. 2. Lights. 3. At least three power sockets. 4. Good air conditioning systems or ventilation. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P36 – Food distribution service area (weighted value 1) means an area of the exhibition venue prepared to provide food distribution services during exhibitions as follows:</p> <ol style="list-style-type: none"> 1. Proportionate. 2. Well-decorated and clean. 3. Good ventilation. 4. Lights. 5. Sufficient tables and chairs in good condition. 6. Eating utensils in good and clean condition. 7. Distributes healthy food with variety and sufficient quantity for exhibition viewers. 8. Provide food distribution services during installing and disassembling the exhibition. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>P37 – Smoking area (weighted value 1) means an area prepared specifically for the purpose of smoking as follows:</p> <ol style="list-style-type: none"> 1. Not in the venue's entrance-exit area or an area causing disturbance to non-smokers. 2. Signs showing the areas designated for smoking. 3. Maintained and cleaned every time when in use. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>P38 – Kids Zone (weighted value 1) means the operating facility is able to prepare an area with staff and equipment for children's activities outside the exhibition venue as follows:</p> <ol style="list-style-type: none"> 1. A proportionate area for children to perform activities. 2. Sufficient and appropriate service staff. 3. Sufficient and safe equipment/toys for children. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

3.2 Technology Indicators

The technology indicators of Thailand MICE Venue Standards (Category: Exhibition Venue) are shown in Table 3.2.

Table 3.2 – Technology Indicators Details.

Technology			
Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>T01 – Exhibition venue website (weighted value 1) means the exhibition venue has an official website for information to provide data on the venue and create a channel of communication as follows:</p> <ol style="list-style-type: none"> 1. The website has its own URL. 2. Regularly updated. 3. Clear and complete data and details of Exhibition Venue. 4. Designed to be user friendly. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>T02 – Ability to support internet connectivity (weighted value 1) means equipment for wireless signal broadcasting (WIFI) to provide internet connection services for exhibition organizers and viewers as follows:</p> <ol style="list-style-type: none"> 1. Signal broadcasting point in the exhibition venue. 2. Signal broadcasting point in support areas. 3. Signal broadcasting with full coverage and sufficient for functioning. 4. WIFI signal and recommended instructions. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>
<p>T03 – Electronic monitor (weighted value 1) means a monitor or sign which displays results with electronic systems for public relations as follows:</p> <ol style="list-style-type: none"> 1. Installed in a clearly visible location with sufficient numbers. 2. Functional. 3. Annual inspection or maintenance documents. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
T04 – Customer management computer program (weighted value 1) means the exhibition venue uses copyrighted computer programs to provide effective customer service as follows: 1. Customer database management. 2. Reservation management. 3. Complaint management.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
T05 – Communication radio (weighted value 1) means exhibition venue employees use radios to coordinate in Exhibition Venue as follows: 1. Communication radios are in good condition. 2. Contact signal covers the entire exhibition venue. 3. Ability to contact the staff in various sections conveniently and quickly.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
T06 – Public Address system (weighted value 1) means the Exhibition venue has equipment to announce news, information and emergencies as follows: 1. A system with clear sound quality. 2. Ability to cover the exhibition venue. 3. Capable of separating areas.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

3.3 Service Indicators

The service indicators of Thailand MICE Venue Standards (Category: Exhibition Venue) are shown in Table 3.3.

Table 3.3 – Service Indicators Details.

Service			
Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Sv01 – Service staff personnel management (weighted value 1) means measures to develop and maintain employee service provision quality as follows:</p> <ol style="list-style-type: none"> 1. Policy to select employees with emphasis on service provision quality. 2. Regular training for employees in service provision courses. 3. Employee performance assessment. 4. Annual rewards or commendations for outstanding employees. 5. Plenty of compliments from service recipients. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
Sv02 – Service staff personality (weighted value 1) means service staff personality postures and expressions as follows: <ol style="list-style-type: none"> 1. Good manners and polite tones and speech. 2. Friendly demeanors and enthusiasm to provide service. 3. Polite, suitable and convenient uniforms for performing duties with name tags. 4. Respect for differences in nationality, religion, culture, gender and age. 	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.
Sv03 – Service staff knowledge (weighted value 1) means the knowledge which service staff are required to have as follows: <ol style="list-style-type: none"> 1. Knowledge of service principles. 2. Knowledge in organizing exhibitions. 3. Fire and public disaster prevention knowledge. 4. First-aid and work safety knowledge. 5. Knowledge of the operating facility's local area. 6. Knowledge of cultural and religious differences. 	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Sv04 – Service staff foreign language skills and promotion measures (weighted value 1) mean foreign language skills and promotion measures for service staffs as follows:</p> <ol style="list-style-type: none"> 1. Most service staffs are able to communicate in at least one foreign language. 2. Policy for accepting applications from service staffs with foreign language skills. 3. Regular foreign language skill training for service staffs. 4. Activities to motivate service staff's interest in learning foreign languages. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>
<p>Sv05 – Employee welfare (weighted value 2) means Exhibition Venue have provided welfare for regular employees according to specifications of the law as follows:</p> <ol style="list-style-type: none"> 1. Minimum wage in compliance with the law. 2. Social security for every employee. 3. Holidays according to the law. 4. Annual health examinations. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Sv06 –Services of authorized staff at the service point. (weighted value 2) means regular staff who coordinate in Exhibition Venue and support areas as follows:</p> <ol style="list-style-type: none"> 1. Authorized staff who has assigned as a contact person. 2. Service throughout the duration of the exhibition. 3. Exhibition organizers are able to communicate with authorized staff conveniently and quickly. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>Sv07 – Advanced reservation service (weighted value 2) means services to accept exhibition venue reservations in advance as follows:</p> <ol style="list-style-type: none"> 1. People directly responsible for coordination. 2. Reservation documents are issued with clear specification of agreements (venue utilization handbook). 3. Has more than one channel for accepting payments. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
Sv08 – Complaint management (weighted value 2) means service assessment systems and management of various complaints as follows: 1. A system for accepting complaints regarding service provision via multiple channels. 2. Quick response to complaints. 3. Service quality assessment by customers.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
Sv09 – Crowd management (weighted value 2) means the exhibition venue has plans for managing exhibition viewers in order to have safety and order as follows: 1. Exhibition venue plans. 2. Exhibition venue interior plans. 3. Staff available to provide care and convenience. 4. Equipped with an evacuation plan in case of emergency. 5. Evacuation plan drills on at least an annual basis.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
Sv10 – Fire prevention (weighted value 2) means systematic fire prevention measures as follows: 1. Signs with firefighting and fire escape instructions that are clearly advertised. 2. Fire prevention and suppression plans. 3. Simultaneous firefighting and evacuation drills at least on an annual basis. 4. Basic training in firefighting. 5. Records of at least one inspection to ensure fire extinguishers are in good and functional condition in six months. 6. Rally points with clear signs.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.
Sv11 – Security (weighted value 2) means security measures in entering Exhibition Venue were specified as follows: 1. Plans to maintain security and manage emergencies. 2. Area entry-exit logs outside business hours. 3. Regular security training. 4. Regular training to provide services and assist disabled persons and the elderly.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items and up.

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Sv12 – Insurance (weighted value 1)</p> <p>means the exhibition venue has insurance for buildings, structures and third parties as follows:</p> <ol style="list-style-type: none"> 1. Insurance policy is renewed every year. 2. Insurance conditions covering related persons in case of accidents or dangers from venue service provision. 3. Coverage details are stated in the contracts issued to customers. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean having only Items 1 and 2.</p> <p>0 points mean missing Items 1 or 2.</p>
<p>Sv13 – Traffic management in the Exhibition Venue (weighted value 2)</p> <p>means preparation, planning and rehearsals of traffic management in the exhibition venue to support traffic during exhibitions as follows:</p> <ol style="list-style-type: none"> 1. Traffic routes separated between viewer vehicles and cargo vehicles. 2. Clear traffic management plan. 3. Persons responsible for traffic management are assigned. 4. Traffic information public relations during exhibition dates for residents in the area. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Sv14 – Maintenance (weighted value 1)</p> <p>means the exhibition venue has an agency responsible for maintaining facilities, systems, materials and equipment related to exhibitions as follows:</p> <ol style="list-style-type: none"> 1. The exhibition venue has an agency directly responsible for maintenance. 2. The exhibition venue has personnel and staff directly responsible for maintenance. 3. Maintenance plans for the venue, systems, materials and equipment related to exhibitions to be functional. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>Sv15 – Cooperation with associated external agencies (weighted value 1)</p> <p>mean plans to coordinate with external agencies related to services for exhibition organizers and viewers such as hospitals, police stations, fire stations, etc., as follows:</p> <ol style="list-style-type: none"> 1. Coordination center with staff to provide services throughout the duration of exhibitions. 2. List of contacts with telephone numbers of related external agencies. 3. Documents for dissemination of the list of contacts with telephone numbers of associated external agencies. 4. Clear plans and steps of practice to contact and coordinate. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items and up.</p>

3.4 Sustainability Indicators

The sustainability indicators of Thailand MICE Venue Standards (Category: Exhibition Venue) are shown in Table 3.4

Table 3.4 – Sustainability indicators details.

Sustainability			
Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
St01 – Environment policy (weighted value 1) means the venue implements an up-to-date or current corporate environmental policy such as energy conservation, alternative energy and waste management, etc., Indicators consist of the following items: 1. Clearly written environmental policy. 2. Action plans of operation consistent with environmental policy. 3. Dissemination environmental policy inside and outside organization.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
St02 – Environmental practice (weighted value 1) means the venue implemented environmental policy in practice according to plans as follows: 1. Outcomes, photographs or evidence of operations. 2. Reports summarizing performance. 3. Follow-up reports.	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.
St03 – Occupational health and safety policy (weighted value 1) means the venue implements an up-to-date or current corporate occupational health and work safety policy practices as follows: 1. Occupational health and safety policy is clearly determined in writing. 2. Action plans of operation consistent with occupational health and safety policy. 3. Dissemination of occupational health and safety policy inside and outside the organization	√	√	3 points mean complete in every item. 2 points mean one item missing. 1 point means two missing items. 0 points mean three missing items.

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>St04 – Occupational health and safety practice (weighted value 1) means the operating facility has implemented occupational health and safety policy guidelines in practice as follows:</p> <ol style="list-style-type: none"> 1. Outcomes, photographs or evidence of operations. 2. Reports summarizing performance. 3. Follow-up reports 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>
<p>St05 – Corporate social responsibility policy (weighted value 1) means the venue implements up-to-date or current corporate social responsibility with activities such as providing opportunities for community members to work, purchasing goods or services from communities, etc., as follows:</p> <ol style="list-style-type: none"> 1. Clearly designated corporate social responsibility in writing. 2. Action plans consistent with corporate social responsibility. 3. Dissemination of corporate social responsibility for general acknowledgement inside and outside the organization. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Indicators/Weight Values/Indicator Explanations	Type		Assessment Criteria
	1	2	
<p>St06 – Corporate social responsibility practice (weighted value 1) means the venue implements corporate social responsibility guidelines in practice as follows:</p> <ol style="list-style-type: none"> 1. Outcomes, photographs or evidence of operations. 2. Reports summarizing performance. 3. Follow-up reports. 	√	√	<p>3 points mean complete in every item.</p> <p>2 points mean one item missing.</p> <p>1 point means two missing items.</p> <p>0 points mean three missing items.</p>

Appendix

- 1. Assessment Application Form.**
- 2. Self-Assessment Form.**
- 3. Document showing methods for affixing the seal of certification.**
- 4. List of authors.**

1. Assessment Application Form



Assessed On: (D/M/Y).....

- ☐ First Assessment
☐ Certification Extension

Assessment Certificate No.....

(Staff Only)

Thailand MICE Venue Standard Certification Application Form (Category: Exhibition Venue)

1. Operating Facility Name.....

2. Address.....

.....

3. Exhibition Venue Type (.....) Rooms Type 2 (.....) Rooms

4. Licenses

- Building Inspection Form (Ror. 1) No.....Dated.....

- Juristic Person Certificate/Commercial Registration No.....Dated.....

- Personal Identification Card No. (Normal Persons).....Dated.....

- Hotel Business Operation License No.....Expiration Date.....

- Building Utilization License No.....Expiration Date.....

5. Coordinator Name.....Position.....

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

E-Mail (Business Operation Facility).....

E-Mail (Contacting Person).....

6. Number of Exhibition hall:hall (Please add additional room details).

1). Name of Hall.....

Size.....Square Meters, Room Height.....Meters

2). Name of Hall.....

Size.....Square Meters, Room Height.....Meters

7. Exhibition hall Floor Plans (Attach with accompanying documents).....

2. Self-Assessment Form

Physical Component

Indicator	Points	Weight Values	Multiple Point
P01 – Exhibition hall		2	
P02 – Hoisting and rigging		2	
P03 – Catwalk		2	
P04 – Electrical systems in exhibition hall		2	
P05 – Lighting system inside the exhibition hall		2	
P06 – Water systems inside the exhibition hall		2	
P07 – Air conditioning system		2	
P08 – Ventilation system		2	
P09 – Signage in Exhibition Halls		2	
P10 – Safety equipment		2	
P11 – Fire escape doors in Exhibition Halls		2	
P12 – Accessibility		1	
P13 – Exhibition participant parking area		1	
P14 – Drop off area		1	
P15 – Cargo vehicle parking area		2	
P16 – Cargo loading area		2	
P17 – Public relations sign installment spot outside the building		1	
P18 – Power and lighting systems in support areas		1	
P19 – Secondary power generator		1	
P20 – Water and sanitation systems in support areas		1	
P21 – Water reservation system		1	
P22 – The welcome and registration area		1	

Indicator	Points	Weight Values	Multiple Point
P23 – Exhibition organizers’ room		2	
P24 – Meeting room		1	
P25 – VIP reception room		1	
P26 – Press room		1	
P27 – Religious ceremony room		1	
P28 – Infirmary room		1	
P29 – Business service center		1	
P30 – Restroom		2	
P31 – Restrooms for disabled persons and the elderly		2	
P32 – Disabled / Elderly Facilities		1	
P33 – Safety equipment in support areas		2	
P34 – Fire escape doors in support areas		2	
P35 – Multi-purpose area		1	
P36 – Food distribution service area		1	
P37 – Smoking area		1	
P38 – Kids zone		1	
Total			

Technology

Indicator	Points	Weight Values	Multiple Point
T01 – Exhibition venue website		1	
T02 – Ability to support internet connectivity		1	
T03 – Electronic monitor		1	
T04 – Customer management computer program		1	
T05 – Communication radio		1	
T06 – Public address system		1	
Total			

Service

Indicator	Points	Weight Values	Multiple Point
Sv01 – Service Staff personnel management		1	
Sv02 – Service Staff personality		1	
Sv03 – Service Staff knowledge		1	
Sv04 – Service Staff foreign language skills and promotion measures		1	
Sv05 – Employee welfare		2	
Sv06 – Services of authorized staff at the service point.		2	
Sv07 – Advanced reservation service		2	
Sv08 – Complaint management		2	
Sv09 – Crowd management		2	
Sv10 – Fire prevention		2	
Sv11 – Security		2	
Sv12 – Insurance		1	
Sv13 – Traffic management in the Exhibition Venue		2	
Sv14 – Maintenance		1	
Sv15 – Cooperation with associated external agencies		1	
Total			

Sustainability

Indicator	Points	Weight Values	Multiple Point
St01 – Environment policy		1	
St02 – Environmental practice		1	
St03 – Occupational health and safety policy		1	
St04 – Occupational health and safety practice		1	
St05 – Corporate social responsibility policy		1	
St06 – Corporate social responsibility practice		1	
		Total	
Grand Total			

Certification: As the representative authority of the enterprise/unit being assessed, I guarantee that all of the information provided in this report is true – with supportive documents and evidence that can be verified.

_____ (Representative Authority)

Position: _____

DD/MM/YR) _____

3. Document showing methods for affixing the seal of certification

How to install the Thailand MICE Venue Standard sign

1. Position of design.



1.1 Install the sign at the eye level height.

1.2 Locate the sign in front of the room near the room name sign or in front of the entrance to the room.

2. The sign consists of 2 places.



2.1 TMVS logo places.

2.2 Category name and the year of certification plate.

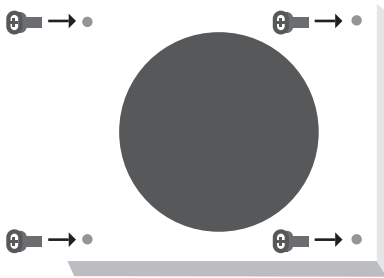
Install the TMVS logo plate on the top of the Category name and the year of the certification plate. Install with the appropriate gap between 2 plates.

Remark;

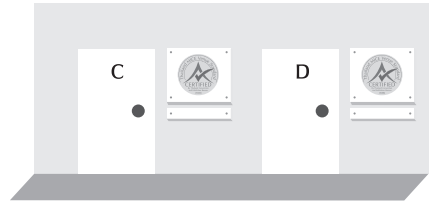
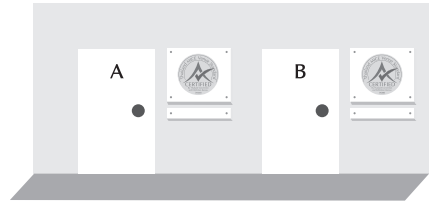
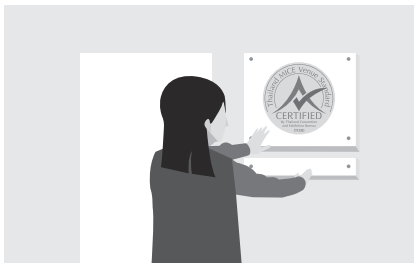
1. In case the certified exhibition hall has more than one entrance door. Choose one main entrance or any suitable door to install the signs.
2. If it is found that the signs has not been installed as determined, we reserve the right to consider for the recertify.
3. If the signs is damaged or lost. Replacement signs can be obtained at no cost.

How to install the Thailand MICE Venue Standard sign

3. Place acrylic plates on the top layer of the sign by using the bolt kit.



4. Ensuring the sign on the wall is securely mounted.



5. In case the MICE operators are part of the MICE Venue Approved List more than one hall. Affixing the sign to all halls that have been accredited.

Remark;

TMVS Certification signs are TCEB ownership. If any venue has misused it, TCEB has the right to recall in all case.

4. List of authors

MICE Capabilities Development Department, Thailand Convention and Exhibition Bureau

Orachorn Wongpan-ngam	Director
Nuanrumpa Ngambanharn	Senior Manager
Nubduan Khittirat	Senior Executive
Areerat Montreepreechachai	Senior Manager
Ingkwan Ratchusiri	Executive
Achira Kuppritpiboon	Executive
Wanida Wanjitrawong	Senior Manager
Sujinda Iam-Opart	Manager
Hathaichanun Kankarunyakul	Executive
Chanjarus Wongrathpanya	Project Coordinator
Pat Satkhum	Senior Manager
Arunwadi Leewananthawet	Manager
Pooncharat Kirdbandit	Project Coordinator

Project researchers

Faculty of Social Sciences and Humanities, Mahidol University

Asst.Prof.Dr. Nug-rob Rawangkarn
Asst.Prof.Dr. Sinthawa Khamdit
Dr. Somboon Cheng
Dr. Narongrit Neelayothin
Dr. Natthanitcha Singbura-Udom



Thailand Convention & Exhibition Bureau (Public Organization)

Siam Piwat Tower, 12B, 26th Floor, 989 Rama 1 Road, Pathumwan, Bangkok 10330, Thailand
www.businesseventsthailand.com
www.micecapabilities.com