



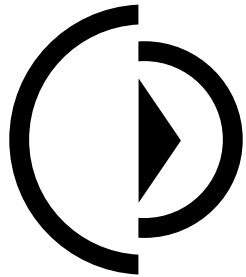
# **NEXT NORMAL GUIDELINES**

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## **FOR BUSINESS EVENTS PENANG**

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# **NEXT NORMAL GUIDELINES**

**FOR BUSINESS EVENTS PENANG**

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# NEXT NORMAL GUIDELINES





## CHIEF MINISTER OF PENANG



The end of year 2019 brought us a great deal of excitement as we opened our arms to welcome and embrace 2020, with many dreams and achievements to look forward to.

Nonetheless, we started 2020 with an unexpected guest – the Covid-19 pandemic – which brought both personal crises and economic turmoil not only to the nation and state but also to the world, with the tourism and business events industry being particularly hard hit.

Penang took immediate measures to flatten the Covid-19 infection curve by adhering to the advice of the Federal Government and enforcing the Movement Control Order (MCO). In fact, even before the Federal Government announced the MCO, we had initiated the 'Penang Lawan Covid-19' campaign and set up its Facebook page as a legitimate and accessible platform to keep Penangites updated as well as other followers on the latest Covid-19 news and case count for both state and national levels.

Through the cooperation of every Penangite, Penang successfully attained 'Green State' status within a short period of time. And now, as we move towards recovery, the state leadership is focused and relentlessly working on solutions that will strike a balance between public health and economic health.

We have no intention of wavering from our Penang2030 vision while embracing the #NextNormal. In this regard, we have introduced a new approach through the Penang Next Normal Strategy, which consists of three primary missions namely strengthening the ecosystem, coordinating the ecosystem to the changes in the 21st century and building resilience to any crisis in the future.

As part of the strategy, Penang will focus on its strength in the electronics and electrical industry in order to draw

innovation and high-end technologies to our shores. This will surely move and support the digital platform in the economic sector, as well as to ease people adapting to the #NextNormal.

In order to achieve this, and to maintain a good balance in our personal health and safety as well as for those whom we deal with in our daily life, many lifestyles and business practices need to change. These new SOPs apply not only to the tourism and business events industry but also to the basic health and safety requirements and precautions that each of us should comply with.

Hence, with the implementation of these SOPs and their compliance by all related individuals, I'm certain that it will only further enhance our 'Green State' status, thus allowing us to revive the tourism and business events industry in this #NextNormal. Together, we shall rebuild the economy of Penang. Penang Fights Covid-19!

**THE RT. HON. CHOW KON YEOW**

# PENANG STATE EXCO FOR TOURISM, ARTS, CULTURE & HERITAGE @ PETACH



When Penang launched the Experience Penang Year 2020 in conjunction with Visit Malaysia Year, it was an exciting time to further boost Penang in the market for the tourism and business events industry. Nobody would have expected a pandemic curveball to be thrown at us and the world.

Through this testing time, we are glad that Penang and the whole of Malaysia have been quick on our feet to face this pandemic. Penang has also taken the lead on many agendas— and flattening the curve for the pandemic has been no different. Throughout the Movement Control Order and moving onto the Conditional MCO, Penang's discipline in implementing and enforcing strict hygiene practices has allowed us to be named a 'Green State'.

The Penang State Government has been proactive in ensuring we are prepared to take on the recovery phase from the beginning of the outbreak. The Penang tourism task force has been established with constant discussions held with tourism stakeholders in the state to generate solutions to help the industry.

The Penang State Government through my office, PETACH, has also provided the Penang Business Continuity Zero Interest Loan (Skim Peka 2.0) to assist affected qualified tourism industry players and businesses. As the state works towards formulating long-term tourism recovery plans, we hope that this interest-free loan can alleviate the financial burdens of those involved and improve the cash flow of the sectors involved in tourism.

As we enter the era of 'new norm', my office has also formulated guidelines for hotels, shopping malls, and tourism attractions. The business events industry is a key contributing sector to Penang tourism, and towards that we are introducing a set of SOPs to be implemented for the business events industry. These guidelines, compiled

and produced by PCEB, were based on feedback and input contributed by Penang's tourism and business events industry.

The travel industry, be it for leisure or business, has been deeply affected by the COVID-19 outbreak. With these new SOPs to ensure that Penang becomes a safer is a safe destination to travel to, Penang is ready to open its doors once again to welcome tourists, event organisers, and delegates. We are also confident that the tourism and business events industry for Penang will return stronger.

**THE HON. YEOH SOON HIN**



## CHIEF EXECUTIVE OFFICER PENANG CONVENTION & EXHIBITION BUREAU



*"We may stumble and fall but shall rise again; it should be enough if we did not run away from the battle." — Mahatma Gandhi*

This was an unexpected turn for the business events industry, as well as the world.

We were definitely geared up to conquer year 2020 by the horns – the start of a new decade which showed promise and excitement. However, the sudden declaration of the COVID-19 pandemic had us in shackles; ruining our marketing plans and interrupting all businesses.

However, amidst this pandemic, we taught ourselves the importance of working together to overcome this harsh yet promising reality. Some of us may have to make certain decisions to stay relevant during these tough times, but it has definitely allowed us to embrace change and take a stride in doing things differently. We have rebounded stronger as we are further exposed to the versatile uses of technology and digital applications that blur out the barrier lines of communication.

It is with great pleasure to inform that the Penang Convention & Exhibition Bureau (PCEB) has rolled out the "Penang Here for Tomorrow" campaign during this recovery phase. This global marketing campaign is part of PCEB's Business Events Penang Rejuvenation Plan 2021 – 2023 and it carries the message that Penang is ready to serve and support business events clients through the COVID-19 pandemic and beyond.

The old model of business events no longer stands and in this NEXT NORMAL, and it is crucial for all of us to rejuvenate our products and services to better serve our delegates' and clients' needs.

With this, Penang is committed to champion the recovery

process and drive the business events industry safely during this Next Normal. Through this commitment, we introduce this booklet on "**Next Normal Guidelines for Business Events Penang**" which consists of newly curated Standard Operating Procedures (SOPs) that are to be implemented by the industry and related businesses. We are keeping at heart PEOPLE-FIRST and this transformation for new beginnings need to begin with how we conduct our businesses.

I would like to express my appreciation to the Business Events Penang Task Force who have worked tirelessly to generate these new guidelines. This will be a testimony and proof of Penang's conjoined efforts to ensure the sustainability of business events in the region.

Penang is ready. **#PenangHereforTomorrow.**

**ASHWIN GUNASEKERAN**





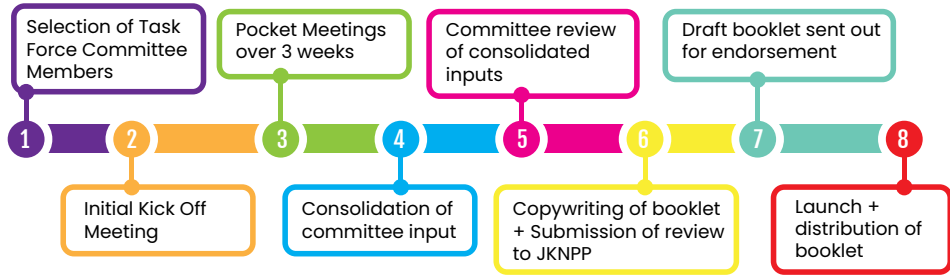
# INTRODUCTION

The COVID-19 pandemic has impacted the BE Penang Industry in various ways. Following the realisation that the approach for BE Penang would need to be customised specifically for business events held post-CMCO, PCEB initiated the formation of the BE Penang Task Force to conceptualise the guidelines in this booklet. Several key principles were established as the philosophical foundation for future development:

- Embracing quality in health and safety practices in all venues;
- Being bold with Penang’s vision and strategies;
- Providing transparency and consistency in management, approach, and common practices;
- Understanding the importance of the sentiments of industry players, guests, event organisers, and participants; and
- Strengthening corporate image and brand building.

The 25-member task force was broken into six committees, namely Hotels, Convention Centres, Unique Venues, Professional Conference Organisers and Professional Exhibition Organisers, Suppliers, and Destination Management Companies and Transportation.

This task force is responsible for first examining its own approaches and understanding that Next Normal practices are pivotal to achieve the above objectives, then to deliver sensible guidelines with stable viability and sustainable forms of practicality to generate demonstrative success. It also takes into account updates and guidelines from Majlis Keselamatan Negara/ National Security Council (MKN) and feedback from Jabatan Kesihatan Negeri Pulau Pinang (JKNPP).



Sensible, pragmatic, and comprehensive Next Normal Guidelines are important to ensure the health and safety of business events organisers and participants whilst facilitating smooth operations and execution of business events in Penang. The implementation of uniform health and safety practices also demonstrate the commitment of industry players and operators in safeguarding Penang as a safe meeting destination for all business events, regardless of size or venue.

This booklet outlines practical guidelines and solutions to assist industry operators to:

1. Exercise the correct health and safety practices when handling business events in Penang at all times;
2. Ensure consistency of health and safety practices at all levels in the state;
3. Mitigate event risks via health and safety measures that provide a safe, hygienic, and sanitised meeting environment and equipment;
4. Establish response and readiness to manage health emergencies;
5. Educate and train guests, event organisers and participants, staff, partners, and suppliers in Next Normal practices;
6. Minimise disruptions so that guests, event organisers, and participants still enjoy and experience Penang;
7. Provide continuous hospitality and offer health and safety support to all guests and participants; and
8. Strengthen confidence in all stakeholders and industry players for business continuity and brand longevity.

The following elements are also considered to be important components for the operation of business events in the Next Normal:

- Place Management, which includes:
  1. Research and tracking
  2. Workforce initiatives
  3. Collaborative coordination and communication among parties
- Health, Safety and Security management
- Compliance and Governance
- Made-to-public awareness and cooperation

The assembly of these Next Normal guidelines and solutions establish a unique, viable, and stable operating format for the rejuvenation of BE Penang in the wake of COVID-19.



# TASK FORCE

## HOTELS



**Khoo Boo Lim**  
*Chairman*  
Malaysia  
Association  
of Hotels (MAH)  
- Penang Chapter



**Adrian Praveen**  
*Chief Executive Officer*  
Arrowood  
International



**Alan Ong**  
*General Manager*  
Hotel Equatorial  
Penang



**Carolyne Ang**  
*Senior Events Manager*  
Hotel Equatorial  
Penang



**Choong Kit Siong**  
*Director of Sales*  
Shangri-La's  
Rasa Sayang  
Resort & Spa



**Raj Kumar**  
*General Manager*  
The Light Hotel



**Jessica Chan**  
*Director of Sales  
& Marketing*  
The Light Hotel

## CONVENTION CENTRES



**Yeoh Kheng Ho**  
*Head*  
Setia SPICE Convention  
Centre & SPICE Arena



**Mohd Soufi bin  
Abdul Rahim**  
*Sales Executive*  
Setia SPICE  
Convention Centre



**Tuan Hj. Mohamed  
Akbar Mustapha**  
*Executive Director*  
Stadium & Open Space  
Corporation



**Sritharan Subramaniam**  
*Assistant Manager of  
Events and Promotions  
(Retail)*  
Vervea Trade &  
Exhibition Centre

## UNIQUE VENUES



**Allen Tan**  
*Managing Director*  
The Habitat Penang Hill



**Wanida Razali**  
*Gallery Manager*  
Hin Bus Depot



**Chin Mun Chip**  
*General Manager*  
The Habitat Penang Hill



**Tan Sri Dato' Sri Dato'  
Richard CK Koh**  
*Founder*  
The TOP Penang



**Joel Law**  
*General Manager*  
The TOP Penang



**Katharine Chua**  
*Managing Director*  
Tropical Spice Garden



## TASK FORCE

### PROFESSIONAL CONFERENCE/EXHIBITION ORGANISERS



**Dee Dee Quah**  
*Director*  
Medical Conference  
Partners



**Yen Tan**  
*Director*  
ACE Conferences &  
Exhibitions



**Rahul Bharadwaj**  
*Director*  
(Technology & Operations)  
Anderes Fourdy Events



**Eric Ho**  
*Executive Director*  
Pico International  
(M) Sdn Bhd

### SUPPLIERS



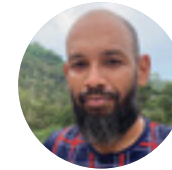
**Yvonne Toh**  
*Business Development  
Manager*  
Goche Corporation



**Kent Ho**  
*Manager*  
DQuest Ventures



**Cheah WY**  
*Director*  
Dreamz Productions  
Events Management



**Syed Jaafar Ghouse**  
*Managing Director*  
Matahari Cycle Tours &  
Travel

### DMC & TRANSPORTATION



**Lawrence Koay**  
*Managing Director*  
Tour & Incentive Travel



**Garry Cheong**  
*General Manager*  
Capital One Leisure



**Sadie Yeoh**  
*General Manager*  
Destination Asia  
(Malaysia)



**Gabriele Di Terlizzi**  
*Group Director of Product  
and MICE Operations*  
Lotus Asia Tours



# LETTER OF ENDORSEMENT



KETUA MENTERI PULAU PINANG  
CHIEF MINISTER OF PENANG

PSUKPP/21/0401/87 Kit.12 (72)

3 July 2020

Enclik Ashwin Gunasekaran  
Ketua Pegawai Eksekutif  
Penang Convention & Exhibition Bureau (PCEB)  
No. 14A & 16A (First Floor)  
The Whiteaway Arcade  
Lebuh Pantai  
George Town  
10300 PULAU PINANG

Tuan,

## ENDORSEMENT: NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

As Chief Minister of the Penang State Government, I am endorsing the publication: 'Next Normal Guidelines for Business Events Penang' produced by the Penang Convention & Exhibition Bureau (PCEB). I believe that this publication will be a great support and reference material for the business events industry in Penang in ensuring the safety and health of both delegates and organisers.

- As we are in the recovery stage of this pandemic, it is imperative that proper guidelines are made available to lead us on this recovery path and to assist all of us in adapting to the new normal. It will take some time, but we will get there, together.
- The guidelines are extensive and covers all aspects of business events planning, and we would like to strongly recommend organisers, event owners and delegates to adhere to these guidelines for complete health and safety optimisation during your events.
- Together, I am confident that with these guidelines, we can keep our events safe for the future growth of the industry.

Yours sincerely,

(CHOW KON YEOW)  
The Right Honourable  
Chief Minister of Penang

PENANG  
2030

# LETTER OF ENDORSEMENT

**YB. YEOH SOON HIN OFFICE**  
Penang State Executive Councillor (EXCO)  
*Tourism, Arts, Culture  
& Heritage (PETACH)*



☎ : Level 52, KOMTAR, 10503 Penang  
☎ : 04-261 9888 / 04-650 5133  
☎ : 04-261 8706  
✉ : yeohsoonhin@penang.gov.my

Our ref: PSUKPP.MMK.10/020 ( 71 ) SC  
Tarikh : 2 July 2020

**Mr Ashwin Gunasekaran**  
CEO  
Penang Convention & Exhibition Bureau

Dear Ashwin,

## ENDORSEMENT LETTER: NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

As the Penang State Exco for Tourism, Arts, Culture and Heritage, I am endorsing the publication: 'Next Normal Guidelines for Business Events Penang' produced by the Penang Convention & Exhibition Bureau (PCEB).

I believe that this publication will be a great support and reference material for the business events industry in Penang in ensuring the safety and health of both delegates and organisers.

The guidelines are extensive and covers all aspects of business events planning, and we would like to strongly recommend organisers, event owners and delegates to adhere to these guidelines for complete health and safety optimisation during your events.

Together, I am confident that with these guidelines, we can keep our events safe for the future growth of the industry.

Yours truly,

**YB Yeoh Soon Hin**  
Penang State EXCO for Tourism,  
Arts, Culture and Heritage (PETACH)





# LETTER OF ENDORSEMENT



7 July 2020

**Ashwin Gunasekeran**  
**Chief Executive Officer**  
**Penang Convention & Exhibition Bureau**  
No. 8-B (First Floor)  
The Whiteaways Arcade, Lebuhr Pantai  
George Town, 10300, Penang

Dear Ashwin,

**ENDORSEMENT: NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG**

As the President and on behalf of the Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS), I am endorsing the publication: 'Next Normal Guidelines for Business Events Penang' produced by the Penang Convention & Exhibition Bureau (PCEB). I believe that this publication will be a great support and reference material for the business events industry in Penang in ensuring the safety and health of our employees and their families, our customers and the wider communities where we live and work.

The guidelines are extensive and cover all aspects of business events planning. We encourage organisers, event owners and delegates to utilize this resource and take necessary precautions for complete health and safety optimisation at controlled business events.

Together, I am confident that with these guidelines, we can keep our events safe for the future growth of the industry.

Yours sincerely,  
**For and on behalf of MACEOS**

**Dato' Vincent Lim**  
President 2018-2020

BUILDING  
BUSINESS  
EVENTS  
EXCELLENCE

Persatuan Penganjur Dan Pembekal Persidangan Dan Pameran Malaysia  
Malaysian Association of Convention and Exhibition Organisers and Suppliers  
Kompleks MITEC, No.8, Jalan Dutamas 2, 50480 Kuala Lumpur, Malaysia

T +6012 640 6106  
E [secretariat@maceos.com.my](mailto:secretariat@maceos.com.my)  
W [www.maceos.com.my](http://www.maceos.com.my)

# LETTER OF ENDORSEMENT



MALAYSIAN ASSOCIATION OF HOTELS PENANG CHAPTER  
Ubi Jaya Hotel Penang, No. 1, Jalan Seri Tanjung Pagar 2  
10470 Tanjung Tokong, Penang, Malaysia  
T 604 375 3333 F 604 375 3300 W <http://www.mahhotels.com.my> E [sec@mahhotels.com](mailto:sec@mahhotels.com)

Dear Ashwin Gunasekaran,

## **ENDORSEMENT: NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG**

As the Chairman and on behalf of the Malaysia Association of Hotels (MAH) – Penang Chapter, I am endorsing the publication: 'Next Normal Guidelines for Business Events Penang' produced by the Penang Convention & Exhibition Bureau (PCEB). I believe that this publication will be a great support and reference material for the business events industry in Penang in ensuring the safety and health of both delegates and organisers.

The guidelines are extensive and covers all aspects of business events planning, and we would like to strongly recommend organisers, event owners and delegates to adhere to these guidelines for complete health and safety optimisation during your events.

Together, I am confident that with these guidelines, we can keep our events safe for the future growth of the industry.

Sincerely,

**KHOO BOO LIM**

Chairman

Malaysia Association of Hotels (MAH) – Penang Chapter





# LETTER OF ENDORSEMENT



## **ASSOCIATION OF TOURISM ATTRACTIONS PENANG** Nos.Reg.(0564053) Pulau Pinang

1<sup>st</sup> Floor, No. 99B, Lorong Selamat, 10400 Georgetown, Penang, Malaysia  
Email : [info@atap.org.my](mailto:info@atap.org.my) URL : [www.atap.org.my](http://www.atap.org.my)

4 July 2020

**CEO  
Penang Convention & Exhibition Bureau**

14A & 16A (1<sup>st</sup> Floor),  
The Whiteaway Arcades,  
Lebuh Pantai,  
10300 George Town,  
Penang

Dear Ashwin,

### **ENDORSEMENT: NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG**

As the Chairman and on behalf of the Association of Tourism Attractions, Penang (ATAP), I am endorsing the publication: 'Next Normal Guidelines for Business Events Penang' produced by the Penang Convention & Exhibition Bureau (PCEB). I believe that this publication will be a great support and reference material for the business events industry in Penang in ensuring the safety and health of both delegates and organisers.

The guidelines are extensive and covers all aspects of business events planning, and we would like to strongly recommend organisers, event owners and delegates to adhere to these guidelines for complete health and safety optimisation during your events.

Together, I am confident that with these guidelines, we can keep our events safe for the future growth of the industry.

Thank you.

Yours sincerely,

---

Ch'ng Huck Theng  
Chairman of the Association of Tourism Attractions, Penang (ATAP)





## HOW TO USE THIS GUIDE

This Next Normal Guidelines for BE Penang Booklet sets out best practice guidelines proposed by PCEB and key industry players to address and mitigate Covid-19 risks and concerns.

These best practices are divided into five categories as follows:



### Event Space/Transportation Management



### Food Safety and Management System



### Tools and Equipment Handling



### Staff Training and Effective Communication



### Safety and Emergencies

The Areas of Responsibility framework summarises the responsibilities of each sector for each of these categories. Detailed plans and procedures are presented by sector in the Next Normal Guidelines by Sector for the following sectors:

- Venues & Convention Centres
- Hotels
- Unique Venues
- Destination Management Company (DMC) & Transportation
- Professional Conference Organisers (PCO) & Exhibition Organisers
- Event/Exhibition Suppliers

The Appendix includes a **Pledge of Adherence** that can be displayed in the venue to confirm that the health and safety practices implemented by your venue/company are in compliance with the guidelines set out in this booklet. It also includes a **Next Normal Checklist** that can be used as a daily reminder of key practices that must be complied with.

Although we have taken care to structure these guidelines according to the requirements of each sector, the context and operating circumstances of each individual organisation may vary widely due to size and makeup of the sector or event themselves. Do take into account the applicability and proportionality of various plans, protocols, and procedures.

PCEB has made every effort to ensure the accuracy of this material at the time of print. Please refer to updated SOPs issued by the National Security Council, the latest updates in the digital version of this booklet, and PCEB's BE Penang app.



## NEXT NORMAL FRAMEWORK

Since the start of the MCO on 18 March 2020, the use of personal protective equipment (PPE), physical distancing, and registration of details for contact tracing has been mandated for public safety. Despite the recent loosening of restrictions, these new behaviours are here to stay.

What this Next Normal Framework aims to do is align policies and public consciousness in applying these procedures in the Business Events industry, in a manner that builds in systemic resilience in the face of future emergencies. It is a collaborative effort between the state, industry players, and participants that hopes to combine the whole-of-the-government and whole-of-society efforts in fighting the long-term impacts of the pandemic.

The framework presented covers guidelines on crowd management, including control of access to events, seating management, and queue management; food and beverage management systems, including disposal of leftovers and used cutlery; sanitation of public spaces, tools, and equipment; health and safety briefings, including self-assessment and self-reporting of symptoms; and the implementation of standard response procedures to new cases.

In applying the framework, keep in mind these top five best practices<sup>1</sup> :

- 1. Appoint a particular person to drive framework implementation and give that position a specific title**, e.g. Chief Hygiene Officer. This helps create authority, focus, and clarity, and shows clients, regulators, and other stakeholders the importance and emphasis you place on health safety efforts.

- 2. Keep your partners, clients, and other stakeholders informed about your use of the framework** to assist collaboration and prevent effort wastage, especially if they place further demands on your framework. Bringing all parties on board from the beginning will help you create a plan and adopt measures that will also work for them, as well as provide them the ability to align and integrate their efforts with your framework adoption.
- 3. Perform audits against established checklists and organise an evaluation process.** Get insights from people on the work floor who may develop improvement ideas on their own and apply useful feedback to make improvements.
- 4. Expect future change throughout the industry, and remain flexible.** How the safe event venue will look like will constantly be changing, based on changing customer and regulatory requirements and technological innovation. This larger transformative process will take time, and the framework that serves as an anchor in managing COVID19 reopening challenges may change with it.
- 5. Think holistically in implementing the framework.** Embrace a wide scope approach in implementing the framework and achieving its intent: creating an assured, biosafe environment. Strive for the whole value chain to be on board, so that the framework's value extends and applies throughout the customer's journey.

<sup>1</sup> G3 Partners AIPC, ICCA and UFI, "1.2 COVID-19 Risk Management Framework Application" in Good Practice Guide: Addressing COVID-19 Requirements for Re-Opening Business Events, pgs 7-8, <http://www.iccaworld.org/dcps/doc.cfm?docid=2394>



## NEXT NORMAL FRAMEWORK

The Next Normal Guidelines for Business Events Penang is intended to cover all parties involved in organising the following events<sup>2</sup>:

Event Type	Definition
Conference	<p>Participatory meeting designed for discussion, fact-finding, problem solving, and consultation. As compared with a congress, a conference is normally smaller in scale and more select in character—features which tend to facilitate the exchange of information.</p> <p><b>Frequency:</b> The term “conference” carries no special connotation as to frequency. <b>Duration:</b> Though not inherently limited in time, conferences are usually of limited duration with specific objectives.</p>
Congress	<p>Regular coming together on a representational basis of several hundreds—or even thousands—of individuals belonging to a single professional, cultural, religious, or other group. A congress is often convened to discuss a particular subject. Contributions to the presentation and discussion of the subject matter come only from members of the organising body.</p> <p><b>Frequency:</b> Usually established in advance and can be either multiannual or annual. Most international or world congresses are of the former type while national congresses are more frequently held annually. <b>Duration:</b> A congress will often last several days and have several simultaneous sessions.</p>
Convention	<p>General and formal meeting of a legislative body, social or economic group in order to provide information on a particular situation and in order to deliberate and, consequently, establish consent on policies among the participants.</p> <p><b>Frequency:</b> No determined frequency. <b>Duration:</b> Usually of limited duration with set objectives.</p>
Exhibition	<p>Event at which products and services are displayed.</p>
Incentive	<p>Event as part of a programme which is offered to its participants to reward a previous performance.</p>
Meeting	<p>General term indicating the coming together of a number of people in one place, to confer or carry out a particular activity.</p> <p><b>Frequency:</b> Can be on an ad hoc basis or according to a set pattern, as for instance annual general meetings, committee meetings, etc.</p>
Trade show	<p>Exhibition of products and services that is not open to the general public.</p>


<sup>2</sup> Event types listed follow IAPCO definitions, which can be found here: <https://www.iapco.org/publications/on-line-dictionary/>

# AREAS OF RESPONSIBILITY






Actions/tasks highlighted are mandatory.

 <b>Event Space and Transport</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
<b>Crowd Management</b>						
Plan, manage, and control attendee flow throughout the venue, especially common areas. This includes monitoring access routes, queuing space, and entrances and exits; separating different areas of the event; and controlling access.		✓		✓		
Manage number of persons, whether staff, suppliers, third-party personnel, or participants, in the exhibition site and meeting spaces in compliance with the National Security Council's SOP.		✓		✓	✓	
Put up adequate signages to remind personnel of health and safety practices and physical distancing measures.		✓		✓	✓	
Monitor, manage, and control real-time crowd movements and establish processes to act accordingly.		✓	✓	✓	✓	
Install crowd control beacons or room capacity indicators to manage crowd.		✓				
Allow spacious distance throughout the venue, especially between booths and aisles for physical distancing and circulation.  <i>Consider providing a holding room at the venue entrance for vehicle disembarkation before, during, and after the event.</i>		✓		✓	✓	




Actions/tasks highlighted are mandatory.

 <b>Event Space and Transport</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
<b>Queue Management</b>						
Introduce barriers and floor-markings to indicate space regulations for all queues, conference rooms, and public spaces (e.g. entrance halls, restaurants, catering outlets and toilets).		✓				
Add physical transparent partitions on counters (e.g. admission, registration and customer service).		✓				
Adapt online registration process and manage physical set-up to reduce queues and contact onsite. Encourage digital registration before the event.				✓	✓	✓
Verify registration details on-site, and where appropriate, manage processes to inform health authorities.			✓	✓	✓	
<b>Seating Management</b>						
Manage conference-style layout for side events and break-out rooms to allow physical distancing.	✓	✓		✓	✓	
Manage occupancy-style layout for vehicles involved in business event transportation to allow physical distancing. Assigned vehicles should not exceed 50% capacity.  <i>The latest National Security Council SOP allows 50% capacity according to the area of the venue with social distancing of 1 m and arrangements of furniture at least 2 m apart.</i>	✓		✓			




Actions/tasks highlighted are mandatory.

 <b>Event Space and Transport</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
<b>Interaction Management</b>						
Enable no-contact policy (e.g. avoid shaking hands and consider alternative greetings; encourage contactless payment).	✓	✓	✓	✓	✓	✓
Require face masks/shields to be worn at all times, including during transportation.	✓	Frontline staff, service crew	Frontline staff, drivers, tour guides	✓	Frontline staff, event crew, registered volunteers	✓
Manage use of hand gloves. <i>Plastic hand gloves are recommended for food handlers.</i>		Food handlers, service crew	Baggage handlers		Food handlers	
Prepare sanitising and handwashing stations. <i>Prevention materials include hand sanitisers, disinfectant gels, alcohol swabs and/or disposable tissues.</i>		Common areas, including meeting rooms	✓	Registration counter, secretariat & speakers' holding rooms		✓
Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m. <i>Exhibitors are encouraged to plan dedicated networking areas within their booths.</i>		✓	✓	✓	✓	




Actions/tasks highlighted are mandatory.

 <b>Event Space and Transport</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
<b>Queue Management</b>						
Equip ventilated venues/exhibition halls and other facilities with air-conditioning and air-filtering processes.  <i>Event organisers are recommended to boost ventilation by installing additional air-cooling equipment.</i>		✓				
Manage procedures to address on-site concerns and answer questions from attendees.		✓		✓	✓	
<b>Contact Tracing Measures</b>						
Perform daily temperature scan and collect data of each person for contact tracing purposes. This includes all organisers, participants, stakeholders, vendors, suppliers, third-party personnel, and passengers.  <i>Require data enquiry and collection for contact tracing using the MySejahtera app.</i>	✓	✓	✓	✓	✓	✓
Enable access control and conduct health screening (e.g. unified temperature monitoring).  <i>Use stickers or badges to avoid scanning participants multiple times.</i>				Not extended to breakout rooms	✓	






Actions/tasks highlighted are mandatory.

 <b>Event Space and Transport</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
<b>Sanitation Regimes</b>						
Manage cleaning, sanitation, and disinfection regimes of commonly used furniture and high-touch surfaces in the venue, including public spaces, meeting halls, and common areas used for the event.		✓				
Manage cleaning, sanitation, and disinfection regimes of tools, equipment, furniture, individual booths and kiosks set up by event organisers/owners and are NOT provided by the venue.  <i>Exhibitors are encouraged to exercise good hygiene practices in their booths.</i>				✓	✓	
Manage cleaning, sanitation, and disinfection regimes of high-touch surfaces in all vehicles.			✓			
Clean, sanitise, or disinfect the baggage of the delegation.			✓			
Adapt frequency of waste disposal and sanitation at disposal areas.		✓				
Install contactless hygiene technology in toilets/ bathrooms, including contactless temperature scanning and sensor hand sanitiser dispenser.		✓				




Actions/tasks highlighted are mandatory.

 <b>Food Safety and Management System</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Manage catering to allow physical distancing of at least 1.0m and encourage additional hygiene measures (e.g. distancing tables and limiting capacities inside restaurant/banquet areas).		✓		✓	✓	
Require face mask use for service crew, frontline staff & food handlers. Mouth shield is recommended for kitchen personnel and chefs.		✓	✓		✓	
Self-buffet is permissible only if there are servers assigned to serve or gloves are provided to delegates to use when self-serving.*		✓	✓		✓	
Pre-pack food and beverages in individual packs and provide disposable cutlery.  <i>Use of recyclable/biodegradable food packaging materials is encouraged.</i>		✓	✓		✓	
Disposal of leftover food and used cutlery to be handled by authorised personnel. Leftover food must be disposed of at a designated area.		✓	✓	✓	✓	


\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)



Actions/tasks highlighted are mandatory.


 <b>Tools and Equipment Handling</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Manage number of personnel, including suppliers, in the exhibition site and meeting spaces during set up and tear down in compliance with National Security Council SOP.		✓		✓	✓	
Manage cleaning, sanitation, and disinfection regimes of tools/equipment/furniture during set up and tear down.				Appointed Contractor(s)	✓	
Simplify setup and construction methods to reduce set up and tear down time.		✓		✓	✓	

Actions/tasks highlighted are mandatory.

 <b>Staff Training and Effective Communication</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Provide general information of Next Normal Guidelines for Business Events Penang as a digital / printable Info Kit.	✓					
Upload all respective sector guidelines to the BE Penang app for the perusal of event organisers and delegates.	✓					
Establish pre-event meetings with the local health authority to learn and acquire the latest information on health and safety guidelines.	✓					




Actions/tasks highlighted are mandatory.


 <b>Staff Training and Effective Communication</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Work together with local health authorities for assistance in health advice and support screening.	✓	✓	✓	✓	✓	
Work directly with insurance companies in assessing COVID-19 related risks and solutions in preparing facilities or events.	✓	✓	✓	✓	✓	✓
Monitor new sources of information and establish processes to inform all stakeholders and act accordingly.	✓	✓	✓	✓	✓	✓
Manage training with industry players to ensure compliance and adherence to BE Penang Guidelines.	✓					
Manage training and communication with employees, staff, volunteers, and suppliers to ensure compliance and adherence to the BE Penang Guidelines.		✓	✓	✓	✓	
Hold regular briefings and communicate Next Normal Guidelines for Business Events Penang amongst all stakeholders—including the organising committee, venues, suppliers, and PCO—to ensure mutual understanding and adherence during the planning stage.  <i>PCEB is ready to provide advice and assistance to ensure adherence to Next Normal Guidelines for Business Events Penang.</i>	✓	✓	✓	✓	✓	



Actions/tasks highlighted are mandatory.


 <b>Staff Training and Effective Communication</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Present general health, safety, and security briefings to all stakeholders and participants before the start of each day's event/programme to remind them to adhere to Next Normal Guidelines for Business Events Penang.  <i>Briefings can be made verbally or presented in digital format.</i>		✓	✓	✓	✓	
Perform daily health risk analysis.	✓	✓	✓	✓	✓	✓
Display measures and cleaning regimes.	✓	✓	✓	✓	✓	

Actions/tasks highlighted are mandatory.

 <b>Safety and Emergencies</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Employ/assign certified Health, Safety & Environment (HSE)/Emergency Response Team (ERT) Manager equipped with basic First Aid and CPR knowledge.		✓		✓		
Employ/assign on-site permanent Medical Team for health emergencies.		✓				




Actions/tasks highlighted are mandatory.

 <b>Safety and Emergencies</b> <b>ACTIONS/TASKS</b>	Convention Bureau	Venue (Hotels, Convention Centres, Unique Venues)	DMC & Transportation	PCO, Event Owners / Organisers	Exhibition / Event Suppliers	Delegates / Participants, Exhibitors
Purchase and use prevention materials from reliable sources. Prevention materials that are mainly used in healthcare settings are recommended.  <i>Material use-by dates and storage safety should also be monitored to prevent supply contamination or other wastage.</i>	✓	✓	✓	✓	✓	✓
Provide delegates local health authority and emergency response team contacts.	✓	✓	✓	✓	✓	
<b>On-site measures in case of suspected cases of COVID-19 infection</b>						
Work with guidelines/protocols dealing with/denying entry to stakeholders who fail health screening tests—set up isolation areas.		✓	✓	✓	✓	
Work with guidelines/protocols dealing with/denying entry to stakeholders who fail health screening tests—inform local public health authority.		✓	✓	✓	✓	✓
Assign designated vehicle and driver with proper PPE to transfer the suspect to the hospital if any suspected case arises during the event.		✓	✓			
Ensure thorough sanitisation of vehicle after transfer of suspect has been completed.		✓	✓			



Actions/tasks highlighted are mandatory.

 <b>Safety and Emergencies</b> <b>ACTIONS/TASKS</b>	<b>Convention Bureau</b>	<b>Venue</b> <small>(Hotels, Convention Centres, Unique Venues)</small>	<b>DMC &amp; Transportation</b>	<b>PCO, Event Owners / Organisers</b>	<b>Exhibition / Event Suppliers</b>	<b>Delegates / Participants, Exhibitors</b>
<b>Contact Tracing</b>						
Collect, compile, and provide required health and travel information of all delegates/participants to all stakeholders minimum 7 days before the event.				✓		
Despatch post-event feedback forms to stay in contact with participants. Require participants to alert stakeholders should they be potentially exposed to COVID-19.  <i>Participants should update organisers of their health condition within 14 days after the event.</i>				✓		✓

# NEXT NORMAL GUIDELINES BY SECTORS








# NEXT NORMAL GUIDELINES BY SECTOR

The following guidelines have been established by the respective taskforce and are tailored to each sector. Refer to your respective sector’s guidelines for the detailed plans and procedures to be implemented. As the context and operating circumstances may vary due to the size and makeup of the event, do take into account the applicability and proportionality of various plans, protocols, and procedures.

A summarized version of these guidelines are available in the Appendix as the Next Normal Checklist by Sector.


## VENUES & CONVENTION CENTRES

CATEGORY		EVENT SPACE 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management*	<p><i>Common Area/Meeting Room SOP</i></p> <ul style="list-style-type: none"> <li>a) Number of delegates is restricted to the maximum capacity allowed in the venue space in accordance to physical distancing requirements</li> <li>b) Physical distance of 1m between individuals and at least 1.0m distance between tables/chairs/booths are required at all times. Install clear floor markings to ease the movement of guests.</li> <li>c) All shared facilities within the venues and convention centres ranging from the kitchens, meeting rooms, conference halls to the restrooms, prayer rooms and other areas accessible to delegates/visitors must be monitored by a designated staff at all times at each entrance and exit point. Temperature screening must be conducted and hand sanitisers must be provided at each location.</li> <li>d) Crowd management starts right from the carpark, lobby, or any entrance which is the first point of contact.</li> </ul>		Mandatory	

\*Updated based on MKN’s SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)




## VENUES & CONVENTION CENTRES

CATEGORY		EVENT SPACE 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management	<p><i>Lift SOP</i></p> <ul style="list-style-type: none"> <li>a) A maximum of 4 persons will be allowed in the lift each time.</li> <li>b) Markings inside the lift should be followed.</li> <li>c) Priority is given to the elderly, disabled, and pregnant women. Where there are only one or two floors, others are advised to use the stairs.</li> <li>d) Allow those inside the lift to exit first, before entering.</li> </ul>		Mandatory	
		<p><i>Washroom SOP</i></p> <ul style="list-style-type: none"> <li>a) Always practise physical distancing of 1.0m inside and outside the washroom.</li> <li>b) Maximum 2 people at a time inside the washroom (depending on the size of the washroom).</li> <li>c) Use alternate cubicles and wash basins.</li> <li>d) Wash and sanitise your hands after using the washroom.</li> </ul>		Mandatory	
	Queue Management	In all areas where a queue is expected (e.g. lobby, registration area, information counter, etc), guides for distancing of 1.0m from one person to another must be clearly marked in the form of tape on the floor. Signages explaining queue flow must be clearly visible. Section Leaders and employees at each area are to ensure smooth movement of queues.		Mandatory	




## VENUES & CONVENTION CENTRES

CATEGORY		EVENT SPACE 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Seating Management	<p><i>Meeting Area</i></p> <ul style="list-style-type: none"> <li>a) Round/oblong tables should be arranged in such a manner that movement is not restricted for guests to move in and out.</li> <li>b) All seated sections are to be arranged with a distance of at least 2m between tables and/or seats, where applicable.</li> <li>c) 'U' shaped arrangement is recommended for tables in meeting rooms.</li> </ul>	Mandatory	Mandatory	N/A
	Interaction Management*	<ul style="list-style-type: none"> <li>a) Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.</li> <li>b) It is compulsory for staff/employees to wear masks/face shields, especially front-liners. All staff, especially front-liners, should be provided with adequate training regarding the latest SOP.</li> <li>c) Guests are recommended to wear masks.</li> <li>d) Hand sanitisers will be made available at most areas outside and inside the meeting/conference area.</li> <li>e) A permanent personnel is to be stationed at all spaces to monitor and ensure physical distancing.</li> </ul>	Mandatory		

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## VENUES & CONVENTION CENTRES

CATEGORY	EVENT SPACE 				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Contact Tracing Measures	<ul style="list-style-type: none"> <li>a) Inform all event organisers/DMCs beforehand on requirements to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing. The Guest Contact Form can be sent to event organisers beforehand to avoid prolonged waiting time and crowding at point of entry.</li> <li>b) Inform organisers/DMCs that any guest who fails temperature screening, displays respiratory symptoms, refuses to wear face masks or has travelled to COVID-19 affected countries in the last 14 days will be barred from entering the venue space.</li> <li>c) Use the MySejahtera app for contact tracing data collection.</li> </ul>		Mandatory	
	Sanitation Regimes*	<ul style="list-style-type: none"> <li>a) All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent, a minimum of three times a day.</li> <li>b) Touch areas in shared facilities and common areas are to be disinfected at least three times a day during the event, and once every hour for areas with high traffic.</li> <li>c) General waste disposal is to be carried out as per the venue's existing SOP.</li> <li>d) Used face masks and gloves must be disposed of into covered bins.</li> </ul>	Post-setup	Mandatory	Mandatory

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)




## VENUES & CONVENTION CENTRES

CATEGORY		FOOD SAFETY AND MANAGEMENT SYSTEM 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure food hygiene and safety	Usage of cutlery	All personal use items for guest dining purposes are to be isolated before the event or individually set when needed (e.g. cutlery, salt, pepper, etc). All touch/contact points and surfaces are to be disinfected with recommended disinfectant or detergent after use. Disposable cutlery will be used for hygiene purposes.	Mandatory		
	Individually packed meals/ Pre-packed meals	Only food catered from official caterers. No outside food allowed.  Self-buffet is permissible only if there are servers assigned to serve or gloves are provided to delegates to use when self-serving.*	No food allowed inside event space during set up	Only food catered from official caterers. No outside food allowed	No food allowed inside event space during tear down
	Disposal of leftovers and cutlery	To be handled by authorised personnel. Leftover food must be disposed of at a designated area.	N/A	Mandatory	N/A
	Beverages	Do not use self-service water dispensers. Station caterer staff to serve guests instead.  Bottled water should be made available at the tables.	N/A	Mandatory	N/A

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)




## VENUES & CONVENTION CENTRES

CATEGORY		TOOLS AND EQUIPMENT HANDLING 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety	Contact tracing measures	<ul style="list-style-type: none"> <li>a) Any third-party personnel (vendors/event suppliers) entering the premises for purposes of delivering goods or services are to be screened for body temperature and respiratory symptoms prior to the delivery of such or entering the premises. They must wear face masks prior to entering the premise and at all times while working in the premise.</li> <li>b) For on-premise duration not exceeding 4 hours, third-party personnel are to be screened once and a log is to be maintained with sufficient information for contact tracing purposes.</li> <li>c) For on-premise duration exceeding 4 hours, body temperature screening is to be conducted twice and records of such maintained with sufficient information for contact tracing purposes.</li> <li>d) Any third-party personnel with body temperature of 37.5 degree Celsius or higher, and/or are displaying any respiratory symptoms, or has been to COVID-19 affected countries in the past 14 days and has not gone through a quarantine process, are to be denied entry and their respective employer notified officially.</li> <li>e) The duration of time allocated for dismantling of tools and equipment after the event is subject to approval. The starting time of the next event at the same venue must be taken into consideration.</li> </ul>	Post-setup	N/A	Mandatory
Ensure sanitation of tools and equipment	Sanitisation of tools and equipment	Disinfect tools and equipment as a prevention measure.	Post-setup	N/A	Mandatory

## VENUES & CONVENTION CENTRES



CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ul style="list-style-type: none"> <li>a) All staff must assess and examine their own health every morning before going to the workplace.</li> <li>b) If an employee is in the premises when any such symptoms develop, the employee MUST notify the General Managers or Manager on Duty or HR Manager immediately and follow their instructions. These instructions may include directions for the employee to LEAVE the office immediately.</li> <li>c) Update daily record of temperature screening on a temperature log sheet. This log, which should also record employees' respiratory signs and symptoms, is to be maintained for records purposes and presented to health authorities if needed.</li> <li>d) Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment.</li> <li>e) Limit food handling and sharing of food in the workplace.</li> <li>f) The right way of scanning body temperature should be taught. It is advisable to scan twice to get the right reading.</li> </ul>		Mandatory	



## VENUES & CONVENTION CENTRES

CATEGORY

STAFF TRAINING AND EFFECTIVE COMMUNICATION




PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Daily communication updates and checks	<ul style="list-style-type: none"> <li>a) Management to provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.</li> <li>b) All employees should practice good personal hygiene and safe distancing at the workplace. The heads of departments are to conduct periodic inspections.</li> <li>c) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.</li> <li>d) Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave, and current status.</li> </ul>		Mandatory	
	Usage of Personal Protective Equipment (PPE)	All staff on duty must always wear face masks/shields when performing services for guests.		Mandatory	






## VENUES & CONVENTION CENTRES

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Health and safety briefing for guests	<p>a) Guests will be briefed at the entrance with the usual safety briefing, with the following addition, e.g.:</p> <p><i>“Dear visitors, in the current situation with the COVID-19 pandemic, we have introduced some additional safety features for the safeguard of all delegates. Before entering the hall, you will be required to register at the Health Screening Counter and have your temperature taken. Please use the hand sanitiser provided and practice physical distancing. When you are in the hall, my colleague will show you that we have spaced out visitors in marked out spaces of 1.5m each. These are marked with coloured tape. Please maintain physical distancing by following the lines to keep 1.5m apart. Thank you for your cooperation.”</i></p> <p>b) Clearly show all the locations of the Isolation and Treatment Facilities in the location map.</p>	N/A	Mandatory	N/A
Ensure sanitation of venue space	Carry out certified sanitation of event venues	Sanitation to be carried out on all premises by qualified personnel using state-certified sanitation of event venues.	Post-setup	End of day	Mandatory




## VENUES & CONVENTION CENTRES

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Contact tracing	Documentation of guest records	<ul style="list-style-type: none"> <li>a) Premises are recommended to impose a travel declaration and contact tracing form on the organiser of the event or meeting. These forms are to be completed by participants prior to attending the event, and to record observations accordingly.</li> <li>b) Preventive records and logs are to be recorded and verified by heads of departments on a daily basis while temperature logs are to be maintained at respective departments. All records are to be kept for a duration of 6 months for traceability and produced if required.</li> <li>c) Post-event survey forms will be made available by the organisers to keep an eye on the guests who may/may not have exhibited any symptoms, keeping the incubation period in mind. Any necessary information from the venue might be requested if the need arises, so all records are to be kept for at least 6 months.</li> </ul>	Min. 3-7 days before the event.	Mandatory	Mandatory
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	<p>In the event of any suspected cases of COVID-19 due to the presence of multiple signs and symptoms of the infection:</p> <ul style="list-style-type: none"> <li>a) Immediately lead the person from the enclosed space out to an open area without anyone within a 2m radius or bring them to the designated isolation room or area, if available. Inform him/her to go to a nearby clinic or the event venue provider's clinic immediately for check-up.</li> </ul>	Post-setup	Mandatory	Mandatory




## VENUES & CONVENTION CENTRES

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	<ul style="list-style-type: none"> <li>b) Take down their personal and contact details and ask for the travel declaration on the Guest Contact Form.</li> <li>c) Follow up with the person on the status of his/her condition by calling them or by checking with the clinic staff if he/she went to any of the specific clinics listed by the event venue provider.</li> </ul>	Post-setup	Mandatory	Mandatory
Standard Response Procedures	Emergency Protocol	<p>Event venue providers are recommended to establish standard response procedures for any suspected cases on the property. This should include:</p> <ul style="list-style-type: none"> <li>a) A quarantine area / room (Preparing for an isolation facility includes training healthcare workers, implementing infection control and prevention measures in any healthcare setting, and preparing personal protective equipment to be used by staff);</li> <li>b) A designated and isolated route to the quarantine area / room from transport pickup point;</li> <li>c) The contact of nearest Ministry of Health designated COVID-19 treatment centres;</li> <li>d) An evacuation plan for employees, guests, and other parties in the property;</li> <li>e) Procedures and supporting records for contact tracing;</li> <li>f) Procedures for cleaning and disinfecting all areas exposed to the suspected case.</li> </ul>	Post-setup	Mandatory	Mandatory




## VENUES & CONVENTION CENTRES

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Future action and measures	Future event of any confirmed cases of COVID-19 infection of any person in the event venue	<p>General Manager/PIC shall obtain further instructions from Ministry of Health on:</p> <ul style="list-style-type: none"><li>a) Providing contact tracing information to the Ministry and assisting with contact tracing efforts.</li><li>b) Any need to quarantine employees.</li><li>c) Any need to carry out COVID-19 testing on employees.</li><li>d) Advice and assistance on cleaning and disinfection of the workplace or areas which may have been contaminated.</li><li>e) Any need to close the affected area/outdoor areas.</li></ul>	N/A	N/A	Mandatory



## HOTELS

This Guideline covers venues and activities pertaining to business events only, including incentive programmes and groups. For instance, should a meeting be held in Meeting Room A in Hotel A, the Guideline will only be applicable for the Lobby/Foyer space of Meeting Room A and the interior of Meeting Room A, as well as the space where the delegates of this meeting will be adjourning to for their meals and tea break. The Guideline does not cover the rest of the hotel, conference centre, or any periphery spaces in the venue.

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management	1.0m to 1.5m physical distancing from one person to another is required at all times. Install clear markings to ease the movement of guests.		Mandatory	
	Queue Management	<ul style="list-style-type: none"> <li>a) In all areas where a queue is expected (e.g. reception, restaurant, elevators, etc), guides for distancing of 1.5m from one person to another is recommended, with a total limit in accordance with physical space constraints. Hotels are to ensure smooth movement of queues at all areas.</li> <li>b) Mark floors to indicate space regulations for all queues.</li> </ul>		Mandatory	
	Seating Management	<p><i>Meeting Area</i></p> <p>All seated sections are to be arranged with a distance of at least 2m between tables and/or seats, where applicable.</p>	Mandatory	Mandatory	N/A




# HOTELS

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Interaction Management	<ul style="list-style-type: none"> <li>a) Precautionary measures should be taken where interactions between employees and guests are unavoidable. Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.</li> <li>b) Both employees and guests are advised to wear appropriate face masks.</li> <li>c) Hand sanitisers are to be provided at all interaction points.</li> </ul>		Mandatory	
	Contact Tracing Measures	<ul style="list-style-type: none"> <li>a) Inform all event organisers/DMCs beforehand on requirements to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing. The Guest Contact Form can be sent to event organisers beforehand to avoid prolonged waiting time and crowding at point of entry.</li> <li>b) Inform organisers/DMCs that any guest who fails temperature screening, displays respiratory symptoms, refuses to wear face masks or has travelled to COVID-19 affected countries in the last 14 days will be barred from entering the venue space.</li> <li>c) Use the MySejahtera app for contact tracing data collection.</li> </ul>		Mandatory	
	Sanitation Regimes*	<ul style="list-style-type: none"> <li>a) All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent, a minimum of three times a day.</li> </ul>	Post-setup	Mandatory (min 3 times a day)*	Mandatory

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)

# HOTELS



CATEGORY		FOOD SAFETY AND MANAGEMENT SYSTEM 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Sanitation Regimes*	<ul style="list-style-type: none"> <li>b) Touch areas in shared facilities and common areas are to be disinfected at least three times a day during the event, and once every hour for areas with high traffic.</li> <li>c) General waste disposal is to be carried out as per the venue's existing SOP.</li> <li>d) Used face masks and gloves must be disposed of into covered bins.</li> </ul>	Post-setup	Mandatory (min 3 times a day)*	Mandatory
Ensure food hygiene and safety	Usage of cutlery	<p>All personal use items for guest dining purposes are to be isolated before the event or individually set when needed (e.g. cutlery, salt, pepper, etc). All touch/contact points and surfaces are to be disinfected with recommended disinfectant or detergent after use.</p> <p>Disposable cutlery will be used for hygiene purposes.</p>	Mandatory		
	Individually packed meals/ Pre-packed meals	<p>Food &amp; beverage should be pre-packed in individual recyclable/biodegradable containers with disposable cutlery provided.</p> <p>Self-buffet is permissible only if there are servers assigned to serve or gloves are provided to delegates to use when self-serving.*</p>	No food allowed inside event space during setup	Only food catered from official caterers. No outside food allowed	No food allowed inside event space during tear down
	Beverages	<p>Do not use self-service water dispensers. Station caterer staff to serve guests instead.</p> <p>Bottled water should be made available at the tables.</p>	N/A	Mandatory	N/A

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)



# HOTELS

CATEGORY

TOOLS AND EQUIPMENT HANDLING




PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety	Contact tracing measures	<ul style="list-style-type: none"> <li>a) Any third-party personnel (vendors/event suppliers) entering the premises for purposes of delivering goods or services are to be screened for body temperature and respiratory symptoms prior to the delivery of such or entering the premises. They must wear face masks prior to entering the premise and at all times while working in the premise.</li> <li>b) For on-premise duration not exceeding 4 hours, third-party personnel are to be screened once and a log is to be maintained with sufficient information for contact tracing purposes.</li> <li>c) For on-premise duration exceeding 4 hours, body temperature screening is to be conducted twice and records of such maintained with sufficient information for contact tracing purposes.</li> <li>d) Any third-party personnel with body temperature of 37.5 degree Celsius or higher, and/or are displaying any respiratory symptoms, or has been to COVID-19 affected countries in the past 14 days and has not gone through a quarantine process, are to be denied entry and their respective employer notified officially.</li> <li>e) The duration of time allocated for dismantling of tools and equipment after the event is subject to approval. The starting time of the next event at the same venue must be taken into consideration.</li> </ul>	Post-setup	N/A	Mandatory
Ensure sanitation of tools and equipment	Sanitisation of tools and equipment	Disinfect tools and equipment as a prevention measure.	Post-setup	N/A	Mandatory



# HOTELS



CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<p>Every employee checking in to work must be screened for body temperature and respiratory symptoms such as cough, running nose, or shortness of breath twice daily.</p> <p>Maintain a log of employees' temperature monitoring and respiratory signs and symptoms for records purposes, to be presented to health authorities if needed.</p>	Mandatory		
	Daily communication updates and checks	<ul style="list-style-type: none"> <li>a) Management to provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate on situation updates and precautionary practices.</li> <li>b) All employees should practice good personal hygiene and safe distancing at the workplace. The heads of departments are to conduct periodic inspections.</li> <li>c) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.</li> <li>d) Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave, and current status.</li> </ul>	Mandatory		



# HOTELS

CATEGORY


STAFF TRAINING AND EFFECTIVE COMMUNICATION



PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Usage of Personal Protective Equipment (PPE)	All staff on duty must always wear face masks and hand gloves when performing services for guests		Mandatory	
	Contractors / vendors and suppliers	<ul style="list-style-type: none"> <li>a) Body temperature of every individual will be measured by the security on duty before they enter the hotel premises. A temperature scanner will be used, and data will be recorded in the registration form with the individual's name, company, identification number and contact number.</li> <li>b) Access into the hotel will only be given to those who have been satisfactorily scanned and have a body temperature of 37.5 degrees Celsius or lower</li> <li>c) In the event a high body temperature reading is obtained, i.e. a reading of more than 37.5 degrees Celsius, hotel security has the right to STOP the person from entering the premises. Such individuals are required to IMMEDIATELY seek medical advice.</li> <li>d) Face mask and hand gloves are to be worn at all times when performing any work.</li> <li>e) Physical distancing must always be practiced, and group clusters are not allowed.</li> </ul>		Mandatory	




## HOTELS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Health and safety briefing to guests	Put up adequate signages to remind guests of required health and safety practices and physical distancing measures.	N/A	Mandatory	N/A
Ensure sanitation of venue space	Carry out certified sanitation of event venues	Sanitation to be carried out on all premises by qualified personnel using state-certified sanitation of event venues.	Post-setup	End of day	Mandatory
Contact tracing	Documentation of guest records	<p>a) Premises are recommended to impose a travel declaration and contact tracing form on the organiser of the event or meeting. These forms are to be completed by participants prior to attending the event, and to record observations accordingly.</p> <p>b) Preventive records and logs are to be recorded and verified by heads of departments on a daily basis while temperature logs are to be maintained at respective departments. All records are to be kept for a duration of 6 months for traceability, and produced if required.</p>	Min. 3-7 days before event day	Mandatory	Mandatory




## HOTELS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Standard Response Procedures	Emergency Protocol	<p>Event venue providers are recommended to establish standard response procedures for any suspected cases on the property. This should include:</p> <ul style="list-style-type: none"><li>a) A designated and isolated route to the quarantine area / room from transport pickup point;</li><li>b) The contact of nearest Ministry of Health designated COVID-19 treatment centres;</li><li>c) An evacuation plan for employees, guests, and other parties in the property;</li><li>d) Procedures and supporting records for contact tracing;</li><li>e) Procedures for cleaning and disinfecting all areas exposed to the suspected case.</li></ul>	Post-setup	Mandatory	Mandatory




## UNIQUE VENUES

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management	<ul style="list-style-type: none"> <li>a) Number of delegates is restricted to the maximum capacity allowed in the venue space in accordance to physical distancing requirements.*</li> <li>b) For team building activities or group admissions, break large groups to smaller sizes to account for physical distancing measures. Group sizes will depend on the type of event or activity being carried out.</li> <li>c) 1.0m to 1.5m physical distancing from one person or group to another is required at all times.</li> </ul>	Mandatory		
	Queue Management	In all areas where a queue is expected (e.g. registration, information counter, etc), guides for distancing of 1.0m from one person/group to another must be clearly marked in the form of tape on the floor. Signages explaining queue flow must be clearly visible. Section Leaders and employees at each area are to ensure smooth movement of queues.	Mandatory		
	Seating Management	All seated sections are to be arranged with a distance of at least 2m between tables and/or seats, where applicable. Groups who wish to be seated together may be allowed to do so, but the recommended distancing should be maintained for different groups.	N/A	Mandatory	N/A
	Interaction Management	<ul style="list-style-type: none"> <li>a) Precautionary measures should be taken where interactions between employees and guests are unavoidable. Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.</li> </ul>	Mandatory		

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)




## UNIQUE VENUES

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Interaction Management	<ul style="list-style-type: none"> <li>b) Both employees and guests are required to wear appropriate face masks.</li> <li>c) Hand sanitisers are to be provided at all interaction points.</li> </ul>		Mandatory	
	Contact Tracing Measures	<ul style="list-style-type: none"> <li>a) Inform all event organisers/DMCs beforehand on requirements to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing. The Guest Contact Form can be sent to event organisers beforehand to avoid prolonged waiting time and crowding at point of entry.</li> <li>b) Inform organisers/DMCs that any guest who fails temperature screening, displays respiratory symptoms, refuses to wear face masks or has travelled to COVID-19 affected countries in the last 14 days will be barred from entering the venue space.</li> <li>c) Use the MySejahtera app for contact tracing data collection.</li> </ul>		Mandatory	
	Sanitation Regimes*	<ul style="list-style-type: none"> <li>a) All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent, a minimum of three times a day.</li> <li>b) High-touch areas, surfaces and objects that are of high usage such as restrooms, escalators, lift buttons, door knobs, hand railings and so on are to be disinfected at every hour.</li> </ul>	Post-setup	Mandatory (min 3 times a day)	Mandatory

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## UNIQUE VENUES



CATEGORY		FOOD SAFETY AND MANAGEMENT SYSTEM 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
	Sanitation Regimes*	<p>c) General waste disposal is to be carried out as per the venue's existing SOP.</p> <p>d) Used face masks and gloves must be disposed of into covered bins.</p>	Post-setup	Mandatory (min 3 times a day)	Mandatory
Ensure food hygiene and safety	Usage of cutlery	All personal use items for guest dining purposes are to be isolated before the event or individually set when needed (e.g. cutlery, salt, pepper, etc). All touch/contact points and surfaces are to be disinfected with recommended disinfectant or detergent after use.	Mandatory		
	Individually packed meals with disposable cutlery	<p>Only food catered from official caterers. No outside food allowed.</p> <p>Self-buffet is permissible only if there are servers assigned to serve or gloves are provided to delegates to use when self-serving.*</p>	No food allowed inside event space during set up	Only food catered from official caterers. No outside food allowed	No food allowed inside event space during tear down
	Disposal of leftovers and cutlery	To be handled by authorised personnel. Leftover food must be disposed of at a designated area.	N/A	Mandatory	N/A
	Beverages	Do not use self-service water dispensers. Station staff wearing gloves to serve guests instead.	N/A	Mandatory	N/A

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)



## UNIQUE VENUES

CATEGORY

TOOLS AND EQUIPMENT HANDLING




PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety	Contact tracing measures	<ul style="list-style-type: none"> <li>a) Any third-party personnel (vendors/suppliers) entering the premise for purposes of delivering goods or services are to be screened for body temperature and respiratory symptoms prior to the delivery of such or entering the premises. They must wear face masks prior to entering the premise and at all times while working in the premise.</li> <li>b) For on-premise duration not exceeding 4 hours, third-party personnel are to be screened once and a log is to be maintained with sufficient information for contact tracing purposes.</li> <li>c) For on-premise duration exceeding 4 hours, body temperature screening is to be conducted twice and records of such maintained with sufficient information for contact tracing purposes.</li> <li>d) Any third-party personnel with body temperature of 37.5 degree Celsius or higher, and/or are displaying respiratory symptoms, or has been to COVID-19 affected countries in the past 14 days and has not gone through a quarantine process, are to be denied entry and their respective employer notified officially.</li> </ul>	Post-setup	N/A	Mandatory
Ensure sanitation of tools and equipment	Sanitisation of tools and equipment	<ul style="list-style-type: none"> <li>a) Event Organisers should submit details of all vendors and suppliers before start of work. Such third-party personnel will have to undergo the venue's security and safety screening practices.</li> <li>b) Disinfect tools and equipment as a prevention measure.</li> </ul>	Post-setup	N/A	Mandatory




## UNIQUE VENUES



CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ul style="list-style-type: none"> <li>a) All staff must assess and examine their own health every morning before going to the workplace.</li> <li>b) If an employee is in the premises when any such symptoms develop, the employee MUST notify the General Managers or Manager on Duty or HR Manager immediately and follow their instructions. These instructions may include directions for the employee to LEAVE the office immediately.</li> <li>c) Update daily record of temperature screening on a temperature log sheet. This log, which should also record employees' respiratory signs and symptoms, is to be kept and maintained for records purposes and presented to health authorities if needed.</li> <li>d) Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment.</li> <li>e) Limit food handling and sharing of food in the workplace.</li> </ul>		Mandatory	
	Daily communication updates and checks	<ul style="list-style-type: none"> <li>a) Management to provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.</li> <li>b) All employees should practice good personal hygiene and safe distancing at the workplace. The heads of departments are to conduct periodic inspections.</li> <li>c) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.</li> <li>d) Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave and current status.</li> </ul>		Mandatory	
	Usage of Personal Protective Equipment (PPE)	All staff on duty must always wear face masks/shields when performing services for guests.			Mandatory




## UNIQUE VENUES

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Health and safety briefing to guests	<p>a) Guests will be briefed at the entrance with the usual safety briefing, with the following addition, e.g.:</p> <p><i>“Dear visitors, in the current situation with the COVID-19 pandemic, we have introduced some additional safety features for added precautions. Before entering the hall, you will be required to register at the Health Screening Counter and have your temperature taken. Please use the hand sanitiser provided and practice physical distancing. When you are in the hall, my colleague will show you that we have spaced out visitors in marked out spaces of 1.5m each. These are marked with coloured tape. Please maintain physical distancing by following the lines to keep 1.5m apart. Thank you for your cooperation.”</i></p> <p>b) Clearly show all the locations of the Isolation and Treatment Facilities in the location map.</p>	N/A	Mandatory	N/A
Ensure sanitation of venue space	Carry out certified sanitation of event venues	Sanitation to be carried out on all premises by qualified personnel using state-certified sanitation of event venues.	Post-setup	End of day	Mandatory


## UNIQUE VENUES



CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Contact tracing	Documentation of guest records	<ul style="list-style-type: none"> <li>a) Premises are recommended to impose a travel declaration and contact tracing form on the organiser of the event or meeting. These forms are to be completed by participants prior to attending the event, and to record observations accordingly.</li> <li>b) Preventive records and logs are to be recorded and verified by heads of departments on a daily basis while temperature logs are to be maintained at respective departments. All records are to be kept for a duration of 6 months for traceability and produced if required.</li> </ul>	Min. 3-7 days before event day	Mandatory	Mandatory
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	<p>In the event of any suspected cases of COVID-19 due to presence of multiple signs and symptoms of the infection:</p> <ul style="list-style-type: none"> <li>a) Immediately lead the person from the enclosed space out to an open area without anyone within a 2m radius or bring them to the designated isolation room or area, if available. Inform him/her to go to a nearby clinic or the event venue provider's clinic immediately for check-up.</li> <li>b) Take down their personal and contact details and ask for the travel declaration on the Guest Contact Form.</li> <li>c) Follow up with the person on the status of his/her condition by calling them or by checking with the clinic staff if he/she went to any of the specific clinics listed by the event venue provider.</li> </ul>	Post-setup	Mandatory	Mandatory




## UNIQUE VENUES

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Standard Response Procedures	Emergency protocol	<p>Event venue providers are recommended to establish standard response procedures for any suspected cases on the property. This should include:</p> <ul style="list-style-type: none"> <li>a) A quarantine area/room (Preparing for an isolation facility includes training healthcare workers, implementing infection control and prevention measures in any healthcare setting, and preparing personal protective equipment to be used by staff);</li> <li>b) A designated and isolated route to the quarantine area / room from transport pickup point;</li> <li>c) The contact of nearest Ministry of Health designated COVID-19 treatment centres;</li> <li>d) An evacuation plan for employees, guests, and other parties in the property;</li> <li>e) Procedures and supporting records for contact tracing;</li> <li>f) Procedures for cleaning and disinfecting all areas exposed to the suspected case.</li> </ul>	Post-setup	Mandatory	Mandatory
Future action and measures	Future event of any confirmed cases of COVID-19 infection of any employee or in the event venue	<p>General Manager shall obtain further instructions from Ministry of Health on:</p> <ul style="list-style-type: none"> <li>a) Providing contact tracing information to the Ministry and assisting with contact tracing efforts.</li> <li>b) Any need to quarantine employees.</li> <li>c) Any need to carry out COVID-19 testing on employees.</li> <li>d) Advice and assistance on cleaning and disinfection of the workplace or areas which may have been contaminated.</li> <li>e) Any need to close the venue.</li> </ul>	N/A	N/A	Mandatory


## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION



CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Preparation and Initiation	<p><i>Pre-Event &amp; Post-Event Preparations</i></p> <ul style="list-style-type: none"> <li>a) Final programme and passenger list to be ready at least 14 days before arrival. Full flight details (including stopovers) are required.</li> <li>b) Full details of each passenger are required, including passport page, mobile contact, next of kin contact, health declaration form and travel history.</li> <li>c) Select tour guides per PTGA SOP.</li> <li>d) Airport welcome will be conducted as per MAB SOP.</li> <li>e) Upon arrival, travellers will be provided with an information sheet on hygienic recommendations in different languages, according to the nationality of the passengers.</li> <li>f) DMC Assistant/Guide to check health condition of participants and exclude any person who is not well. Inform Tour Operator/Incentive House.</li> </ul>	N/A	Mandatory	N/A
	Crowd Management	<p><i>Transportation</i></p> <ul style="list-style-type: none"> <li>a) Prepare tour vehicles (Tour Bus as per MATTA SOP), seating one row per pax for mini-bus/van and 1 pax per car.</li> <li>b) The number of people allowed in the vehicle should not exceed 50% of the vehicle's capacity, depending on the size of the vehicle. <i>The latest National Security Council SOP allows for full capacity according to the number of seats, with advice to reduce interaction. DMC/Transportation companies may make their decisions accordingly. Standby signages where needed as standard operating procedure.</i></li> </ul>			




## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management	<p>c) DMCs are recommended to divide guests into small groups to ease movement.</p> <p>d) Only a limited number of guests should be allowed each time depending on the group size. This rule applies mainly when visiting tourist attractions and restaurants, during toilet breaks, etc.</p> <p><i>On-Site</i></p> <p>a) Hotel check-in/check-out to be conducted per hotel SOP.</p> <p>b) Business events/meetings to be conducted per Venues &amp; Convention Centers SOP.</p> <p>c) Sightseeing to be conducted per Association of Tourist Attractions (ATAP) SOP or Unique Venue SOP.</p> <p>d) Team Events to be conducted per Event Organisers SOP.</p> <p>e) All other events, including Theme Dinner and recreational activities, should be conducted according to the respective venue's SOP.</p> <p>f) Tour Guides must constantly remind guests about hygiene and health and safety measures, and must ensure that physical distancing of at least 1.0m is maintained at all times.</p> <p>g) DMCs will only work with sightseeing venues/ attractions that strictly adhere to the Next Normal Guidelines and/or National Security Council SOP.</p>		Mandatory	




## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

CATEGORY	EVENT SPACE		PRE-EVENT	OPERATIONAL	POST-EVENT
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES			
Ensure the overall management of personnel and personal health and safety measures	Queue Management	<ul style="list-style-type: none"> <li>a) Physical distancing measures of 1.0m to 1.5m should be followed at all times.</li> <li>b) If the proposed destination is a confined area, only a limited number of people should be allowed at a time.</li> <li>c) In all areas where a queue is expected (e.g. lobby, registration area, information counter, etc), DMC staff should work with venue staff to ensure that guests follow distancing measures and other instructions from the venue to ensure smooth movement of queues.</li> </ul>	Mandatory		
	Seating Management	<ul style="list-style-type: none"> <li>a) Seat numbers must be clearly indicated. Only alternate seats will be occupied and markings will be done to indicate vacant seats.</li> <li>b) PIC will ensure the passengers are only occupying their designated seats and not exchanging with other passengers without informing.</li> <li>c) All seated sections are to be arranged with a distance of at least 2m between tables and/or seats, where applicable.</li> <li>d) All bags will be placed in the luggage compartment. Handbags and small hand carry bags can be brought in.</li> </ul>	N/A	Mandatory	N/A
	Crowd Management	<ul style="list-style-type: none"> <li>a) It is compulsory for staff/employees, including bus drivers, to wear masks/face shields, especially front-liners. Proper training should be provided to ensure all the measures are in place.</li> <li>b) Passengers are recommended to wear masks especially when they are inside the vehicle. They should be advised to follow the instruction booklet/paper according to their preferred language.</li> </ul>	Mandatory		



## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION


CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Interaction Management	<ul style="list-style-type: none"> <li>c) Hand sanitisers will be made available before embarkation and also inside the vehicle. PIC should always remind the guests to utilise them.</li> <li>d) Attach signage on good hygiene practice in the vehicle, preferably in a few different languages.</li> </ul>		Mandatory	
	Contact Tracing Measures	<ul style="list-style-type: none"> <li>a) DMCs should liaise with event organisers beforehand on requirements for the guests to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing. The Guest Contact Form can be sent to event organisers beforehand to avoid prolonged waiting time and crowding at point of entry.</li> <li>b) Any guest who fails temperature screening, displays respiratory symptoms, refuses to wear face masks or has travelled to COVID-19 affected countries in the last 14 days will be barred from entering the vehicle and venue space all together.</li> <li>c) Use the MySejahtera app for contact tracing data collection.</li> </ul>		Mandatory	
	Sanitation regimes*	<ul style="list-style-type: none"> <li>a) All touch areas, items, and surfaces in the vehicle are to be constantly cleaned and disinfected with recommended disinfectant or detergent, a minimum of three times a day.</li> <li>b) High-touch areas, surfaces and objects in the vehicle that are of high usage such as hand railings and so on are to be disinfected at every hour.</li> <li>c) General waste disposal is to be carried out as per the venue's existing SOP.</li> <li>d) Used face masks and gloves must be disposed of into covered bins.</li> </ul>	Post-setup	Mandatory	Mandatory


\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)





## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION


CATEGORY		FOOD SAFETY AND MANAGEMENT SYSTEM 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure food hygiene and safety	Individually packed meals with disposable cutlery	<p>Only food catered from official caterers. No outside food allowed.</p> <p>Self-buffet is permissible only if there are servers assigned to serve or gloves are provided to delegates to use when self-serving.*</p>	N/A	Mandatory	N/A
	Disposal of leftovers and cutlery	<p>Avoid eating in the vehicle, if possible.</p> <p>Leftovers and used cutlery should be handled by authorised personnel. Leftover food must be disposed of at a designated area.</p>	N/A	Mandatory	N/A
	Beverages	Bottled water should be made available.	N/A	Mandatory	N/A


CATEGORY		TOOLS AND EQUIPMENT HANDLING 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure smooth journey and transition	Preparation and Initiation Stage	<ol style="list-style-type: none"> <li>Prepare health (virus prevention) materials and identify screening/treatment locations.</li> <li>BE in Penang Checklist (for delegates) to be given to each guest (sponsored by PCEB).</li> <li>All guests will be given a kit on arrival containing a face mask and hand sanitiser (sponsored by PCEB).</li> </ol>	Mandatory	Mandatory	N/A

\* Updated based on MKN's SOP for Business Events dated 18 Dec 2020, <http://tinyurl.com/MKNSOP18Dec20> (pgs 10-18)




## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

CATEGORY		TOOLS AND EQUIPMENT HANDLING 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure smooth journey and transition	On site event of any suspected cases of COVID-19 infection	<p>DMC staff are advised to report immediately if the guests or any of the staff members display any symptoms and they will be isolated immediately.</p> <p>Clean, sanitise, or disinfect the baggage of the delegation prior to being loaded onto the vehicle.</p>		Mandatory	

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ol style="list-style-type: none"> <li>a) All staff must assess and examine their own health every morning before going to the workplace.</li> <li>b) DMC staff to do a temperature check before departing to the airport or pick up venue.</li> <li>c) If an employee is in the premises when any such symptoms develop, the employee MUST notify the General Managers or Manager on Duty or HR Manager immediately and follow their instructions. These instructions may include directions for the employee to LEAVE the office immediately.</li> <li>d) Update daily record of temperature screening on a temperature log sheet. This log, which should also record employees' respiratory signs and symptoms, is to be maintained for records purposes and presented to health authorities if needed.</li> </ol>		Mandatory	


# DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION



CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ul style="list-style-type: none"> <li>e) Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment.</li> <li>f) Limit food handling and sharing of food in the workplace.</li> <li>g) The right way of scanning the body temperature should be taught. It is advisable to scan twice to get the right reading.</li> </ul>		Mandatory	
	Daily communication updates and checks	<ul style="list-style-type: none"> <li>a) Management to provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices</li> <li>b) Front-liners should be trained on good hygienic practice and physical distancing.</li> <li>c) All employees should practice good personal hygiene and safe distancing at the workplace. The Heads of departments are to conduct periodic inspections.</li> <li>d) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.</li> <li>e) Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave and current status.</li> </ul>		Mandatory	
	Usage of Personal Protective Equipment (PPE)	All staff on duty must always wear face masks/shields when performing services for guests.		Mandatory	




## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Health and safety briefing to guests (Transportation)	<p>Guests will be briefed at the entrance with the usual safety briefing, with the following addition, e.g.:</p> <p><i>“Dear visitors, in the current situation with the COVID-19 pandemic, we have introduced some additional safety features for your own good. Before getting into the bus/van, we will give you some sanitiser to rub on your fingers. Please practice physical distancing when you are on board by only occupying your designated seats. These are marked with coloured tape to keep 1.5m apart. Please be considerate and maintain personal hygiene at all times. Thank you for your cooperation.”</i></p>	Mandatory	Mandatory	N/A
Ensure sanitation of transportation	Carry out certified sanitation of vehicles	Sanitisation to be carried out using Isopropyl Alcohol (70%) to disinfect the vehicle.	Post-setup	End of day	Mandatory
Contact tracing	Documentation of guest records	<p>a) DMCs are recommended to impose a travel declaration and contact tracing form on the organiser of the event or meeting. These forms are to be completed by participants prior to attending the event, and to record observations accordingly.</p> <p>b) Preventive records and logs are to be recorded and verified by heads of departments on a daily basis while temperature logs are to be maintained at respective departments. All records are to be kept for a duration of 6 months for traceability and produced if required.</p>	Min. 3-7 days before event day	Mandatory	Mandatory




## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Contact tracing	Documentation of guest records	<ul style="list-style-type: none"> <li>c) Post-event survey forms will be made available by the organisers to keep an eye on the guests who may/may not have exhibited any symptoms, keeping in mind the incubation period. Any necessary information from the venue/DMC might be requested if the need arises, so all records to be kept for at least 6 months.</li> </ul>	Min. 3-7 days before event day	Mandatory	Mandatory
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	<p>In the event of any suspected cases of COVID-19 due to the presence of multiple signs and symptoms of the infection:</p> <ul style="list-style-type: none"> <li>a) Immediately lead the person from the enclosed space to an open area without anyone within 2m radius or bring them to the designated isolation room/area, if available. Inform him/her to go to a nearby clinic for check-up.</li> <li>b) Take down their personal and contact details and ask for the travel declaration on The Guest Contact Form.</li> <li>c) Follow up with the person on the status of his/her condition by calling them.</li> </ul> <p>Where this occurs in a venue, work with the event venue provider's staff to follow their established SOP.</p>	Post-setup	Mandatory	Mandatory




## DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Standard Response Procedures	Emergency Protocol	<p>Event venue providers are recommended to establish standard response procedures for any suspected cases on property. DMC staff should work with the respective venues to ease the process. These procedures should include:</p> <ul style="list-style-type: none"> <li>a) A quarantine area / room (Preparing for an isolation facility includes training healthcare workers, implementing infection control and prevention measures in any healthcare setting, and preparing personal protective equipment to be used by staff);</li> <li>b) A designated and isolated route to the quarantine area / room from transport pickup point;</li> <li>c) The contact of nearest Ministry of Health designated COVID-19 treatment centres;</li> <li>d) An evacuation plan for employees, guests, and other parties in the property;</li> <li>e) Procedures and supporting records for contact tracing;</li> <li>f) Procedures for cleaning and disinfecting all areas and vehicles exposed to the suspected case.</li> </ul> <p>Where this occurs in a venue, work with the event venue provider's staff to follow their established SOP.</p>	Post-setup	Mandatory	Mandatory
Future action and measures	Future event of any confirmed cases of COVID-19 infection of any employee or in the event venue	<p>Manager/PIC shall obtain further instructions from Ministry of Health on:</p> <ul style="list-style-type: none"> <li>a) Providing contact tracing information to the Ministry and assisting with contact tracing efforts.</li> <li>b) Any need to quarantine employees.</li> <li>c) Any need to carry out COVID-19 testing on employees.</li> <li>d) Advice and assistance on cleaning and disinfection of workplace, vehicles, or areas which may have been contaminated.</li> <li>e) Any need to close the affected area/outdoor areas.</li> </ul>	Post-setup	Mandatory	Mandatory




## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY	EVENT SPACE		PRE-EVENT	OPERATIONAL	POST-EVENT
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES			
Ensure the overall management of personnel and personal health and safety measures	Preparation and Initiation	<ul style="list-style-type: none"> <li>a) The Organiser must ensure to their best ability that all programmes and/or activities held throughout the event are done on a reduced scale and practice physical distancing at all times.</li> <li>b) All social events deemed unnecessary are not allowed to take place unless otherwise justified by The Organiser. The Organiser will be held fully responsible for the decision made.</li> <li>c) The Organiser must ensure the admission to the event is strictly controlled. Complete registration process must be done and admission can only be granted for those with valid identity including full name, MyKad or passport number, contact details and complete health declaration.</li> <li>d) The Organiser must prepare a Medical Aid and Treatment Area at the event premise in accordance to the SOPs set by KKM and MKN.*</li> </ul>		Mandatory	
	Crowd Management	<ul style="list-style-type: none"> <li>a) Set a maximum limit of the number of people at any one time in the event venue. Only a maximum of 250 people for every 1,000 sqm gross area is allowed at any one time.</li> <li>b) 1.0m to 1.5m physical distancing from one person to another is required at all times. Install clear markings to ease the movement of guests.</li> <li>c) Implement a headcount system at all entry points to monitor and control the number of people in the event venue at any one time.</li> <li>d) Prepare designated holding rooms with appropriate physical distancing practice to avoid congestions at any possible area in the event venue.</li> <li>e) Invest in crowd control systems. This can be combined with the latest CCTV technology or tracking software to enhance security. For example, beacons and room capacity indicators can help monitor the crowd and control the number of individuals in one room.</li> </ul>		Mandatory	

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## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS


CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management	<ul style="list-style-type: none"> <li>f) Track the crowd and monitor queues through lanyard or bracelet tracking devices, if the venue does not provide a tracking system. No recycling of lanyard is allowed.</li> <li>g) Delegates over 60 years of age are not encouraged to attend the events*</li> </ul>		Mandatory	
	Queue Management	<ul style="list-style-type: none"> <li>a) Implement appropriate queue management system at all necessary locations in the event venue with strict observation of physical distancing practice.</li> <li>b) Online or contactless methods of registration are recommended to minimise contact. Pre-registration is also encouraged to avoid congestion at the event venue. This could include QR code registration with ID instead of manual registration to reduce queues and crowding at the registration counter.</li> <li>c) Registration counters should be spread out and safe distancing markers placed at all designated registration areas to practice strict physical distancing.</li> <li>d) In all areas where a queue is expected (e.g. registration, elevators, etc), guides for distancing of 1.5m from one person to another is recommended, with a total limit in accordance with physical space constraints. These must be clearly visible and strictly implemented at all necessary locations throughout the event.</li> <li>e) Clearly designate all entrances and exits of the event venue. Only one-way traffic flow is allowed in the event venue with clear signages and traffic flow plan to be displayed.</li> <li>f) Ensure the queue management is appropriately implemented and avoid human congestion at all times.</li> </ul>		Mandatory	

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## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Seating Management	All seated sections are to be arranged with a distance of at least 2m between tables and/or seats, where applicable.	Mandatory	Mandatory	N/A
	Interaction Management	<ul style="list-style-type: none"> <li>a) Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.</li> <li>b) All participants should wear face masks and sanitise their hands before entering the venue.</li> <li>c) Hand sanitisers will be made available at most areas outside and inside the meeting/conference area.</li> <li>d) Practice contactless approach where possible throughout the event.</li> <li>e) "Happy Hour" events involving free interaction before, during or after the event or programme is prohibited.*</li> </ul>		Mandatory	
	Contact Tracing Measures	<ul style="list-style-type: none"> <li>a) Implement a registration system that captures full name, MyKad or passport number, contact number, company name and date and time of visit of all attendees to the event in accordance to the Personal Data Protection Act 2010. Online or contactless methods of registration, including conference apps, are recommended.</li> <li>b) A complete health declaration including existing health conditions, travel records for the past 6 months and possible contact with anyone showing any symptoms of illness for the past 14 days must be obtained from all attendees during registration.</li> <li>c) Conduct mandatory temperature checks of all staff, workers, participants, and attendees before entering the event venue. The Organiser is responsible to deny entry for anyone with temperature of 37.5 degrees Celcius and above.</li> </ul>		Mandatory	

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## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Contact Tracing Measures	<ul style="list-style-type: none"> <li>d) Any guest who fails temperature screening, displays respiratory symptoms, refuses to wear face masks, or has travelled to COVID-19 affected countries in the last 14 days will be barred from entering the venue space</li> <li>e) All delegates are responsible to report/update their health status to the organiser after 14 days. Event organiser will issue a certificate once feedback is received from delegates.</li> <li>f) Use the MySejahtera app for contact tracing data collection.</li> </ul>		Mandatory	
	Sanitation Regimes	<ul style="list-style-type: none"> <li>a) Ensure the event venue is fully disinfected before commencement of any work for the event.</li> <li>b) Increase the frequency of site clearing, cleaning, and disinfection throughout the event, where suitable. A detailed cleaning schedule must be made available.</li> <li>c) All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent.</li> <li>d) Work with Venue Provider to ensure the event venue is properly ventilated.</li> <li>e) Ensure dedicated bins for collection of used face masks and/or wipes are placed at strategic locations of the event venue.</li> <li>f) Ensure the event venue is fully disinfected daily prior to the opening hours of the event.</li> <li>g) Ensure sufficient alcohol-based hand sanitisers are available at the strategic locations of the event venue throughout the event.</li> </ul>	Post-setup	Mandatory (eg: 3 times a day)	Mandatory



## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		FOOD SAFETY AND MANAGEMENT SYSTEM 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure food hygiene and safety	Usage of cutlery	All personal use items for guest dining purposes are to be isolated before event or individually set when needed (e.g. cutleries, salt, pepper, etc), and all touch/contact points and surface are to be disinfected with recommended disinfectant or detergent after use.  Disposable cutleries will be used for hygiene purposes.	Mandatory		
	Individually packed meals/ Pre-packed meals	Provision of food and beverages should be changed to single-serve packaging. Only food catered from official caterers. No outside food allowed.  Self-buffet is permissible only if there are servers assigned to serve or gloves are provided to delegates to use when self-serving.*	N/A	Mandatory	N/A
	Disposal of leftovers and cutlery	To be handled by authorised personnel. Leftover food must be disposed at a designated area	N/A	Mandatory	N/A
	Beverages	No self-service water dispenser. Station caterer staff to serve guests instead.  Bottled water should be made available.	N/A	Mandatory	N/A

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## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY


TOOLS AND EQUIPMENT HANDLING



PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety	Contact tracing measures	<ul style="list-style-type: none"> <li>a) Any third-party personnel (vendors/event suppliers) entering the premises for purposes of delivering goods or services are to be screened for body temperature and respiratory symptoms prior to the delivery of such or entering the premises. They must wear face masks prior to entering the premise and at all times while working in the premise.</li> <li>b) For on-premise duration not exceeding 4 hours, third-party personnel are to be screened once and a log is to be kept with sufficient information for contact tracing purposes.</li> <li>c) For on-premise duration exceeding 4 hours, body temperature screening is to be conducted twice and records of such maintained with sufficient information for contact tracing purposes.</li> <li>d) Any third-party personnel with body temperature of 37.5 degree Celsius or higher, and/or are displaying any respiratory symptoms, or had been to COVID-19 affected countries in the past 14 days and had not gone through a quarantine process, are to be denied entry and their respective employer notified officially.</li> <li>e) The duration of time allocated for dismantling of tools and equipment after the event is subject to approval, taking into consideration the time the next event, if any, will be taking place at the same venue. Venue providers should consider extending the moving in and moving out schedule.</li> </ul>	Post-setup	N/A	Mandatory
Ensure sanitation of tools & equipment	Sanitisation of tools & equipment	<ul style="list-style-type: none"> <li>a) Clean and disinfect the event equipment/materials when they are delivered from warehouse to event venue.</li> <li>b) The venue should take responsibility for disinfecting all facilities and event space before and after the event.</li> </ul>	Post-setup	N/A	Mandatory


## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS



CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ul style="list-style-type: none"> <li>a) All staff must assess and examine their own health every morning before going to the workplace.</li> <li>b) If an employee is in the premises when any such symptoms develop, the employee MUST notify the General Managers or Manager on Duty or HR Manager immediately and follow their instructions. These instructions may include directions for the employee to LEAVE the office immediately.</li> <li>c) Update the daily record of temperature screening on a temperature log sheet. This log, which should also record employees' respiratory signs &amp; symptoms, is to be maintained for records purposes and presented to health authorities if needed.</li> <li>d) Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment.</li> <li>e) Limit food handling and sharing of food in the workplace.</li> <li>f) The right way of scanning the body temperature should be taught. It is advisable to scan twice to get the right reading.</li> <li>g) Minimise the number of workers and staff involved throughout the event, where possible.</li> </ul>		Mandatory	
	Daily communication updates & checks	<ul style="list-style-type: none"> <li>a) Management to provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate on situation updates and precautionary practices.</li> <li>b) All employees should observe good personal hygiene and safe distancing in the workplace. Head of departments are to conduct periodic inspections</li> </ul>		Mandatory	




## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Daily communication updates & checks	<ul style="list-style-type: none"> <li>c) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.</li> <li>d) Monitor sick leave and absenteeism among employees. Keep a record of staff sick leave including reasons for leave, duration of leave and current status.</li> <li>e) Conduct onsite daily briefings with all relevant stakeholders before and after the event hours to provide updates on the current status and matters involved and/or arising from the event.</li> <li>f) Ensure all stakeholders comply with the event SOP and troubleshoot areas that require attention.</li> <li>g) Hold a daily debrief with the main support team members after each day's event/programme.</li> </ul>		Mandatory	
	Communication with partners and stakeholders	<ul style="list-style-type: none"> <li>a) Before any business event commences, all organising committees (stakeholders, PCO, venue, and suppliers) are required to meet and plan the event and include health and safety guidelines in the plans.</li> <li>b) Hold regular and up-to-date training for all staff, partners, contractors, and third-party vendors involved in the event on the BE Penang SOP and the approved SOP for the said event to ensure all involved understand the latest SOP as released by the MOH and NSC. *MACEOS can provide education and training in health and safety in events and exhibitions.</li> </ul>	Mandatory	N/A	N/A




## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Communication with partners and stakeholders	<ul style="list-style-type: none"> <li>c) Obtain a formal acceptance letter from all parties involved on their full understanding and commitment on the implementation of the said SOP in relation to all the job and services involved for the event prior to the commencement of any work.</li> <li>d) Full sharing of COVID-19 information by PCO to committees to ensure the message is consistent and reliable.</li> <li>e) Conduct a post mortem meeting at the end of the event.</li> <li>f) Ensure all staff, partners, contractors, and third-party vendors undergo the government-approved COVID-19 test prior to the event. Only those certified negative for the government-approved COVID-19 test are allowed to be involved in the event.</li> </ul>	Mandatory	N/A	N/A
	Usage of Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> <li>a) All staff on duty should always wear face masks/shields when performing services for guests.</li> <li>b) Ensure sufficient alcohol-based hand sanitisers are available throughout the venue.</li> </ul>	Mandatory		




## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Preparation and Initiation	<ul style="list-style-type: none"> <li>a) Appoint a Health, Safety, and Environment (HSE) manager and Emergency Response Team (ERT) manager to conduct risk assessment and be involved in the conferences. The HSE/ERT manager is the main person to respond to any emergency cases throughout the events. There will be an advantage if the HSE/ERT manager has knowledge of basic first aid and CPR training.</li> <li>b) Liaise with local public health authorities which include the local provider of health services for the event. Public health authorities should provide safety and health guidelines to organisers.</li> <li>c) Send the SOP to the local public health authority for approval.</li> <li>d) Conduct a comprehensive study &amp; assessment on all risk factors involved in organising the event prior to the commencement of any planning stage. This assessment must cover all aspects involving venue, attendees and organising personnel, logistics, event content and activities, precautionary measures and response, and must be based on the current pandemic situation to ensure suitable and correct methods and measures are in place prior to organising the event.</li> </ul>		Mandatory	






## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Preparation and Initiation	<p>e) Establish official communication with Penang State Health Authority for the purpose of informing and updating them of the detailed plan of the event, as well as consultation during the assessment study. A complete assessment report must be submitted to the Penang State Health Authority and approval for the event obtained no later than thirty (30) days from the event date. The Penang State Health Authority reserves the right to approve or reject the proposal where they see fit.</p> <p>f) Make the details of the main contact person representing the Organiser available to all relevant authorities to ensure effective communication channel pertaining to the event.</p>	Mandatory		
	Health and safety briefing to guests	<p>a) Guests will be briefed at the entrance with the usual safety briefing, with the following addition, e.g.: <i>"Dear visitors, in the current situation with the COVID-19 pandemic, we have introduced some additional safety features as added precaution. Before entering the hall, you will be required to register at the Health Screening Counter and have your temperature taken. Please use the hand sanitiser provided and practice physical distancing. When you are in the hall, my colleague will show you that we have spaced out visitors in marked out spaces of 1.5m each. These are marked with coloured tape. Please maintain physical distancing by following the lines to keep 1.5m apart. Thank you for your cooperation."</i></p>	N/A	Mandatory	N/A




## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Health and safety briefing to guests	<ul style="list-style-type: none"> <li>b) Ensure physical and/or electronic SOP signages for the event are placed clearly and visible around the event venue. Messaging should include good personal health habits, preventive measures, self-monitoring for symptoms, and other health and safety guidelines.</li> <li>c) Promote appropriate hand hygiene and etiquette throughout the event.</li> </ul>	N/A	Mandatory	N/A
Ensure sanitation of venue space	Carry out certified sanitation of event venues	Sanitation to be carried out on all base premises by qualified personnel using state-certified sanitation of event venues.	Post-setup	End of day	Mandatory
Contact tracing	Documentation of guest records	<ul style="list-style-type: none"> <li>a) Pre-registration is required. All participants have to register with their full details for contact tracing purposes. Children below 12 years are strictly not allowed to enter the event hall. The registration form should request for permission from the delegates who test positive for COVID-19 to disclose their information and emergency contact details if anything happens after the event.</li> <li>b) A complete health declaration including existing health conditions, travel records for the past 6 months and possible contact with anyone showing any symptoms of illness for the past 14 days must also be obtained.</li> <li>c) Online or contactless methods of registration are recommended. If possible, participants should be given the option to join the meeting online if they have difficulty travelling to the destination.</li> </ul>	Min. 3-7 days before event day	Mandatory	Mandatory


## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS



CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Contact tracing	Documentation of guest records	<ul style="list-style-type: none"> <li>d) PCO will be in charge of sending reminder emails before the event. Security questions are required in the email, such as travel history or health status.</li> <li>e) Send out a post-event survey/feedback form to all participants, speakers, and exhibitors within 2 days post-event. This post-event form should add a reminder to the recipient to update the event organiser if they discover that they have been exposed to COVID-19 so that event organisers can inform the local public health authority. The local public health authority can then take appropriate action such as initiating contact tracing if needed.</li> <li>f) Keep all post-event contact records for at least 6 months. Post-event contact records can be kept in the cloud instead of in hardcopy.</li> <li>g) In the event that participants are not able to reach out to inform the organiser because they are in isolation, the emergency contact person identified during the pre-event registration process should take over this responsibility and inform the organiser. This applies to all individuals regardless of whether they are local or international.</li> <li>h) The Organiser must make available all the data collected upon request by Penang State Health Authority at least ninety (90) days after the event date.</li> </ul>	Min. 3-7 days before event day	Mandatory	Mandatory
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	In the event of any suspected cases of COVID-19 due to presence of multiple signs and symptoms of the infection:	Post-setup	Mandatory	Mandatory




## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	<ul style="list-style-type: none"> <li>a) Immediately lead the person from the enclosed space out to an open area without anyone within a 2m radius or bring them to the designated isolation room or area, if available. Inform him/her to go to a nearby clinic or the event venue provider's clinic immediately for check-up.</li> <li>b) Take down their personal and contact details and ask for the travel declaration on the Guest Contact Form.</li> <li>c) Follow up with the person on the status of his/her condition by calling them or by checking with the clinic staff if he/she went to any of the specific clinics listed by the event venue provider.</li> </ul>	Post-setup	Mandatory	Mandatory
Standard Response Procedures	Emergency Protocol	<p>The HSE/ERT manager should liaise with the venue's on-site medical teams, if available.</p> <p>Work with the event venue providers' standard response procedures, that should include:</p> <ul style="list-style-type: none"> <li>a) A quarantine area/room (Preparing for an isolation facility includes training healthcare workers, implementing infection control and prevention measures in any healthcare setting, and preparing personal protective equipment to be used by staff);</li> <li>b) A designated and isolated route to the quarantine area / room from transport pickup point;</li> <li>c) The contact of nearest Ministry of Health designated COVID-19 treatment centres;</li> </ul>	Post-setup	Mandatory	Mandatory



## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Standard Response Procedures	Emergency Protocol	<ul style="list-style-type: none"> <li>d) An evacuation plan for employees, guests, and other parties in the property;</li> <li>e) Procedures and supporting records for contact tracing;</li> <li>f) Procedures for cleaning and disinfecting all areas exposed to the suspected case.</li> </ul>	Post-setup	Mandatory	Mandatory
Future action and measures	Future event of any confirmed cases of COVID-19 infection of any employee or in the event venue	<p>General Manager/PIC shall obtain further instructions from Ministry of Health on:</p> <ul style="list-style-type: none"> <li>a) Providing contact tracing information to the Ministry and assisting with contact tracing efforts.</li> <li>b) Any need to quarantine employees.</li> <li>c) Any need to carry out COVID-19 testing on employees.</li> <li>d) Advice and assistance on cleaning and disinfection of the workplace or areas which may have been contaminated.</li> <li>e) Any need to close the venue.</li> </ul>	N/A	N/A	Mandatory




## EVENT/EXHIBITION SUPPLIERS

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Crowd Management	<p><i>Outdoor Activities/Tour Suppliers</i></p> <ul style="list-style-type: none"> <li>a) Tour operators have to make sure beforehand that all allocated tour stop areas (off the bike stops) comply and observe the COVID-19 SOPs.</li> <li>b) Install signage to discourage group congregation and to limit the number of people in certain stoppage areas.</li> <li>c) Food and feeding stop areas are to be designated at deserted spaces away from crowded places.</li> </ul>		Mandatory	
		<p><i>Food and Beverage Suppliers</i></p> <ul style="list-style-type: none"> <li>a) Work with the Organiser and/or venue provider to plan designated 'close-up' food serving areas away from high traffic areas with.</li> <li>b) Coordinate with the Organiser to schedule staggered coffee break sessions, lunch, dinner and/ or any other food serving to avoid congestion.</li> </ul>		Mandatory	
		<p><i>Supplier of Equipment</i></p> <ul style="list-style-type: none"> <li>a) Cooperate with the Organiser in using designated delivery, loading, and unloading areas for the event.</li> <li>b) Work with the Organiser and other parties on scheduled delivery, loading and unloading activities. These schedules should be staggered according to the size of the designated area to minimise congestion and contact at any one time.</li> </ul>		Mandatory	





## EVENT/EXHIBITION SUPPLIERS

CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Queue Management	<p><i>Outdoor Activities/Tour Suppliers</i></p> <p>Maintain a minimum distance of 1.0m between each other or between each couple or group.</p>		Mandatory	
		<p><i>Food and Beverage Suppliers</i></p> <p>Work with the Organiser to ensure appropriate physical distancing markers are placed and strictly enforced at the food serving area. Physical distancing measures of 1.0m to 1.5m should be followed at all times.</p>		Mandatory	
	Interaction Management	<p>a) It is compulsory for staff/employees to wear masks/face shields, especially front-liners. All staff, especially front-liners, should be provided with adequate training regarding the latest SOP.</p> <p>b) All programmes and/or activities provided throughout the event should be done on a reduced scale with physical distancing of at least 1.0m at all times.</p>		Mandatory	
	Contact Tracing Measures	<p><i>Outdoor Activities/Tour Suppliers</i></p> <p>a) Collect pivotal data for contact tracing, such as Client's name, address, contact number, etc. This may include their whereabouts for the past 14 days (green zone or otherwise).</p> <p>b) Pre-inform Clients online of the revised tour measures to comply with COVID-19 prevention and control steps. Advise Clients to bring their own pens to sign the waiver.</p>		Mandatory	



## EVENT/EXHIBITION SUPPLIERS


CATEGORY	EVENT SPACE				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure the overall management of personnel and personal health and safety measures	Contact Tracing Measures	c) Use the MySejahtera app for contact tracing data collection.	Mandatory		
	Sanitation Regimes	a) Request for a detailed cleaning schedule and work with the Organiser on increased frequency of site clearing, cleaning, and disinfection throughout the event. The Organisers are responsible for ensuring that the venue is fully disinfected before the commencement of any work for the event and daily prior to the opening hours of the event. b) Cooperate with the Organiser in utilising dedicated bins for collection of used face mask and/or wipes in the event venue.	Post-setup	Mandatory (min 3 times a day)*	Mandatory

CATEGORY	FOOD SAFETY AND MANAGEMENT SYSTEM				
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure food hygiene and safety	Usage of cutlery	All personal use items for guest dining purposes are to be isolated before the event or individually set when needed (e.g. cutlery, salt, pepper, etc). All touch/contact points and surfaces are to be disinfected with recommended disinfectant or detergent after use.  The use of disposable and/or biodegradable crockery and cutlery is encouraged, where possible.	Mandatory		



## EVENT/EXHIBITION SUPPLIERS



CATEGORY		FOOD SAFETY AND MANAGEMENT SYSTEM 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure food hygiene and safety	Individually packed meals / Pre-packed meals	<p><i>Outdoor Activities/Tour Suppliers</i></p> <ul style="list-style-type: none"> <li>a) Tour operators are to provide and deliver food and drinks only at designated stops.</li> <li>b) Food has to be obtained from safe sources/vendors and cleanly and individually packed.</li> <li>c) The tour support staff must wear face masks and gloves when handing out food.</li> </ul>	N/A	Mandatory	N/A
		<p><i>Food and Beverage Suppliers</i></p> <ul style="list-style-type: none"> <li>a) Ensure all food &amp; beverage served is prepared and managed by staff with appropriate qualification and certification.</li> <li>b) Ensure all personnel involved must wear appropriate face masks, gloves, and necessary hygiene attire throughout the event.</li> <li>c) Buffet and 'open' plated serving methods are strictly not allowed.</li> <li>d) Ensure all food serving areas are sanitised frequently.</li> </ul>	N/A	Mandatory	N/A
	Disposal of leftovers and cutlery	To be handled by authorised personnel. Leftover food must be disposed of at a designated area.	N/A	Mandatory	N/A
	Beverages	Bottled water is provided for clients especially at feeding stops.	N/A	Mandatory	N/A



## EVENT/EXHIBITION SUPPLIERS

CATEGORY


TOOLS AND EQUIPMENT HANDLING




PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety	Contact tracing measures	<ul style="list-style-type: none"> <li>a) Register all staff involved in the delivery, loading, and unloading activities for the event, capturing the full name, MyKad or passport number, contact number, company name, and date and time of work involved.</li> <li>b) Provide complete health declarations, including existing health conditions, travel records for the past 6 months and possible contact with anyone showing any symptoms of illness for the past 14 days.</li> <li>c) Comply with mandatory temperature checks by the Organiser/venue provider. The Organiser is responsible to deny entry for anyone with temperature of 37.5 degree Celsius and above.</li> </ul>	Post-setup	N/A	Mandatory
Ensure sanitation of tools & equipment	Sanitisation of tools & equipment	<p><i>Outdoor Activities/Tour Suppliers</i></p> <ul style="list-style-type: none"> <li>a) Cleaners are to clean themselves appropriately before handling the tour hardware.</li> <li>b) Prepare equipment/hardware (bicycle, hiking sticks) in accordance with KKM standards.</li> <li>c) After the hardware is clean, the staff are to put on single-use gloves before transferring all tour hardware to a designated storage area.</li> <li>d) Each bicycle/hiking stick is then specifically tagged to its recipient's (client's) name.</li> <li>e) The equipment designated to each participant is for their usage only. Staff should ensure that each participant is responsible for their own equipment throughout the tour and advise them to strictly avoid using or touching the equipment of other participants and vice versa.</li> <li>f) After the event, each hardware used is collected and washed thoroughly using liquid soap and water and returned to the designated storage area.</li> <li>g) Staff to shower and send all clothes for washing immediately.</li> </ul>		Mandatory	




## EVENT/EXHIBITION SUPPLIERS

CATEGORY		TOOLS AND EQUIPMENT HANDLING 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure sanitation of tools & equipment	Sanitisation of tools & equipment	<p><i>Suppliers of Equipment</i></p> <ul style="list-style-type: none"> <li>a) Ensure all items, equipment, tools, and/or materials required onsite are properly sanitised prior to delivery to the event site. All the disinfected items must be clearly labelled.</li> <li>b) Ensure all items, equipment, tools, and/or materials delivered to the event is sanitised at the designated delivery, loading, and unloading area prior to further work commencement.</li> <li>c) Ensure all items, equipment, tools, and/or materials involved in the event are properly sanitised prior to leaving the event site and upon delivery at the next location, if any. All the disinfected items must be clearly labelled.</li> </ul>	Mandatory	N/A	Mandatory

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ul style="list-style-type: none"> <li>a) All staff must assess and examine their own health every morning before going to the workplace.</li> <li>b) If an employee is in the premises when any such symptoms develop, the employee MUST notify the General Managers or Manager on Duty or HR Manager immediately and follow their instructions. These instructions may include directions for the employee to LEAVE the office immediately.</li> </ul>		Mandatory	




## EVENT/EXHIBITION SUPPLIERS

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Personal health and workplace responsibilities check	<ul style="list-style-type: none"> <li>c) Update daily record of temperature screening on a temperature log sheet. This log, which should also record employees' respiratory signs and symptoms, is to be maintained for records purposes and presented to health authorities if needed.</li> <li>d) Ensure a clean and hygienic work environment through regular disinfection of the office and its equipment.</li> <li>e) Limit food handling and sharing of food in the workplace.</li> <li>f) The right way of scanning body temperature should be taught. It is advisable to scan twice to get the right reading.</li> <li>g) All physical events deemed unnecessary are not allowed to take place unless otherwise justified by The Organiser. The Organiser will be held fully responsible for the decision made.</li> <li>h) Ensure all assigned staff attend the specified event's regular and up-to-date training of approved event SOP.</li> <li>i) Ensure all assigned staff undergo the required government-approved COVID-19 test prior to the specified event. Only personnel who are certified negative for the government-approved COVID-19 test are allowed to be involved in the event.</li> </ul>		Mandatory	




## EVENT/EXHIBITION SUPPLIERS

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Daily communication updates & checks	<ul style="list-style-type: none"> <li>a) Management to provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.</li> <li>b) All employees should practice good personal hygiene and safe distancing at the workplace. The heads of departments are to conduct periodic inspections.</li> <li>c) Conduct mental health assessment among employees and carry out appropriate measures to reduce stress among employees.</li> <li>d) Monitor all staff involved in an event for the subsequent fourteen (14) days to ensure there are no suspected cases of anyone showing or developing any symptoms of flu-like or fever arising from the event.</li> <li>e) Immediately report any suspected cases arising from the event to the Organisers and Penang State Health Authority for the next course of action.</li> </ul>		Mandatory	
	Communication with partners and stakeholders	<p><i>Pre Event</i></p> <p>Provide Organisers with the risk assessment for the event prior to the event date.</p> <p><i>During Event</i></p> <ul style="list-style-type: none"> <li>a) Where applicable, attend the Organiser’s onsite daily briefings before and after the event hours to provide and receive updates on the current status and matters involved and/or arising from the event.</li> </ul>		Mandatory	




## EVENT/EXHIBITION SUPPLIERS

CATEGORY		STAFF TRAINING AND EFFECTIVE COMMUNICATION 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure personnel and personal safety measures	Communication with partners and stakeholders	<p>b) Comply with the event's SOP and work with the Organiser to troubleshoot areas that require attention.</p> <p><i>Post Event</i></p> <p>a) Attend post-event meetings conducted by the Organiser to compile feedback and suggestions for future improvement. All health and safety issues pertaining to the event must be discussed.</p> <p>b) The Organiser must prepare a comprehensive report to be submitted to the Penang State Health Authority no later than thirty (30) days after the event. Suppliers should provide relevant information, if requested.</p> <p>c) The Organiser must compile and archive all key learnings and report on the event no later than thirty (30 days) after the event. Suppliers should provide relevant information, if requested. Request a copy of the report for further improvements, if necessary.</p>		Mandatory	
	Usage of Personal Protective Equipment (PPE)	All staff on duty must always wear face masks/shields throughout the event.		Mandatory	




## EVENT/EXHIBITION SUPPLIERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Ensure sanitation of venue space	Carry out certified sanitation of event venues	Sanitation to be carried out on all premises by qualified personnel using state-certified sanitation of event venues.	Post-setup	End of day	Mandatory
Contact tracing	Documentation of guest records	<ul style="list-style-type: none"> <li>a) Pre-register all involved personnel prior to the event date. The registration must capture full name, MyKad or passport number, contact number, company name, and date and time of work involved during the event, in accordance with the Personal Data Protection Act 2010.</li> <li>b) Provide complete health declarations for all involved personnel including existing health conditions, travel records for the past 6 months and possible contact with anyone showing any symptoms of illness for the past 14 days.</li> </ul>	Min. 3-7 days before event day	Mandatory	Mandatory
On site precautionary action and measures	On site event of any suspected cases of COVID-19 infection	In the event of any suspected cases of COVID-19 due to the presence of multiple signs and symptoms of the infection, work with the Organiser's/event venue provider's staff to follow their established SOP.	Post-setup	Mandatory	Mandatory
Standard Response Procedures	Emergency Protocol	<p>Establish standard response procedures for any suspected cases on property. This should include:</p> <ul style="list-style-type: none"> <li>a) A quarantine area/room (Preparing for an isolation facility includes training healthcare workers, implementing infection control and prevention measures in any healthcare setting, and preparing personal protective equipment to be used by staff);</li> </ul>	Post-setup	Mandatory	Mandatory



## EVENT/EXHIBITION SUPPLIERS

CATEGORY		SAFETY AND EMERGENCIES 			
PURPOSE / OBJECTIVE	SCOPE	BEST PRACTICES	PRE-EVENT	OPERATIONAL	POST-EVENT
Standard Response Procedures	Emergency Protocol	<ul style="list-style-type: none"> <li>b) A designated and isolated route to the quarantine area/room from transport pickup point;</li> <li>c) The contact of nearest Ministry of Health designated COVID-19 treatment centres;</li> <li>d) An evacuation plan for employees, guests, and other parties in the property;</li> <li>e) Procedures and supporting records for contact tracing;</li> <li>f) Procedures for cleaning and disinfecting all areas and vehicles exposed to the suspected case.</li> </ul>	Post-setup	Mandatory	Mandatory
Future action and measures	Future event of any confirmed cases of COVID-19 infection of any employee or in the event venue	<p>Manager/PIC shall obtain further instructions from Ministry of Health on:</p> <ul style="list-style-type: none"> <li>a) Providing contact tracing information to the Ministry and assisting with contact tracing efforts.</li> <li>b) Any need to quarantine employees.</li> <li>c) Any need to carry out COVID-19 testing on employees.</li> <li>d) Advice and assistance on cleaning and disinfection of the workplace, vehicles, items, equipment, tools, and/or materials which may have been contaminated.</li> </ul>	N/A	N/A	Mandatory



# RECOMMENDATIONS

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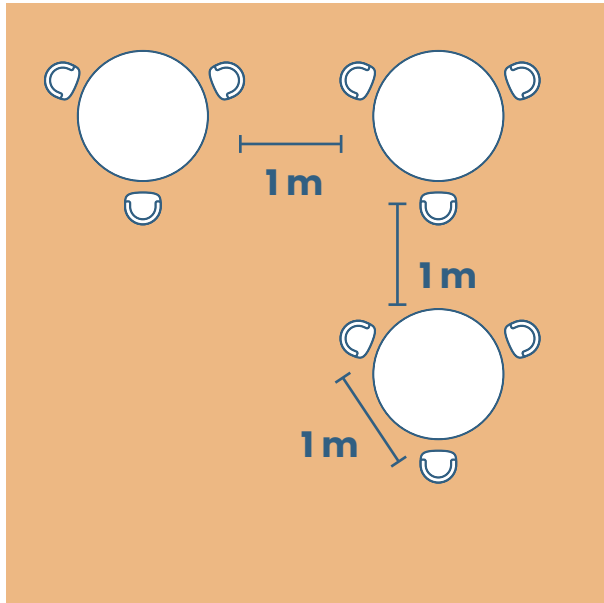
Meetings Design  
Vehicle Seat Arrangements  
Business Events in Penang Delegate's Checklist  
Guidelines and SOPs from the Malaysian Government  
Air Travel Guidelines from Airlines Serving Penang



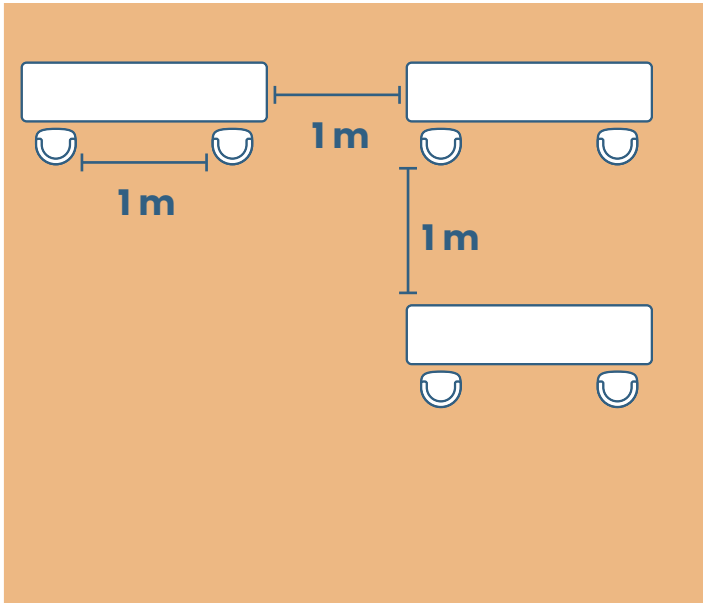


# MEETINGS DESIGN

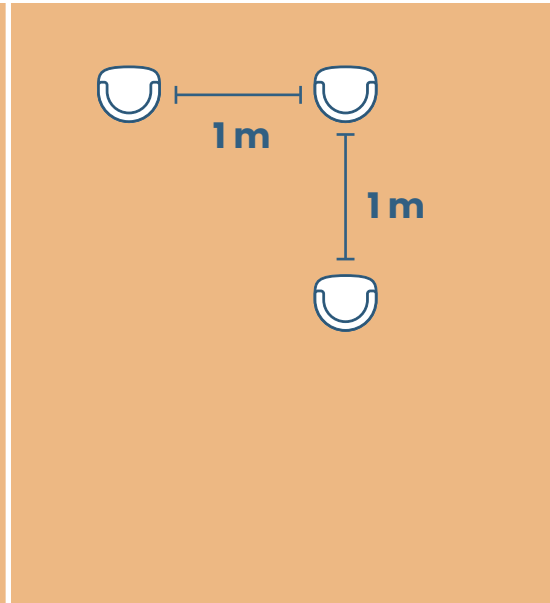
## WORKSHOP SETTING



## CLASSROOM SETTING



## THEATRE SETTING



Pax/Chair



Round Table



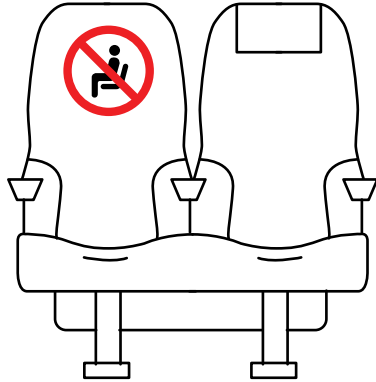
Classroom Table



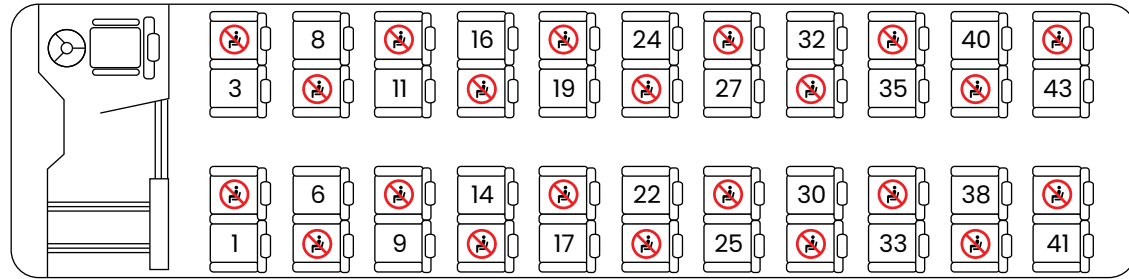
# VEHICLE SEAT ARRANGEMENTS



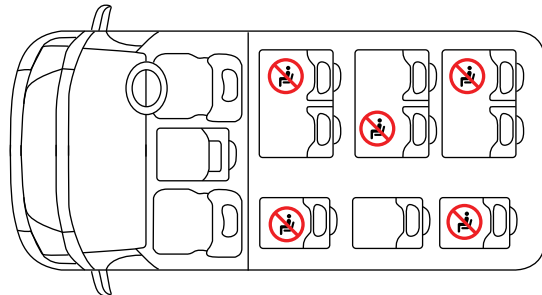
Please skip this seat to support the Social Distancing for COVID-19 safety reasons



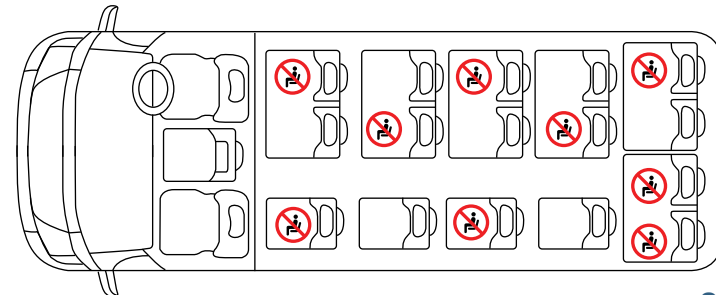
## Coach: 44 seater



## Van: 9 seater



## Van: 16 seater



Disclaimer: The above are for illustration purposes only. Please discuss with your transportation provider for more information.



## BUSINESS EVENTS IN PENANG DELEGATE'S CHECKLIST



Perform a personal health risk analysis before attending the event. This includes evaluating if you are a high-risk person due to underlying illnesses or age.



Pre-register with the event organiser to ensure your spot and to reduce long registration lines at the event venue.



Download the MySejahtera app to ease registration/check-in times at venues.



Arrive early at the event venue for the daily health screening check. All delegates are required to check and log their temperature before entering the event venue. Delegates with temperature above 37.5 degrees Celsius will be denied entry.



Wear your face mask before entering the event venue and at all times during the event, especially when you have to interact with other people.



Practice physical distancing at all times. Maintain physical distance of at least 1 metre from your fellow delegates by following floor markings and other instructions.



Don't shake hands! Consider alternative greetings such as Salam Malaysia, the right hand-over-heart gesture.



Reduce interaction and sharing of items where possible, including using contactless payments and bringing your own pens and writing material.



Wash your hands regularly with soap and water, or use hand sanitisers, especially after sneezing or coughing.



Cover your mouth and nose when coughing or sneezing.



If you show any symptoms of COVID-19, such as fever, cough, or breathing problems, immediately inform the event organisers and go to the nearest clinic for testing/check-up.



### Contact Tracing

Download the MySejahtera app

MySejahtera



Google Play



App Store



# GUIDELINES AND SOPs FROM THE MALAYSIAN GOVERNMENT

## The Malaysian National Security Council (NSC)



### DOWNLOAD HERE

MICE (Meetings, Incentives, Convention & Exhibition)



## Ministry of Health Malaysia



### DOWNLOAD HERE

- Infographics of SOPs



- Health Screening Booth & Triaging for COVID-19: PENANG

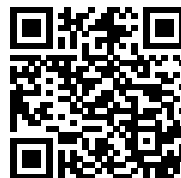


## Department of Environment (Malaysia)



### DOWNLOAD HERE

- Guidelines for Packaging, Labelling and Storage of Scheduled wastes in Malaysia



- Environmental Quality (Scheduled Wastes) Regulation



## Minister of Health Hotline and Email: PENANG

Operational Room	Phone No.	Email
CPRC JKN Penang	04-261 2533 04-261 2120 04-261 2122	epid_penang@moh.gov.my
PKD North East	04-281 8900	cdcpktl@gmail.com
PKD South West	04-866 1194	cdcpkdbd@gmail.com
PKD North Seberang Perai	04-575 1833	ukpbpspu@gmail.com
PKD Centre of Seberang Perai	04-537 7884	sptcdc@gmail.com
PKD South of Seberang Perai	04-594 3351	cdcsp2016@gmail.com
PK International Arrival(Airport)	04-646 1928	cdc.pkpia@gmail.com
PK International Arrival(Port)	04-261 1264	pkpmapp.cdc@gmail.com



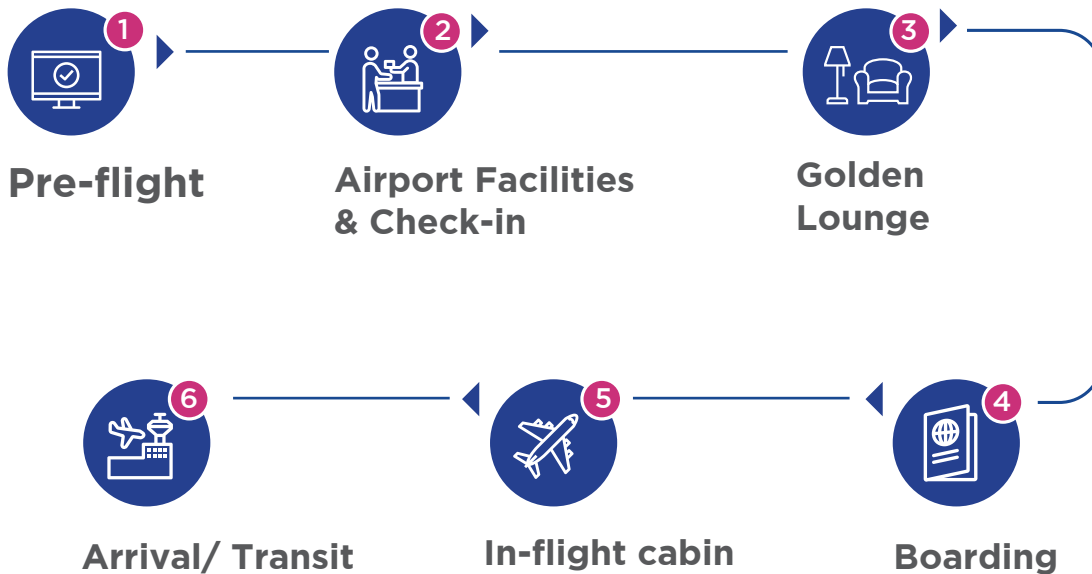
# AIR TRAVEL GUIDELINES FROM AIRLINES SERVING PENANG

## Strategic Airline Partner



### Fly Confidently

Discover all the health and safety protocols that have been put in place for you to travel safely.



Access the latest guidelines from Malaysia Airlines here



Download the guidelines here

### Fly Confidently

Discover all the health and safety protocols that have been put in place for you to travel safely.



#### Pre-flight

**Travel advisory/ alerts** - Find out about the latest travel updates on our Malaysia Airlines app or website.

**Booking Flexibility** - Enjoy unlimited changes to your bookings made on or before 30 June 2020\*.

**Web/ mobile check-in** - Check-in online prior to arriving at the airport terminal. Domestic passengers travelling with hand carry only may proceed to security clearance and boarding lounge with a mobile boarding pass.

\*Terms & Conditions apply



#### Airport facilities & Check-in

**Kiosks and Check-in Counters** - Self-service check-in kiosks are regularly wiped down and sanitised. Counters manned by staff will feature protective barriers\*\* that are disinfected regularly.

**Social distancing** - Floor markers provide guidance for maintaining a safe distance while queuing.

**Other Services** - Special assistance and medical services requested via our Call Centre will be administered in accordance with local health protocols.

\*\*Available in KLIA and selected airports.



#### Golden Lounge

**Entry protocols** - Temperature checks and contactless registration will be performed before entry.

**Hygiene Standards** - Lounge facilities, amenities and services provided by staff will follow high safety standards as mandated by local health authorities.

**Social Distancing** - Floor and seat decals are added to promote safe distancing.

**Dining** - Passengers may use their mobile devices to place their orders for fresh dishes or pre-packed meals and beverages for table delivery or self-collection.

**Lounge amenities** - Shower facilities will continue to be available, with both towels and amenities hygienically packed.

**Reading materials** - Complimentary Wi-Fi service enables passengers to browse through digital reading materials.



#### Arrival/ Transit

**Health checks and declaration** - All international arriving passengers may be required to complete a health card and go through a thermal scanner.

**Social distancing protocol** - Social distancing will be administered from disembarkation to the aerobridge walkway, inter-terminal transfers, at the transit desks, customs & immigration clearance and at the baggage collection carousel.



#### Boarding

**Boarding gate protocol** - Contactless temperature and security checks will be performed before entry.

**Document verification** - Airline staff verifying passengers' travel documents will sanitise their hands regularly. Contactless boarding using mobile boarding pass is possible for domestic flights.

**Social distancing protocol** - Admission into the boarding lounge will be limited at a given time.

**Boarding process** - Boarding will be done in sequence with small groups, with priority given to passengers requiring special assistance.



#### In-flight cabin

**Hygiene kits and protocols** - Hygiene kits will be distributed to all passengers. Passengers are required to have their face masks on always, except during meal times. Our crew will have their protective gear on while on board.

**Comfort items** - Headphones are hygienically sealed and made available for flights above 2 hours. Pillows, duvet or blankets are hygienically sealed and made available for flights above 5 hours.

**In-flight meals** - Food and beverage services have been modified for your well-being.

**HEPA Air Filters** - The air filtration system in our cabins are capable of filtering 99.97% of dust particles and airborne contaminants such as viruses and bacteria.

**Cabin cleanliness** - Lavatories are periodically cleaned during flight. Cabins are cleaned and disinfected with aircraft-manufacturer approved disinfectants after every flight.



## AIR TRAVEL GUIDELINES FROM AIRLINES SERVING PENANG

Scan the QR codes below to access guidelines from the airlines below:

*AirAsia*



中華航空  
CHINA AIRLINES



*Malindo air*



**QATAR**  
AIRWAYS القطرية



**SILK AIR**



SINGAPORE AIRLINES



**STARLUX**  
星宇航空



# NEXT NORMAL CHECKLIST BY SECTOR

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Venues & Convention Centres

Hotels

Unique Venues

Destination Management Company & Transportation

Professional Conference Organisers & Exhibition Organisers

Event/Exhibition Suppliers





# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## VENUES & CONVENTION CENTRES



Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 1. EVENT SPACE AND TRANSPORT



- Limit participation of guests to a maximum of 250 persons at any one time, depending on the square metre of the area.
- Install signages explaining SOP that guests are to observe in the venue, including queue flows. Station Section Leaders and employees at each area to ensure compliance and smooth movement of queues.
- Implement clear physical distancing markings of between 1.0m to 1.5m in all areas, especially where queues are expected.
- Implement crowd management right from the carpark, lobby, or any entrance which is the first point of contact.
- Limit use of lifts to a maximum of 4 persons at a time and advice guests to use the stairs, where possible.
- Limit use of washrooms to 2 persons at a time, depending on the size of the washroom. Mark alternate cubicles and wash basins for use.
- Arrange all seated sections with a distance of 1.5m to 2m between tables and/or seats so that movement in aisles is not restricted.
- Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.
- Ensure all staff/employees wear masks/face shields.
- Provide hand sanitisers outside and inside the meeting/conference area.
- Implement contact tracing measures that include requirements for all participants to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing.

- Use the MySejahtera app for contact tracing data collection.
- All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:



## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### VENUES & CONVENTION CENTRES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 2. FOOD AND SAFETY MANAGEMENT SYSTEM



- Use disposable cutlery for hygiene purposes.
- Only allow individually packed and sealed food catered from official caterers.
- Designate authorised personnel to dispose of all leftover food.
- Provide bottled water or station caterer staff to serve guests instead of using self-service water dispensers.
- Gloves are provided for delegates when self-serving at the buffet line.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### VENUES & CONVENTION CENTRES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 3. TOOLS AND EQUIPMENT HANDLING



- Implement appropriate contact tracing measures for all third-party personnel (vendors/event suppliers) entering the premises for the purposes of delivering goods or service, including screening for body temperature and respiratory symptoms. Deny entry for any third-party personnel with body temperature of 37.5 degree Celsius or higher.
- Increase duration of time allocated for set up and tear down of tools and equipment.
- Disinfect tools and equipment after set up and before tear down.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### VENUES & CONVENTION CENTRES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 4. STAFF TRAINING AND EFFECTIVE COMMUNICATION



- Implement a personal health and workplace responsibilities check that includes self-assessment of staff health and daily temperature screening.
- Maintain a daily temperature log sheet.
- Regularly disinfect the office and equipment.
- Provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.
- Conduct periodic inspections to ensure all employees practice good personal hygiene and safe distancing at the workplace.
- All staff on duty must always wear face masks/shields when performing services for guests.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### VENUES & CONVENTION CENTRES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 5. SAFETY AND EMERGENCIES



- Implement health and safety briefing for guests that highlight new safety measures.
- Carry out certified sanitisation of event venues
- Implement appropriate travel declaration and contact tracing measures and maintain such records for at least 6 months.
- Implement on site precautionary action and measures, including a designated isolation room/area for suspected COVID-19 cases.
- Establish standard response procedures for any suspected cases on the property, which include evacuation plans, contact tracing procedures, and sanitation of exposed areas.
- Plan future action and measures for any confirmed cases including contact tracing measures, quarantine procedures, testing and sanitation of venues.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### HOTELS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 1. EVENT SPACE AND TRANSPORT



- Install signages explaining SOP that guests are to observe in the venue, including queue flows. Station Section Leaders and employees at each area are to ensure compliance and smooth movement of queues.
- Implement clear physical distancing markings of between 1.0m to 1.5m in all areas, especially where queues are expected.
- Arrange all seated sections with a distance of 1.5m to 2m between tables and/or seats so that movement in aisles is not restricted.
- Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.
- Ensure all staff/employees wear masks/face shields.
- Provide hand sanitisers at all interaction points.
- Implement contact tracing measures that include requirements for all participants to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing.
- Use the MySejahtera app for contact tracing data collection.
- All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### HOTELS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 2. FOOD AND SAFETY MANAGEMENT SYSTEM



- Use disposable cutlery for hygiene purposes.
- Temporarily discontinue buffet-style service stations. Pre-pack food and beverage in individual recyclable/biodegradable containers.
- Designate authorised personnel to dispose of all leftover food.
- Provide bottled water or station caterer staff to serve guests instead of using self-service water dispensers.
- Gloves are provided for delegates when self-serving at the buffet line.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### HOTELS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 3. TOOLS AND EQUIPMENT HANDLING



- Implement appropriate contact tracing measures for all third-party personnel (vendors/event suppliers) entering the premises for the purposes of delivering goods or service, including screening for body temperature and respiratory symptoms. Deny entry for any third-party personnel with body temperature of 37.5 degree Celsius or higher.
- Increase duration of time allocated for set up and tear down of tools and equipment.
- Disinfect tools and equipment after set up and before tear down.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### HOTELS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 4. STAFF TRAINING AND EFFECTIVE COMMUNICATION



- Implement a personal health and workplace responsibilities check that includes self-assessment of staff health and daily temperature screening.
- Maintain a daily temperature log sheet.
- Provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.
- Conduct periodic inspections to ensure all employees practice good personal hygiene and safe distancing at the workplace.
- All staff on duty must always wear face masks/shields when performing services for guests.
- Implement contact tracing measures for all third-party personnel (contractors, vendors and suppliers), which include screening for body temperature and respiratory symptoms. Deny entry for any third-party personnel with body temperature of 37.5 degree Celsius or higher

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## HOTELS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 5. SAFETY AND EMERGENCIES



- Put up adequate signages to remind guests of required health and safety practices and physical distancing measures.
- Implement health and safety briefing for guests that highlight new safety measures.
- Carry out certified sanitisation of event venues.
- Implement appropriate travel declaration and contact tracing measures and maintain such records for at least 6 months.
- Implement on site precautionary action and measures, including a designated isolation room/area for suspected COVID-19 cases.
- Establish standard response procedures for any suspected cases on the property, which include evacuation plans, contact tracing procedures, and sanitation of exposed areas.
- Plan future action and measures for any confirmed cases including contact tracing measures, quarantine procedures, testing and sanitation of venues.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_

Name:

# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## UNIQUE VENUES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 1. EVENT SPACE AND TRANSPORT



- Limit participation of guests to a maximum of 250 persons at any one time, depending on the square metre of the area.
- Break large groups into smaller sizes to account for physical distancing measures, depending on the type of event or activity being carried out.
- Install signages explaining SOP that guests are to observe in the venue, including queue flows. Station Section Leaders and employees at each area to ensure compliance and smooth movement of queues.
- Implement clear physical distancing markings of between 1.0m to 1.5m in all areas, especially where queues are expected.
- Arrange all seated sections with a distance of 1.5m to 2m between tables and/or seats so that movement in aisles is not restricted.
- Plan dedicated space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.
- Ensure all staff/employees wear masks/face shields.
- Provide hand sanitisers at all interaction points.
- Implement contact tracing measures that include requirements for all participants to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing.
- Use the MySejahtera app for contact tracing data collection.
- All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### UNIQUE VENUES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 2. FOOD AND SAFETY MANAGEMENT SYSTEM



- Use disposable cutlery for hygiene purposes.
- Only allow individually packed and sealed food catered from official caterers.
- Designate authorised personnel to dispose of all leftover food.
- Station staff wearing plastic gloves to serve guests instead of using self-service water dispensers.
- Gloves are provided for delegates when self-serving at the buffet line.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### UNIQUE VENUES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 3. TOOLS AND EQUIPMENT HANDLING



- Implement appropriate contact tracing measures for all third-party personnel (vendors/event suppliers) entering the premises for the purposes of delivering goods or service, including screening for body temperature and respiratory symptoms. Deny entry for any third-party personnel with body temperature of 37.5 degree Celsius or higher.
- Increase duration of time allocated for set up and tear down of tools and equipment.
- Disinfect tools and equipment after set up and before tear down.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:



## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### UNIQUE VENUES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 4. STAFF TRAINING AND EFFECTIVE COMMUNICATION



- Implement a personal health and workplace responsibilities check that includes self-assessment of staff health and daily temperature screening.
- Maintain a daily temperature log sheet.
- Regularly disinfect the office and equipment.
- Provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.
- Conduct periodic inspections to ensure all employees practice good personal hygiene and safe distancing at the workplace.
- All staff on duty must always wear face masks/shields when performing services for guests.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### UNIQUE VENUES

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 5. SAFETY AND EMERGENCIES



- Implement health and safety briefing for guests that highlight new safety measures.
- Carry out certified sanitisation of event venues.
- Implement appropriate travel declaration and contact tracing measures and maintain such records for at least 6 months.
- Implement on site precautionary action and measures, including a designated isolation room/area for suspected COVID-19 cases.
- Establish standard response procedures for any suspected cases on the property, which include evacuation plans, contact tracing procedures, and sanitation of exposed areas.
- Plan future action and measures for any confirmed cases including contact tracing measures, quarantine procedures, testing and sanitation of venues.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 1. EVENT SPACE AND TRANSPORT



- Finalise programme and passenger list at least 14 days before arrival. Obtain full details of each passenger, including flight details, passport page, mobile contact, next of kin contact, health declaration form, and travel history.
- Select tour guides per PTGA SOP.
- Conduct all on-site activities such as airport welcome, hotel check-in/check-out, business events/meetings, sightseeing, team events, etc, according to the respective event or venue's SOP.
- Work with venue/destination staff to ensure smooth movement of queues, especially during registration and at embarkation/disembarkation points.
- Provide hand sanitisers at all interaction points.
- Implement contact tracing measures that include requirements for all participants to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing.
- Use the MySejahtera app for contact tracing data collection.

#### **Transportation**

- Prepare appropriate tour vehicles and limit number of guests according to the size of the vehicle, the capacity of the proposed destination, and the activity to be carried out.
- Remind guests about hygiene and health and safety measures, including physical distancing of at least 1.0m at all times.

- Clearly indicate seat numbers and physical distancing measures in the vehicle, including marking alternate seats to be left vacant, if applicable. Passengers should not exchange seats without informing staff.
- Ensure all staff/employees and guests wear masks/face shields in the vehicle.
- Place all bags, other than handbags and small hand carry bags, in the luggage compartment.
- All touch areas, items, and surfaces in the vehicle are to be constantly cleaned and disinfected with recommended disinfectant or detergent.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_

Name:

**NEXT NORMAL GUIDELINES  
FOR BUSINESS EVENTS PENANG**

**DESTINATION MANAGEMENT COMPANY  
(DMC) & TRANSPORTATION**

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

**2. FOOD AND SAFETY MANAGEMENT SYSTEM**



- Avoid eating in the vehicle, if possible.
- Only allow individually packed and sealed food catered from official caterers.
- Use disposable cutlery for hygiene purposes.
- Designate authorised personnel to dispose of all leftover food. Provide bottled water.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

**NEXT NORMAL GUIDELINES  
FOR BUSINESS EVENTS PENANG**

**DESTINATION MANAGEMENT COMPANY  
(DMC) & TRANSPORTATION**

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

**3. TOOLS AND EQUIPMENT HANDLING**



- Prepare kits for guests that include health (virus prevention) materials, BE in Penang Checklist for delegates, information on screening/ treatment locations, a face mask, and hand sanitiser.
- Immediately report guests and/or staff members who display symptoms and isolate them.
- Clean, sanitise, and disinfect guest baggage prior to loading them onto the vehicle.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 4. STAFF TRAINING AND EFFECTIVE COMMUNICATION



- Implement a personal health and workplace responsibilities check that includes self-assessment of staff health and daily temperature screening.
- Maintain a daily temperature log sheet.
- Regularly disinfect the office and equipment.
- Provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.
- Provide front-liners with training on good hygienic practice and physical distancing.
- Conduct periodic inspections to ensure all employees practice good personal hygiene and safe distancing at the workplace.
- All staff on duty must always wear face masks/shields when performing services for guests.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### DESTINATION MANAGEMENT COMPANY (DMC) & TRANSPORTATION

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 5. SAFETY AND EMERGENCIES



- Implement health and safety briefing for guests that highlight new safety measures.
- Carry out certified sanitisation of vehicle using Isopropyl Alcohol (70%)
- Implement appropriate travel declaration and contact tracing measures and maintain such records for at least 6 months.
- Implement precautionary action and measures, including a designated isolation room/area for suspected COVID-19 cases.
- Establish standard response procedures for any suspected cases on the property, which include evacuation plans, contact tracing procedures, and sanitation of exposed areas.
- Plan future action and measures for any confirmed cases including contact tracing measures, quarantine procedures, testing and sanitation of vehicles.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 1. EVENT SPACE AND TRANSPORT



- Ensure programmes/activities are organised on a reduced scale and practice physical distancing at all times.
- Require registration for all events to control admission, prioritising online or contactless methods of registration.
- Limit participation of guests to a maximum of 250 persons at any one time, depending on the square metre of the area.
- Install signages explaining SOP that guests are to observe in the venue, including queue flows. Station Section Leaders and employees at each area to ensure compliance and smooth movement of queues.
- Implement clear physical distancing markings of between 1.0m to 1.5m in all areas, especially where queues are expected.
- Implement a headcount system at all entry points to monitor and control the number of people in the event venue at any one time.
- Prepare designated holding rooms/space for exhibitors, delegates, and visitors to interact safely while maintaining physical distancing of 1.0m.
- Implement appropriate queue management and crowd management systems at necessary locations in the event venue.
- Arrange seated sections with a distance of 1.5m to 2.0m between tables and/or seats, where applicable.
- Ensure all participants wear masks/face shields in the venue.
- Provide hand sanitisers at all interaction points outside and inside the meeting/conference area.

- Implement contact tracing measures that include requirements for all participants to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing.

Use the MySejahtera app for contact tracing data collection.

- Ensure the event venue is fully disinfected before commencement of any work for the event.
- Ensure the event venue is fully disinfected daily prior to the opening hours of the event.
- All touch areas, items, and surfaces are to be constantly cleaned and disinfected with recommended disinfectant or detergent.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_

Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 2. FOOD AND SAFETY MANAGEMENT SYSTEM



- Only allow individually packed and sealed food catered from official caterers.
- Use disposable cutlery for hygiene purposes.
- Designate authorised personnel to dispose of all leftover food.
- Provide bottled water.
- Gloves are provided for delegates when self-serving at the buffet line.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 3. TOOLS AND EQUIPMENT HANDLING



- Implement appropriate contact tracing measures for all third-party personnel (vendors/event suppliers) entering the premises for the purposes of delivering goods or service, including screening for body temperature and respiratory symptoms. Deny entry for any third-party personnel with body temperature of 37.5 degree Celsius or higher.
- Increase duration of time allocated for set up and tear down of tools and equipment.
- Disinfect tools and equipment after set up and before tear down.
- Disinfect all facilities and event space before and after the event.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 4. STAFF TRAINING AND EFFECTIVE COMMUNICATION



- Implement a personal health and workplace responsibilities check that includes self-assessment of staff health and daily temperature screening.
- Maintain a daily temperature log sheet.
- Regularly disinfect the office and equipment.
- Minimise the number of workers and staff involved throughout the event, where possible.
- Provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.
- Provide front-liners with training on good hygienic practice and physical distancing.
- Conduct periodic inspections to ensure all employees practice good personal hygiene and safe distancing at the workplace.
- Conduct onsite daily briefings with relevant stakeholders before and after event hours to provide updates on the current status and matters involved and/or arising from the event.
- Hold daily debrief with main support team members after each day's event/programme.
- Meet with stakeholders to plan the event, including health and safety guidelines, before the commencement of any business event.

- Hold regular and up-to-date training for all staff, partners, contractors, and third-party vendors involved in the event on the BE Penang SOP and the approved SOP for the said event.
- Obtain a formal acceptance letter from all parties involved on their full understanding and commitment on the implementation of the said SOP in relation to all the job and services involved for the event prior to the commencement of any work.
- Ensure all staff, partners, contractors, and third-party vendors undergo the government-approved COVID-19 test prior to the event.
- All staff on duty must always wear face masks/shields when performing services for guests.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

### PROFESSIONAL CONFERENCE ORGANISERS & EXHIBITION ORGANISERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

#### 5. SAFETY AND EMERGENCIES



- Appoint a Health, Safety, and Environment (HSE) manager and Emergency Response Team (ERT) manager to conduct risk assessment and be involved in the conferences.
- Conduct a comprehensive study & assessment on all risk factors involved in organising the event prior to the commencement of any planning stage.
- Establish official communication with Penang State Health Authority for the purpose of informing and updating them of the detailed plan of the event, as well as consultation during the assessment study.
- Implement health and safety briefing for guests that highlight new safety measures.
- Ensure physical and/or electronic SOP signages for the event are placed clearly and visible around the event venue.
- Carry out certified sanitisation of premises by qualified personnel using state-certified sanitation of event venues.
- Require pre-registration with full details for contact tracing purposes, including emergency contact details.
- Request permission from delegates who test positive for COVID-19 to disclose their information.
- Implement appropriate travel and health declaration and maintain such records for at least 6 months.
- Send out post-event survey/feedback form to all participants, speakers, and exhibitors within 2 days post-event including a reminder to the recipient to update the event organiser if they discover that they have been exposed to COVID-19.

- Keep all post-event contact records for at least 6 months and make it available if requested by Penang State Health Authority.
- Implement precautionary action and measures, including a designated isolation room/area for suspected COVID-19 cases.
- Establish standard response procedures for any suspected cases on the property, which include evacuation plans, contact tracing procedures, and sanitation of exposed areas.
- Plan future action and measures for any confirmed cases including contact tracing measures, quarantine procedures, testing and sanitation of vehicles.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:



# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## EVENT/EXHIBITION SUPPLIERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 1. EVENT SPACE & TRANSPORT



#### **Outdoor Activities/Tour Suppliers**

- Ensure all allocated tour stop areas (off the bike stops) comply with and observe COVID-19 SOPs.
- Install signage to discourage group congregation and limit number of people in certain stoppage areas.
- Designate food and feeding stop areas at deserted spaces away from crowded places.
- Maintain a minimum distance of 1.0m between each person/group.

#### **Food and Beverage Suppliers**

- Plan designated 'close-up' food serving areas away from high traffic areas.
- Schedule staggered coffee break sessions, lunch, dinner, and/or any other food serving times to avoid congestion.
- Install physical distancing markers of 1.0m to 1.5m at food serving areas.

#### **Supplier of Equipment**

- Use designated delivery, loading, and unloading areas, according to the scheduled times.

#### **All**

- Ensure all participants wear masks/face shields in the venue.
- Arrange seated sections with a distance of 1.5m to 2.0m between tables and/or seats, where applicable.

- Implement contact tracing measures that include requirements for all participants to undergo temperature screening, wear face masks at all times, and to submit Guest Contact Form for travel declaration and contact tracing.

Use the MySejahtera app for contact tracing data collection.

- Request for a detailed cleaning schedule and work with the Organiser on increased frequency of site clearing, cleaning, and disinfection throughout the event.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG EVENT/EXHIBITION SUPPLIERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 2. FOOD AND SAFETY MANAGEMENT SYSTEM



- Only provide and deliver food and drinks at designated stops/areas.
- Tour support staff must wear face masks and gloves when handling food/beverages.
- Only allow individually packed and sealed food catered from safe sources/vendors.
- Use disposable cutlery for hygiene purposes.
- Designate authorised personnel to dispose of all leftover food. Provide bottled water.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

## NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG EVENT/EXHIBITION SUPPLIERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 3. TOOLS AND EQUIPMENT HANDLING



- Register all staff involved in the delivery, loading, and unloading of tools and equipment.
- Provide complete health declarations and comply with mandatory temperature checks and/or other measures implemented by the Organiser/venue provider.
- Ensure all tools and equipment are sanitised and labelled prior to delivery.
- Sanitise all tools and equipment at the venue prior to work commencement.
- Sanitise all tools and equipment prior to leaving the event site and upon delivery at the next location, if any.

#### **Outdoor Activities/Tour Suppliers**

- Staff are to clean themselves prior to handing tour hardware.
- Sanitise equipment/tour hardware and tag them with the recipient's (client's) name.
- Sanitise equipment/tour hardware after the event.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## EVENT/EXHIBITION SUPPLIERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_  
Job Title \_\_\_\_\_

### 4. STAFF TRAINING AND EFFECTIVE COMMUNICATION



- Implement a personal health and workplace responsibilities check that includes self-assessment of staff health and daily temperature screening.
- Maintain a daily temperature log sheet.
- Regularly disinfect the office and equipment.
- Ensure all assigned staff attend the specified event's training of approved event SOP.
- Ensure all assigned staff undergo the required government-approved COVID-19 test prior to the event.
- Provide appropriate health education materials regarding COVID-19 to all employees and constantly communicate situation updates and precautionary practices.
- Provide front-liners with training on good hygienic practice and physical distancing.
- Conduct periodic inspections to ensure all employees practice good personal hygiene and safe distancing at the workplace.
- Attend the Organiser's onsite daily briefings, where applicable.
- Attend post-event meetings and provide feedback and suggestions, especially on health and safety issues.
- All staff on duty must always wear face masks/shields when performing services for guests.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:





# NEXT NORMAL GUIDELINES FOR BUSINESS EVENTS PENANG

## EVENT/EXHIBITION SUPPLIERS

Name of Auditor \_\_\_\_\_ Date \_\_\_\_\_

Job Title \_\_\_\_\_

### 5. SAFETY AND EMERGENCIES



- Carry out certified sanitisation of premises by qualified personnel using state-certified sanitation of event venues.
- Pre-register and provide complete health declarations for all involved personnel to facilitate contact tracing measures.
- Implement precautionary action and measures, including a designated contact person to work with the Organiser's/event venue provider's staff to follow their established SOP.
- Establish standard response procedures for any suspected cases on the property, which include evacuation plans, contact tracing procedures, and sanitation of exposed areas.
- Plan future action and measures for any confirmed cases including contact tracing measures, quarantine procedures, testing, and sanitation of vehicles, tools, equipment, and tour hardware.

I verify that the above check was carried out on \_\_\_\_\_ at \_\_\_\_\_ am/pm.

Signature

\_\_\_\_\_  
Name:

# PLEDGE OF ADHERENCE TO GUIDELINES

We \_\_\_\_\_ (organisation name) pledge to adhere to the guidelines outlined in the Next Normal Guidelines for Business Events Penang.

In doing this, we confirm that the health and safety practices implemented by our organisation are:

- in compliance with the recommended guidelines,
- consistently carried out to the best of our ability, and
- established with appropriate response measures to manage any health emergencies that arise.

We are committed to ensuring the safety and protection of all delegates and business events workers.

Signatory,

Witness,

\_\_\_\_\_  
Name:

Position:

\_\_\_\_\_  
Name:

Position:




## NOTES



# NEXT NORMAL GUIDELINES




## FOR BUSINESS EVENTS PENANG

 Access the digital kit here: [www.pceb.my/nextnormalkit](http://www.pceb.my/nextnormalkit)



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