

# TICA

THAILAND INCENTIVE AND  
CONVENTION ASSOCIATION

# BUSINESS EVENTS HYGIENE PRACTICE Meeting and Convention

Source: Ministry of Public Health of Thailand

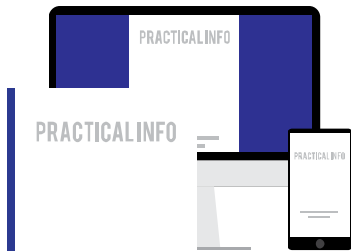
As of 28 May 2020



Examine the operational procedures without violating the government regulations and the Centers for Coronary Epidemiology 2019 Disease Epidemic Management Command 2019 (Covid-19).

## Communication

1.



**14 DAYS**

Submit Practical Information & House Rules to all participants at least 14 days in advance of event.

2.



**14 DAYS**

Request all participants to complete Health Risk Evaluation, at least 14 days prior to the event date.

3.



With regards to participants arriving from abroad, Thailand's instructions and legislations guidelines take precedence and must be adhered to.

4.



All overseas arrivals must be informed in advance that permission to allow a participant into the country/event is at the discretion of the Thai government. Failure to pass the screening process will prohibit entry into the event/country.

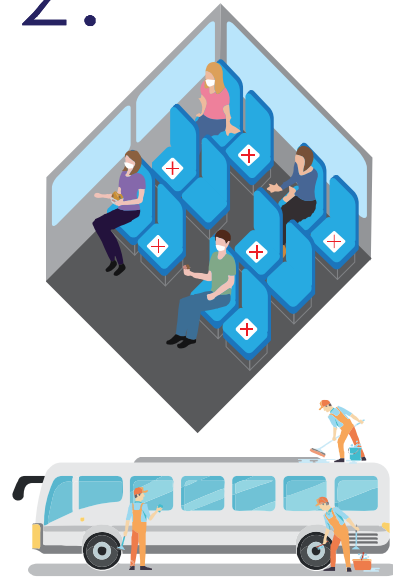
## Travel/Tranfers

1.



Provide participants with information on travel routes and low risk transportation /travel methods

2.



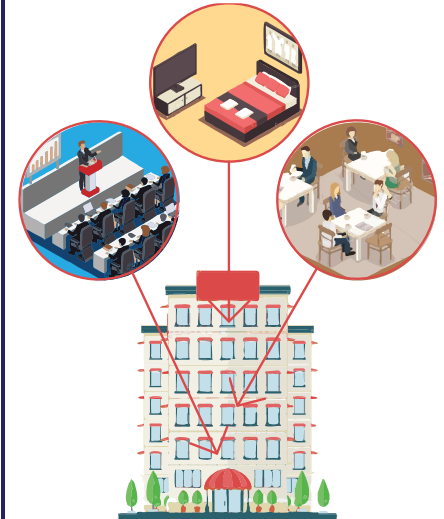
Shuttle buses must be well ventilated and seating arrangements must be in respect of social distancing. All buses must be cleaned and sanitised consistently.

3.



All participants must be screened before boarding coaches. Sufficient hand sanitisers must be provided on all coaches.

4.



Participants should be discouraged from using public transport. Please select venues that provide sufficient meeting room needs to avoid transfers/travel.

## Staff Training

1.



All stakeholders are required to develop Standard Operating Procedures (SOP), to include Emergency Protocol, and train staff on said procedures.

2.



All are required to wear face masks, as well as, face shields (optional), especially important for personnel who are working in high traffic areas.  
A nursing or first aid station must be arranged at venues, as well as a referak list of nearby hospitals

3.



Provide staff screening points prior to entry onto premises.

4.



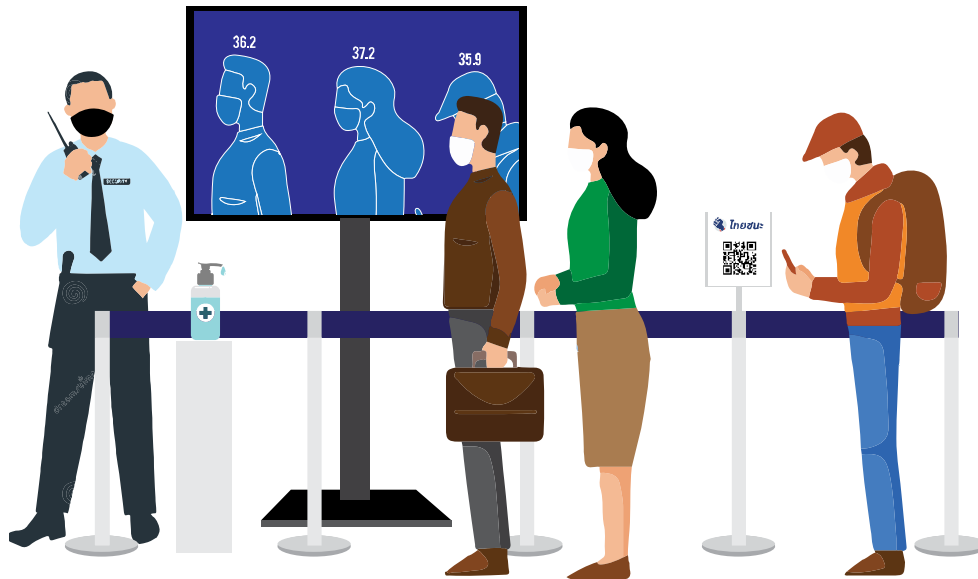
Ensure that premises are sufficiently staffed with cleaning crew and equipment.

5.



Ensure that venues have hygiene and sanitation inspectors active throughout the event.  
Ensure that staff are consistently trained on Covid-19 protection and prevention measures and guidelines.

## Screening point



Provide sufficient temperature screening points or thermo scanning for attendees to ensure that social distancing protocols are met and to reduce congestion or long queues.

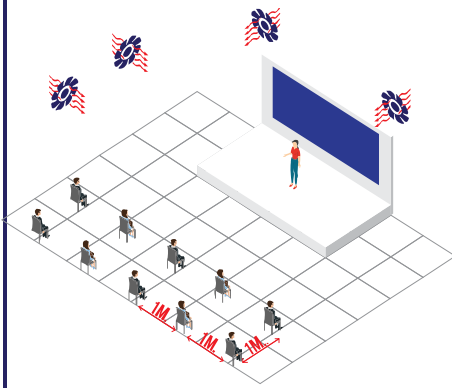
Participants' temperature should not exceed 37.5 degrees Celsius

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Set-up a check-in and check-out area using the **Thai Chana application** prior to the entry area as well as prior to exit.

## Meeting Room

1.



Meeting rooms should take social distancing rule into consideration to ensure that a 1.00 metre gap is maintained.

All meeting rooms must be well ventilated.

2.



Ensure activities do not require physical contact with other participants

3.



Arrange for microphone stands to be placed in the meeting venue and ensure that they are cleaned immediately after each use

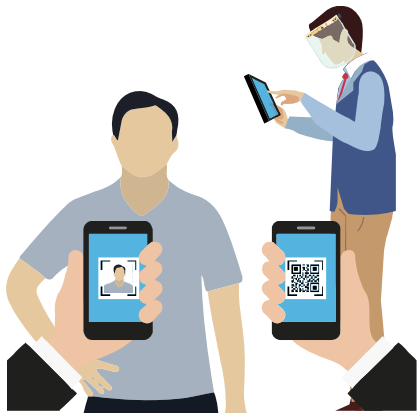
4.



Make special arrangements to meet, greet, transfer and accommodate (room arrangements) for speakers arriving from abroad or upcountry. Ensure that all speakers are briefed on hygiene and sanitation protocols

## Meeting Room

5.



Utilise QR code scanning or facial recognition software for participants' registration to avoid direct contact with attendees.

6.



Provide sufficient scattered registration stations in respect to social distancing for participants

7.



Ensure that venues provide sufficient hand sanitisation stations throughout the duration of the event

8.

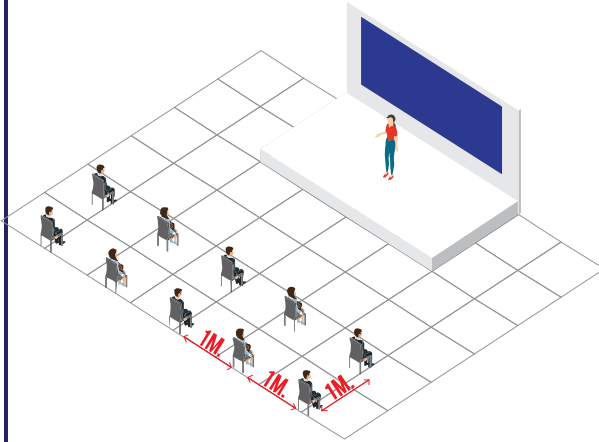


Ensure that venue provides sufficient cleaning crew to consistently clean high traffic areas and surfaces exposed to constant contact every hour ie; handrails, doorknobs, etc



## Meeting Room

9.



Event floor plans should take social distancing rule into consideration to ensure that a 1.00 metre gap is maintained.  
All meeting rooms must be well ventilated.

10.



Provide general information boards concerning virus protection and prevention as well as make periodic announcements concerning hygiene protocols throughout.

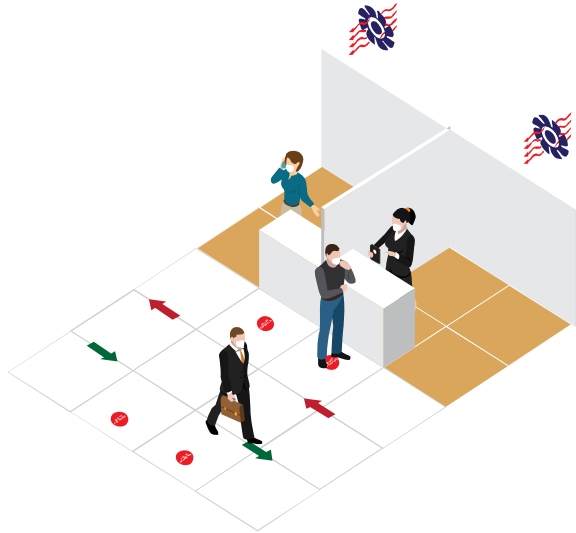
11.



Pets should not be allowed on meeting premises

## Exhibition

1.



Ensure exhibition areas are well ventilated and that booths are at least 4 meters apart with respect to social distancing requirements.

2.



Implement advance booking for each exhibitor/booth to manage crowd control.

3.



Implement application or on-line booking & payment system that will allow visitors to make immediate purchase of items for sale at the event.

**Note :** Organisers of Pet Expos must contact the Ministry of Public Health & CCSA to inquire on additional requirements for such events.

## Dining

1.



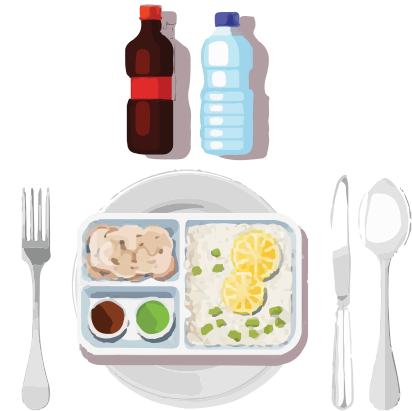
Tables should be arranged in respect of social distancing where seats must be at least 1.00 apart.

2.



Select venues able to serve breaks and hot lunch in set menu style.

3.



Provide individual set meals.

## Toilet

1.



Schedule hourly cleaning and sanitisation of toilets paying exceptional care to clean toilet seats, toilet paper dispensers, sinks, faucets, soap holders and any facilities that are in frequent contact with users with a bleach, 70% alcohol or 0.5% hydrogen peroxide

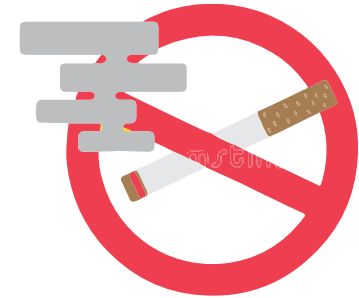
2.



Place informational signs to inform participants on the importance of implementing hygienic protocols.

## Smoking

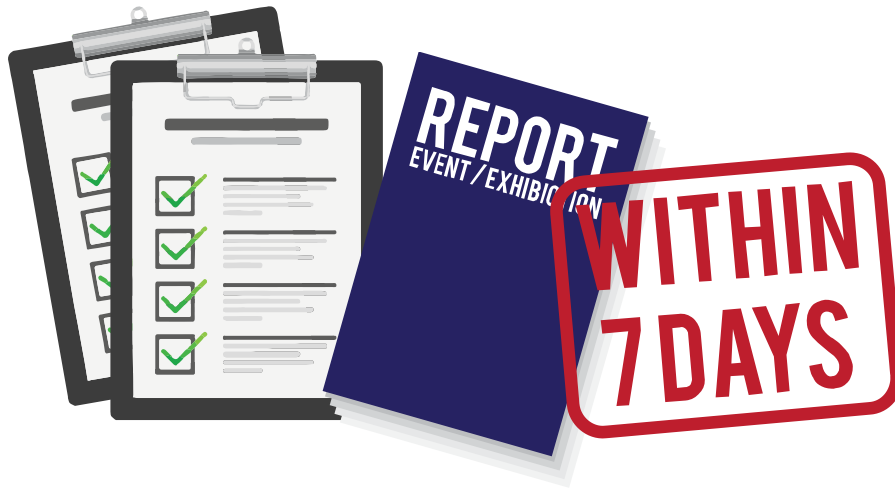
1.



**NO SMOKING  
ALL AREA**

Smoking should be prohibited in venues/premises to prevent wide spread infection.

## I. Reporting



Post event reports must be submitted to relevant authorities and the Center for Covid-19 Situation Administration (CCSA) within 7 days; all reporting requirements must be strictly followed. It is the organiser's responsibility to consistently cross check and update these requirements.

## 2. Waste management



Ensure that there are sufficient waste bin as waste management systems in place. All bins must have lids/covers.

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Waste bins must be segregated ie; general waste and "bio hazard waste" for discarded face masks and tissues. Organisers must set-up a cleaning schedule and organise waste storage areas that are free from animals and insect incursion.

## 3. Practices if an accident occurs



Make arrangements for a medical station and "containment" room, as well as, coordinate with nearby hospitals should medical evacuation be required.

# TICA

THAILAND INCENTIVE AND  
CONVENTION ASSOCIATION

# BUSINESS EVENTS HYGIENE PRACTICE Incentive Travel

Source: Ministry of Public Health of Thailand

As of 28 May 2020

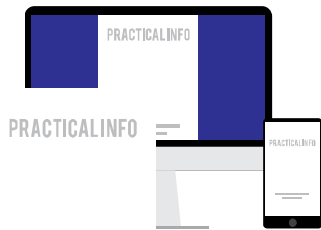




Examine the operational procedures without violating the government regulations and the Centers for Coronary Epidemiology 2019 Disease Epidemic Management Command 2019 (Covid-19).

## Communication

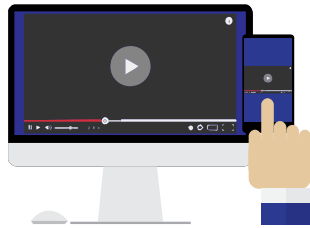
1.



**14 DAYS**

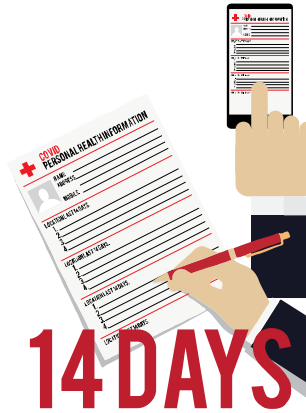
Submit Practical Information & House Rules to all participants at least 14 days in advance of event

2.



Deliver suggestions videos And guidelines While attending the event (House Rules) To participants in advance

3.



**14 DAYS**

Request all participants to complete Health Risk Evaluation, at least 14 days prior to the event date.

4.



With regards to participants arriving from abroad, Thailand's instructions and legislations guidelines take precedence and must be adhered to.

5.



All overseas arrivals must be informed in advance that permission to allow a participant into the country/event is at the discretion of the Thai government. Failure to pass the screening process will prohibit entry into the event/country.

## Staff Training

1.



All stakeholders are required to develop Standard Operating Procedures (SOP), to include Emergency Protocol, and train staff on said procedures.

2.



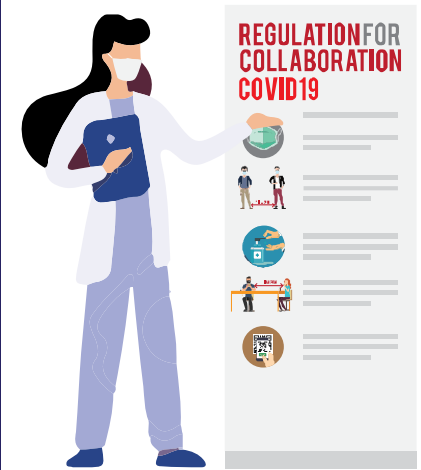
Provide staff screening points prior to entry onto premises.

3.



Ensure that premises are sufficiently staffed with cleaning crew and equipment.

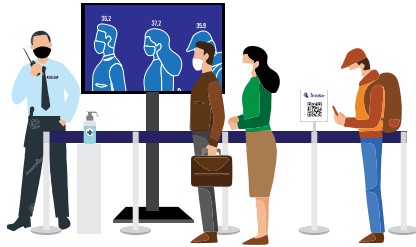
4.



Ensure that staff are consistently trained and updated on Covid-19 protection and prevention measures and guidelines.

## Screening Points

1.



Provide sufficient temperature screening points for attendees to ensure that social distancing protocols are met and to reduce congestion or long queues.

Set-up a check-in and check-out area using the **Thai Chana application** prior to the entry area as well as prior to exit.

2.



All participants and staff are required to wear face masks, as well as, face shields (optional), especially important for personnel who are working in high traffic areas.

3.



Have additional face masks available for participants who did not bring these with them.

4. **37.5°**



Attendees' body temperature should not exceed 37.5 degrees Celsius

## Activities & Travel/Transfer

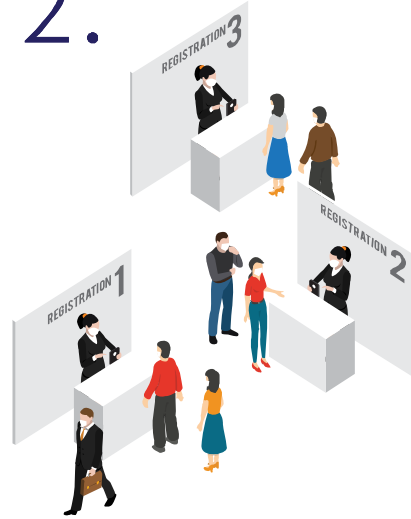
1.



Utilise QR code scanning or facial recognition software for participants' registration to avoid direct contact with attendees.

Any gifts or giveaways should be distributed at the registration desk in order to minimise contamination and contact.

2.



Provide sufficient scattered registration stations in respect to social distancing for participants

3.



Meeting room arrangements should take into consideration minimal direct contact with participants.

4.



Event floor plans should take social distancing rule into consideration to ensure that a 1.00 metre gap is maintained.

## Activities & Travel/Transfer

5.



Ensure that sufficient hand sanitising stations & cleaning products are available at venue.

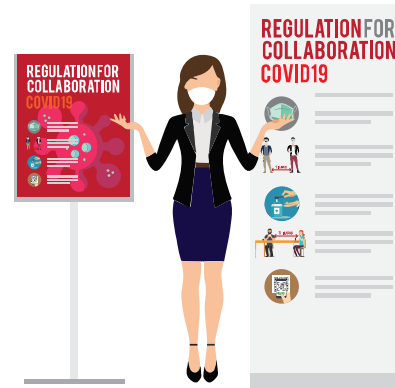
6.



Ensure that sufficient cleaning crew is available to consistently clean high traffic areas and surfaces exposed to constant contact every hour ie; handrails, doorknobs and microphones.

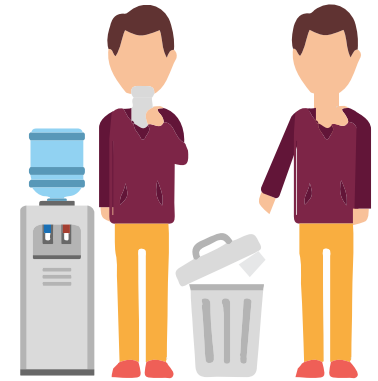
Ensure transportation is consistently cleaned and well ventilated.

7.



Provide general information boards concerning virus protection and prevention as well as make periodic announcements concerning hygiene protocols throughout.

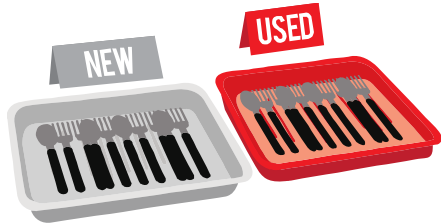
8.



Provide drinking stations with disposable cups.

## Activities & Travel/Transfer

9.



Supply stations should include dedicated separate sections for "sanitised" and "used" items ie; pens, pencils, etc.

10.



Waste bins must be segregated ie; general waste and "bio hazard waste" for discarded face masks and tissues.

11.



All personnel that come in close contact with attendees are required to wear face mask ie; drivers, receptionists, ticketing staff, etc.

12.



Face shields are recommended for personnel who come in especially close contact with attendees.

## Activities & Travel/Transfer

13.

**37.5°**



All personnel must be screened at the start of each day. Anyone displaying a fever or cold like symptoms such as coughing, runny nose, panting, etc should not be allowed to work and must see a doctor immediately.

14.



Consistently clean and disinfect toilets and passenger compartments.

15.



Ensure that there are sufficient waste bins and waste management systems in place. All bins must have lids/covers. Waste bins must be segregated ie; general waste and "bio hazard waste" for discarded face masks and tissues.

Organisers must set-up a daily cleaning schedule and organise waste storage areas that are free from animals and insect incursion.

16.



Attendees must be screened and wear a face mask at all times throughout the event.



## Activities & Travel/Transfer

17.



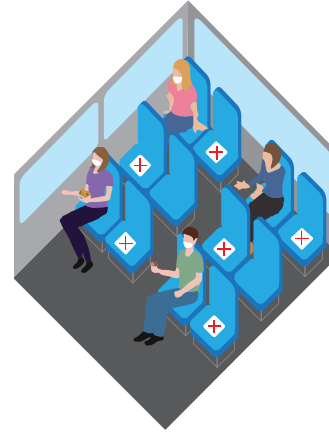
Provide reserve face mask for attendees for emergency purposes ie; in case participants display flu like symptoms such as fever, coughing, runny nose, etc.

18.



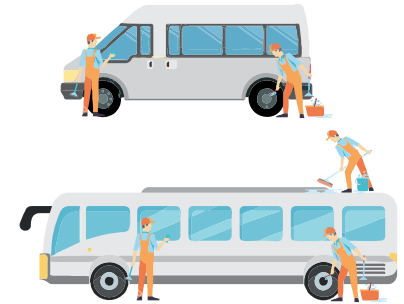
Provide sufficient hand saniters (alcohol gel) within venues, transportation and waiting areas

19.



Ensure that passengers are seated one seat apart from each other

20.



Ensure all vehicles are cleaned and sanitized after each use, especially areas that are touched most frequently such as handrail, door handle and areas surrounding it, armrests, etc.

## Activities & Travel/Transfer

21.



Implement paying facilities or pay points that minimise contact between staff and attendees.

22.



Guides and DMC personnel that are in constant contact with participants must wear face masks at all times.

23.



Please consider using face shields, in addition to face masks, in cases where close contact is anticipated.

24.



All equipment used in events such as microphones must be consistently cleaned and sanitised.

## Activities & Travel/Transfer

25.



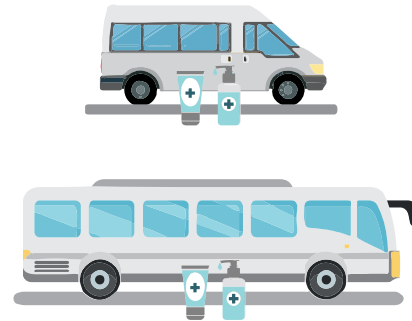
Conduct deep cleaning and sanitisation on all vehicles after daily use, as well as, monthly, quarterly and annual basis.

26.



Set up proper waste management for trash, waste, used tissue paper, and discarded face masks.

27.



Provide sufficient hand saniters (alcohol gel) on all transportation utilised ie; coaches, vans, trains, etc

28.



All participants must be screened for symptoms and are required to wear face masks at all times

## Activities & Travel/Transfer

29.



All food and drinks served must be packaged according to proper sanitary and hygienic standards.

30.



Educate and encourage participant on safe and hygienic measures to prevent contamination ie; eating freshly prepared hot food, not sharing utensils

31.



Wash/sanitise hands, avoid touching their faces before cleaning their hands, etc.

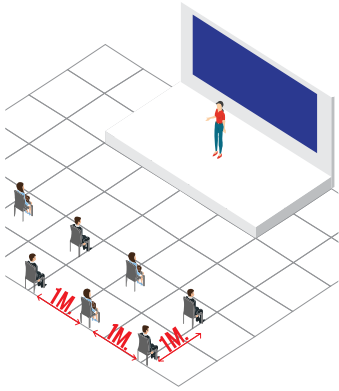
32.



Utilise technology or applications to pass on information to visitors instead of circulating printed materials ie itineraries and brochures to participants

## Meeting Venues

1.



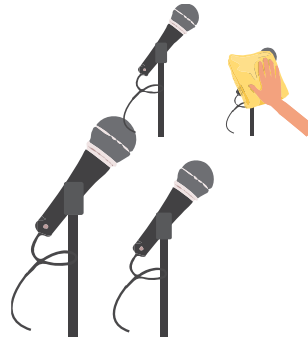
Meeting rooms should be arranged in respect of social distancing where seating must be at least 1.00 m. apart.

2.



Ensure activities do not require physical contact with other participants.

3.



Arrange for microphone stands to be placed in the meeting venue and ensure that they are cleaned immediately after each use.

4.



Make special arrangements to meet, greet, transfer and accommodate (room arrangements) for speakers arriving from abroad or upcountry. Ensure that all speakers are briefed on hygiene and sanitation protocols.

5.



Pets should not be allowed on meeting premises

## Exhibition

1.



Ensure exhibition areas are well ventilated and that booths are at least 4 meters apart with respect to social distancing requirements

2.



Implement advance booking for each exhibitor/booth to manage crowd control

3.



Implement application or on-line booking & payment system that will allow visitors to make immediate purchase of items for sale at the event.

**Note:** Organisers of Pet Expos must contact the Ministry of Public Health & CCSA to inquire on additional requirements for such events.

Source: Ministry of Public Health of Thailand

## Special Event Area

1.



Choose to work with service providers that are verified by SHA and establishments that provide services that are up to the hygiene and sanitation codes.

2.



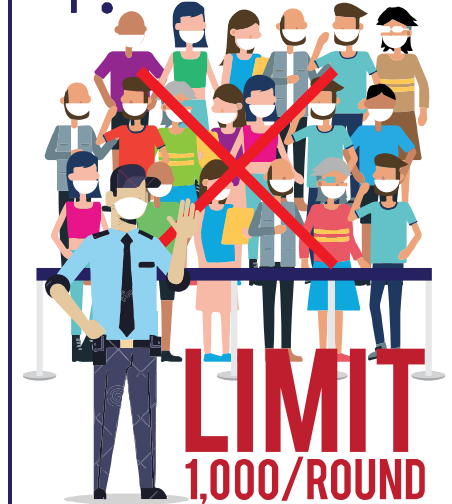
All public areas such as ticketing booths, toilets, information counters, gaming booths, benches, carriages, etc are cleaned and sanitised at least 3 times per day.

3.



Provide sufficient hand sanitizers (alcohol gel) & cleaning products at public areas

4.



Group sizes for activities or visits should be limited and scheduled in respect of social distancing and widespread infection prevention. For instance limit visitors to 1,000 persons per round.

## Special Event Area

5.



Ensure strict hygiene and sanitation at F&B service areas.

6.



Clear directional signage should be placed at venues ie; arrow lines of different colors leading visitors to various sections of the venue.

All venues should also include clear distancing indicators especially important for queue areas.

7.



Utilise technology or applications to pass on information to visitors instead of circulating printed materials ie; itineraries and brochures to participants.

8.



Set up proper waste management for trash, waste, used tissue paper, and discarded face mask.



## Special Event Area

9.



Provide cleaning and sanitisation kits to visitors at play and stations.

10.



Enclosed or air conditioned venues/premises should clearly indicate the number of permissible visitors per square meter.

11.



Implement paying facilities or pay points that minimises contact between staff and attendees.

## Dining Areas

1.



Tables should be arranged in respect of social distancing where seats must be at least 1.00 m. apart

2.



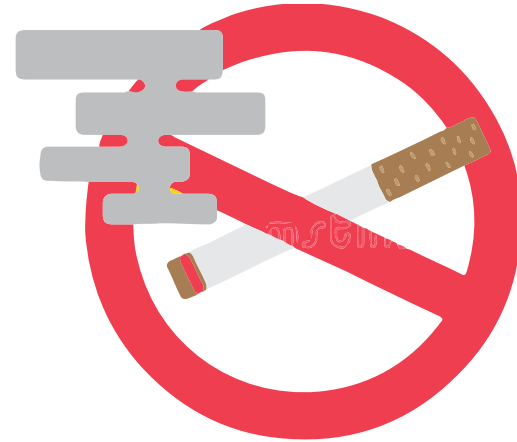
Select venues able to serve breaks and hot lunch in set menu style.

## Toilets



Schedule hourly cleaning and sanitisation of toilets paying exceptional care to clean toilet seats, toilet paper dispensers, sinks, faucets, soap holders and any facilities that are in frequent contact with users with a bleach, 70% alcohol or 0.5% hydrogen peroxide.

## Smoking



**NO SMOKING  
ALL AREA**

Smoking should be prohibited in venues/premises to prevent wide spread infection.

## I. Reporting



Post event/activities reports must be submitted to relevant authorities and the Center for Covid-19 Situation Administration (CCSA) within 7 days; all reporting requirements must be strictly followed. It is the venue's responsibility to consistently cross check and update these requirements.

## 2. Waste management



Ensure that there are sufficient waste bins and waste management systems in place. All bins must have lids/covers.

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Waste bins must be segregated i.e; general waste and "bio hazard waste" for discarded face masks and tissues. Organisers must set-up a cleaning schedule and organise waste storage areas that are free from animals and insect incursion.

(Please refer to respective venue's waste management procedures)

## 3. Practices if an accident occurs



Make arrangements for a medical station and "containment" room, as well as, coordinate with nearby hospitals should medical evacuation be required.

TICA

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THANK YOU