



Guidelines for organizing MICE events to prevent the spread of coronavirus disease 2019 (COVID-19) according to the organizational safety measures or COVID Free Setting

By Ministry of Public Health and Thailand Convention and Exhibition Bureau (Public Organization)

Introduction

The Royal Thai Government has announced the measures for organizing activities, such as meetings, seminars, trade shows, exhibitions, and special events in hotels, exhibition centers, convention centers, exhibition venues, and special events venues. These measures are under Article 9 of the Emergency Decree on Public Administration B.E. 2548 (A.D. 2005) (No. 37), which specify details of each activity in each area to comply with the specified organizational safety measures. Details are provided in the table below:

Activities/Locations	Maximum and strict control zones	Maximum control zones	Control zones	Close-surveillance zones	Surveillance zones and Blue (tourism pilot) zones
Exhibition center, convention center or exhibition venue including similar places in shopping malls and hotels.	Can organize meetings up to 500 people and set up suitable area size to prevent overcrowded.	Can organize meetings, sports events, trade shows (no food tasting), not more than 500 people according to the size of the area.	Can organize exhibitions (able to provide food tasting), other events, and promotional activities in department stores, not more than 1,000 people.	Can organize events as appropriate.	

The list of provinces in Thailand separated by level of COVID-19 situation includes the maximum control zones, the control zones, the close-surveillance zones, and the tourism pilot zones, according to the Centre for COVID-19 Situation Administration (CCSA)'s order as shown in the figure below.¹

¹ Centre for COVID-19 Situation Administration (CCSA)'s Order No. 3/2565 on the pandemic areas designated as the control zones, the close-surveillance zones and the tourism pilot zones according to the regulations issued under Section 9 of the Emergency Decree on Public Administration in Emergency Situations B.E. 2548 (A.D. 2005).

Designation of Area (As of 1 April 2022)

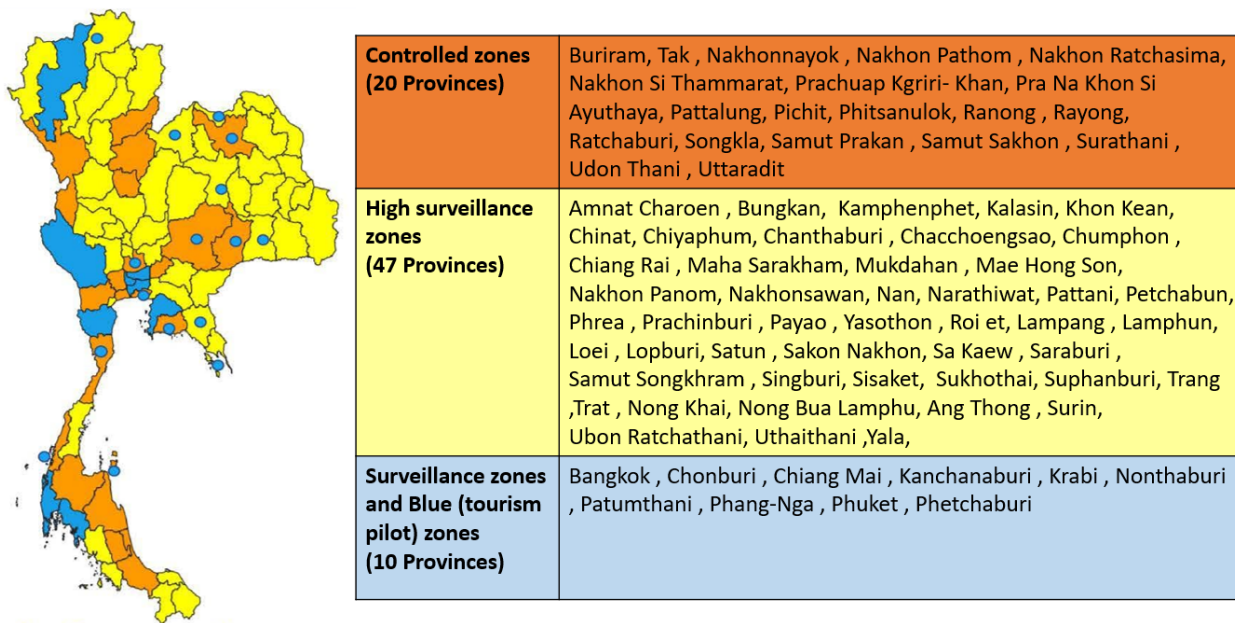


Fig. 1: COVID-19 Zoning areas in Thailand (from 1 April 2022)

Details of guidelines for organizing events according to organizational safety measures are as follows:

1. Meeting / Seminar

Meetings, organized by individual professionals in a closed building at convention centers, hotels, or government offices, with large numbers and diverse groups of people, an opportunity for close contact, long duration of the meeting, and travelling of the participants or employees may pose a risk. Therefore, organizers are advised to follow the guidelines for organizing meetings according to the organizational safety measures (COVID free setting). There are three components as follows:

✚ COVID free Environment

Preparation

- Establishments or organizers conduct self-assessment via Thai Stop COVID plus and get the certificate.

1. Hygiene and Safety

1.1 Cleaning

- 1) Clean common touch surfaces such as tables, chairs, and common touch areas, e.g., doorknobs, elevator buttons, escalators, microphones, and partition, every 1-2 hours before and after a meeting.²

² Department of Health advice on guidelines for cleaning, destroying and disinfecting during the Coronavirus Disease 2019 (COVID-19) outbreak in B.E. 2564 (A.D. 2021).

- 2) Clean the toilets, especially around the toilet bowl, toilet flush, handrails, doorknobs, sinks, and faucets every 1-2 hours.
- 3) Provide adequate storage containers with a tight lid. Each type of waste must be separated and disposed of hygienically every day.
- 4) Provide a handwashing station with soap and water or enough alcohol gel at suitable areas to be used conveniently.
- 5) Use technology to support information for meetings, seminars, instead of using printed documents to reduce the exposure.
- 6) Request a single set or separate sets for food and beverage. In the case of self-service food service or buffet style, gloves must be provided to consumers while using the service. and arrange personal equipment such as utensils, seasonings personal devices.

1.2 Screening

- 1) Conduct risk screening of organizers and staff by checking the body temperature or asking for the symptoms at the entrance. If the body temperature is over 37.5 degrees Celsius along with any symptoms or risks, such a person must refrain from entering the premises.
- 2) Provide a system to monitor and record the risk behaviors or the history of the participants.
- 3) Send the risk assessment form to the participants for self-assessment and ask them to return the form 24 hours before the meeting starts.
- 4) Ask for registration before entering and before leaving the premises with the application set by the government, or there must be a registration form.
- 5) In the case of foreign travelers attending the meeting, they must comply with the immigration measures prescribed by the government.

1.3 Communication

- 1) Communicate the measures to the participants and staff before and during the meeting.
- 2) Inform the participants in advance about the event rules and prohibition of entering the event if the risk screening criteria are not met.

1.4 Risk Management

- 1) Provide a separate area or room for those who have risks/fever, contact health care facilities, and prepare a safe referral system.

- 2) Assign a responsible person(s) to inspect and monitor the activities in order to comply with the prescribed measures.
- 3) Prepare an incident response plan. Assign a responsible person(s), and rehearse the plan.
- 4) Keep the participants' information for at least 10 days. Have the information ready to be provided upon request from relevant agencies.

2. Distancing

2.1 Distancing

- 1) Maintain a distance of at least 1 meter between seats, tables, aisles, and registration points.
- 2) Maintain a distance of at least 1-2 meter between the stage or the speaker and the audience.
- 3) Set clear and sufficient entrances and exits.

2.2 Reduce crowd congestion

- 1) Limit the number of people per area, at least 1 person per 4 square meters, and have measures to prohibit gathering at any point.
- 2) Consider holding hybrid meetings to reduce crowd congestion.
- 3) Set an appropriate the meeting time to reduce exposure time, set time for breaks, and open the door of the conference room for ventilation.
- 4) Spread the registration points, provide the pre-registration or online registration.
- 5) Spread the snack and drink bars and arrange the seats at least 1 meter apart.

3. Ventilation

- 1) Provide good ventilation inside the venue. The ventilation rate must not be less than 5-6 ACH, or the ventilation rate according to the number of people must be at least 10 liters per second per person (maximum number of people per area is 1 person per 4 square meters), or the ventilation rate according to the size of the area at least 10 cubic meters per hour per square meter.³
- 2) Consider measuring carbon dioxide concentrations to indicate ventilation rate in the area. If the carbon dioxide concentrations exceed 800 ppm, consider

³ Department of Health advice on ventilation recommendations to prevent the spread of the coronavirus disease 2019 (COVID-19)

reducing the number of participants in the area and increasing the amount of outside air.

- 3) Open the doors and windows after the meeting for additional natural ventilation.
- 4) Clean the air conditioning system every 3 - 6 months.
- 5) The toilets should have a good ventilation system, or a ventilation fan should be used for the entire service time.

COVID Free Personnel

Organizers and venues such as hotels, exhibition centers, convention centers or exhibition venues including similar places in shopping malls must implement measures as follows:

1. Immunization

- 1) Ensure that all staff are fully vaccinated according to the criteria. or there must be evidence of a history of infection in the past 1 - 3 months; **and**

2. No COVID-19 detected by screening

- 1) Risk screening for staff and keep records daily. If there is any risk, such a person should refrain from going to work.
- 2) Staff at the meeting venue should be randomly screened with ATK every 7 days (especially frontline staff who have to be close to the service users and high-risk activities) For meeting organizers, they should be screened with ATK and have a “Not Detected” result at least 72 hours before the event starts.

3. Universal Prevention and DMHTA

- 1) Assign the responsible person for strictly monitoring the implementation of the DMHTA measures.
- 2) Refrain from gathering in groups while working and during breaks.
- 3) Avoid eating together.
- 4) Define working zones and avoid crossing the zones or cross-departmental work zones.

COVID Free Customer

- 1) Ask for registration before entering and before leaving the premises with the application set by the government, or there must be a registration sheet, or QR Code from the Thai Save Thai platform for the participants to use for risk screening before entering the premises. If a participant has medium or high risk, they should refrain from getting services.
- 2) Provide a system to check the participants before using the services by asking about their risk history, evidence of complete vaccination, or evidence of previous COVID-

19 infection history within 1 - 3 months or ATK test with “Not Detected” result within 7 days.

- 3) Strictly comply with the DMHTA measures and venue regulations.
- 4) Assess and monitor for COVID-19 symptoms during and at least 7 days after the meeting.
- 5) Follow up and monitor the service users to strictly follow the DMHTA measures.

2. Trade show and Exhibition

Organizing trade shows in an exhibition center or venue is linked to multiple industrial clusters. There are activities related to displaying products/goods at the exhibition center where people from different areas and professions are gathered in a convention center or a hotel. There are various sizes of exhibitions, and these activities gather many people from different groups. There is a chance of crowd congestion and close contact, including frequently touched surfaces such as escalator handrails, elevator buttons, doorknobs, toilets, etc., can pose a risk.

Therefore, organizers should follow the guidelines for organizing trade shows or exhibitions based on the organizational safety measures (COVID free setting) with 3 components as follows:

COVID Free Environment

Preparation

- Establishments or organizers conduct self-assessment via Thai Stop COVID Double plus and get the certificate.

1. Hygiene and Safety

1.1 Screening

- 1) Screen the participants by measuring the body temperature or asking about symptoms at the entrance to the venue.
- 2) Provide a system to monitor and record the risk behaviors or the history of the participants.
- 3) In the case of foreign travelers attending the event, they must comply with the immigration measures prescribed by the government.

1.2 Cleaning

- 1) Clean common touched surfaces such as tables, chairs, microphones before and after use. Clean common contact points such as doorknobs, elevator buttons, and escalators every 1-2 hours.
- 2) Clean the toilets, especially around the toilet bowl, toilet flush, handrails, doorknobs, sinks, and faucets every hour.
- 3) Provide adequate waste containers with a tight lid. Each type of waste must be separated and disposed of hygienically every day.

- 4) Provide a handwashing station with soap and water or enough alcohol gel at suitable areas to be used conveniently.

1.3 Reducing the exposure

- 1) Provide an online payment platform.
- 2) In the case of business negotiations (B2B), there should be a distribution of business negotiation areas with adequate trading space and a distance of 1 meter between tables and chairs. Provide alcohol gel at the table, reduce device sharing and clean the tables and chairs every time after use.
- 3) In case of product testing, clean the products with alcohol gel after the test every time.
- 4) In the case of food/beverage distribution,⁴
 - o Specific food/beverage zone must be set up and provide personal dining utensils.
 - o Ready-to-eat food is kept and sealed in a way that prevents contamination, e.g., cabinets, containers with a tight lid, etc., and has equipment for scooping, picking up, and handling food.
 - o Distribution of food and beverage samples: the samples must be packed in a sealed package to distribute to individual participants and placed where the participants can pick them up by themselves.
 - o Cooking demonstration: exhibitors, chefs, or makers must wear a mask, gloves, and face shield and use the Cooking Shield at all times while cooking. A barrier must be installed at the cooking counter.
 - o Provide a dining area and limit the number of users to avoid congestion. Not arrange seats opposite each other, and follow the measures of the venue.

1.4 Communication

- 1) Communicate and clarify the measures to the participants in advance and during the meeting. Inform the participants about the event rules and prohibitions of entering the event if the risk screening criteria are not met.
- 2) Should communicate and disseminate measures in the venue to let the participants know that the activities are carried out under the safety measures for the specified organization.

⁴ In the Maximum control zones, according to the regulations issued under Section 9 of the Emergency Decree on Public Administration B.E. 2548 (A.D. 2005) (No. 37), activities on food and beverage tasting are refrained.

1.5 Traveling

- 1) In the case where shuttle buses/cars are provided, there must be one empty seat between each seat. Clean the vehicle before and after use every time, and provide good ventilation.
- 2) Provide travel information that minimizes risks for participants.

1.6 Risk Management

- 1) Provide a separate area or room for those who have risks/fever. Contact health care facilities, and prepare a safe referral system.
- 2) Assign a responsible person(s) to direct, inspect, monitor, and the activities in order to comply with the prescribed measures.
- 3) Prepare an incident response plan. Assign a responsible person(s), and rehearse the plan.
- 4) Keep the participants' information for at least 14 days. Have the information ready to be provided upon the request from relevant agencies.

2. Distancing

2.1 Distancing

- 1) Maintain a distance of at least 1 meter between seats, tables, booths, and cashiers.
- 2) Widen the corridor and may consider a one-way route.

2.2 Reduce crowd congestion

- 1) Provide a pre-register to reserve the queue before attending an event.
- 2) Arrange the queue for participants to enter an event. Have a control system to limit the number of participants in each time slot.
- 3) Set up a waiting area while participants are waiting to enter an event. Keep at least 1 meter distance between seats in the waiting area.
- 4) Set clear and sufficient entrances and exits.
- 5) Set up a point to display an event's layout, or have a website or QR Code for participants to access information.
- 6) Control the number of people in an area. There must be at least 4 square meters per 1 person, considering the empty space only, not the exhibition area or the stage.
- 7) Organizers may hold a hybrid event or provide online sales to reduce crowd congestion at the event area.
- 8) Refrain from group activities, shouting, or activities that cause chaos.

3. Ventilation

- 1) Provide good ventilation inside the venue. The ventilation rate must be not less than 5-6 ACH, or the ventilation rate according to the number of people must be at least 10 liters per second per person (maximum number of people per area is 1 person per 4 square meters), or the ventilation rate according to the size of the area must be at least 10 cubic meters per hour per square meter.
- 2) Consider measuring carbon dioxide concentrations to indicate ventilation rate in the area. If the carbon dioxide concentrations exceed 800 ppm, consider reducing the number of participants in the area and increasing the amount of outside air.
- 3) Clean the air conditioning system every 3 - 6 months.
- 4) The toilets should have a good ventilation system, or a ventilation fan should be used for the entire service time.

COVID Free Personnel (Organizer, Staff, etc.)

Organizers and all staffs must take measures as follows:

1. Immunization

- 1) Ensure that staff and organizers are fully vaccinated according to the criteria, or there must be evidence of a history of infection in the past 1 - 3 months.

2. Screening

- 1) Screen risks for staff, suppliers, contractors, and keep records daily. If there is any risk, such a person should refrain from going to work.
- 2) The staff at exhibition centers should be screened with ATK every 7 - 14 days.
- 3) Exhibitors, suppliers, and contractors should be screened with ATK and have a “Not Detected” result at least 72 hours before work. If the event lasts longer than 7 days, the screening frequency should be increased.

3. Universal Prevention and DMHTA

- 1) Wear cloth masks or medical masks throughout the working time.
- 2) Wash hands with soap and water or alcohol gel frequently, or every time after touching shared objects.
- 3) Keep distance from other people. Refrain from doing group activities such as eating together.
- 4) Limit the number of staff in each area and assign zoning.

COVID Free Customer

1. Ask for registration before entering and before leaving the premises with the application set by the government, or there must be a registration sheet, or QR Code from the Thai Save Thai platform for participants to use for risk screening before entering the premises. If a participant has medium or high risk, they should refrain from getting services.
2. Wear cloth masks or medical masks for the entire time when visiting an event/exhibition.
3. Wash hands with soap and water or alcohol gel frequently, or every time after touching shared objects.
4. Maintain a distance of at least 1 meter from other people.
5. Evaluate symptoms during and after visiting an event/exhibition for at least 7 days.
6. Strictly comply with venue regulations.

3. Special events (concerts, music, events, festivals)

Concerts, music, events and festivals are specially organized activities at a particular time and place, both indoors and outdoors. These activities involve a gathering of many people and different groups. There may be close contact, shouting, and the duration of the activities might take a long time. If the activities are organized in the building, and the ventilation is not good, it will increase the risk of spreading the virus. Moreover, the transportation and accommodation of the participants and the staff might increase the risk. Therefore, the organizers should follow the guidelines for organizing events according to the safety measures for organizations (COVID Free Setting), which includes 3 components as follows:

COVID FREE Environment

1. Hygiene and Safety

Preparation

- Establishments or organizers conduct self-assessment via Thai Stop COVID plus and get the certificate.

1.1 Screening

- 1) Screen the participants by measuring temperature, observing symptoms, or asking about symptoms at the entrance to the venue.
- 2) Provide a system to monitor and record the risk behaviors or the history of the participants. If possible, the organizers should send a risk assessment form to the participants for self-assessment and ask them to return the form 24 hours before the event starts.
- 3) In the case of foreign travelers attending the event, they must comply with the immigration measures prescribed by the government.

1.2 Cleaning

- 1) Clean common touch surfaces such as venues, tables, chairs, microphones, and stage equipment before and after use. Clean common contact points such as door handles, handrails, and elevator buttons every 1-2 hours.
- 2) Provide adequate toilets. Clean toilets, especially around the toilet bowl, toilet flush, handrails, doorknobs, sinks, and faucets every 1-2 hours.
- 3) Provide adequate waste containers with a tight lid. Each type of waste must be separated and disposed of hygienically every day.
- 4) Provide handwashing station with adequate soap and water or alcohol gel at suitable areas to be used conveniently.

1.3 Reducing the exposure

- 1) Refrain from group activities, shouting, or activities that cause chaos.
- 2) If there is a show, avoid activities with close contact, such as hands shaking.
- 3) Provide an e-payment option.
- 4) In a case of food/beverage distribution
 - Specific food/beverage distribution zone must be set up.
 - Provide personal dining utensils such as individual set and personal seasonings.
 - Refrain from providing self-service food or a buffet.
 - Ready-to-eat food must be packed in containers suitable for food and completely sealed to prevent contamination. The containers must be placed not less than 60 centimeters high from the floor.
 - Provide a dining area and limit the number of users to avoid congestion. Not arrange seats opposite each other, and follow the measures of the venue.

1.4 Communication

- 1) Communicate and clarify the measures to the organizers, staff, and participants in advance and during the meeting. Inform about the event rules and prohibitions of entering the event if the risk screening criteria are not met.
- 2) Should communicate and disseminate measures in the venue to let the participants know that the activities are carried out under safety measures.

1.5 Traveling

- 1) In the case where shuttle buses/cars are provided, there must be one empty seat between each seat. Clean the vehicles before and after use every time, and provide good ventilation.
- 2) Provide travel information that minimizes risks for participants.

1.6 Risk management

- 1) Provide a separate area or room for those with a history of risk or fever. Contact health care facilities and prepare a safe referral system.
- 2) Assign a responsible person(s) to direct, inspect, monitor, and supervise the activities in order to comply with the prescribed measures. May use technology to help with the monitoring.
- 3) Prepare an incident response plan. Assign a responsible person(s), and rehearse the plan.
- 4) Keep the participants' information for at least 14 days. Have the information ready to be provided upon request from relevant agencies.

2. Distancing

2.1 Distancing

- 1) Set clear and sufficient entrances and exits. Widen the corridor and may consider a one-way route.
- 2) Maintain a distance of at least 5 meters from the stage and the audience. In the case of a small size event (such as event area in a department store, press conference), keep a distance of at least 2 meters between the stage and the audience. Maintain a distance of at least 1 meter between the musicians, or performers on stage.
- 3) Set up a waiting area while participants are waiting to enter an event. Keep at least 1 meter distance between seats in the waiting area.
- 4) Maintain a distance of at least 1 meter between booths, seats, or tables.

2.2 Reduce crowd congestion

- 1) Limit the number of people per area. There must be at least 4 square meters per 1 person, considering the empty space only, not the stage, audio equipment, or merchandise displaying and selling booths.
- 2) Set up sufficient points to display an event's layout, or have a website or QR Code for participants to access information to reduce crowd congestion at the entrance.
- 3) Determine zones for the participants. Specify seats, which may be arranged in groups of not more than 5 people, or keep 1 empty seat between every 2 seats, and keep at least 1 meter distance between seats. Leave at least one empty row between every row.
- 4) Provide sufficient registration points, or pre-/online registration, or a self-check-in system.
- 5) May arrange LED screens or large monitors, or set up screens at different points for the participants to view the event.

- 6) Arrange advance ticket sales, or reserve queue in advance.
- 7) In a case where there are several rounds of event/performance, organizers must set the time limits. Set entrances and exits in each zone to reduce crowd congestion.

3. Ventilation

1) In case of indoor events

- o Provide good ventilation inside the venue. The ventilation rate must not be less than 5-6 ACH, or the ventilation rate according to the number of people must be at least 10 liters per second per person (maximum number of people per area is 1 person per 4 square meters), or the ventilation rate according to the size of the area must be at least 10 cubic meters per hour per square meter. Assign staff to monitor the ventilation and ensure that it is in line with the standards.
- o Consider measuring carbon dioxide concentrations to indicate ventilation rate in the area. If the carbon dioxide concentrations exceed 800 ppm, consider reducing the number of participants in the area and increasing the amount of outside air.
- o Clean the air conditioning system every 3 - 6 months, or every 3 months in high-risk areas.

- 2) The toilets should have a good ventilation system, or a ventilation fan should be used for the entire service time.

COVID FREE Personnel

Organizers and venues such as hotels, exhibition centers, or convention centers, including the same kind of place in a shopping mall, and a place for special events, must take measures as follows:

1. Immunization

- 1) Ensure that all staff and organizers are fully vaccinated according to the criteria, or there must be evidence of a history of infection in the past 1 - 3 months.

2. Screening

- 1) Risk screening for staff and keep records daily. If there is any risk, such a person should refrain from going to work.
- 2) Staff at the venue should get tested with ATK every 7-14 days.
- 3) Exhibitors, suppliers, and contractors should be screened with ATK and have a “Not Detected” result at least 72 hours before work. If the event lasts longer than 7 days, the screening frequency should be increased.

3. Universal Prevention และ DMHTA

- 1) Wear cloth masks or medical masks throughout the working time.
- 2) Wash hands with soap and water or alcohol gel frequently, or every time after touching shared objects.
- 3) Provide personal items such as microphones, cosmetics, costumes for staff, performers, and musicians.
- 4) Limit the number of staff to the extent necessary for the preparatory period, during the event, and demolition period.
- 5) If there is an event both inside and outside the building, there should be separate sets of staff and toilets in each area.
- 6) Determine the working area and duration of work for staff, and limit the number of staff to the extent necessary.
- 7) Refrain from group activities such as not eating together.
- 8) In a case where there are rooms for performers and/or musicians, there must be at least 1 meter distance between seats and table, and they must wear a mask at all times. Arrange separate meals and provide personal dining utensils.

+ COVID Free Customer

1. Participants must register before entering and before leaving the venues with the application set by the government, or there must be a registration sheet.
2. Screening for symptoms/risk behaviors with Thai Save Thai, Moh Prompt, or a system specified by the organizer. If a participant has a fever or is at high risk, they must refrain from attending the event.
3. Participants should be fully vaccinated, or have a negative ATK test result, or negative RT-PCR test result within 7 days, or there must be evidence of a history of infection in the past 1 - 3 months.
4. Wear cloth masks or medical masks for the entire time at an event.
5. Wash hands with soap and water or alcohol gel frequently, or every time after touching shared objects.
6. Maintain a distance of at least 1 meter from other people.
7. Evaluate symptoms during and after visiting an event for at least 7 days.
8. Strictly comply with venue regulations.
