



# SECTOR:

# Guidelines for Organising Business Events

Operation hours

Normal Business Hours

Business hours

Normal Business Hours

Worker capacity

100%

## Scope

Organising Business Events such as corporate meetings, seminars, conferences and Conventions.

## Activities Allowed

A maximum of 250 participants subject to maximum 50% normal capacity of the event space with minimum one (1) meter social distancing.

## Prohibited Activities

- If it is difficult to control the crowd and behaviour
- Sharing of rooms are not allowed if overnights stays are involved.
- No self-service buffet or self-service sharing of open plated food is allowed

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## Activities & Protocol

### Actions

1. Planning Phase (Pre-Event)

### Description

#### **A. Liaison with Sarawak Government and Public Health Authority**

- Both the organiser and venue provider to appoint a **Liaison Officer** for a specific role in order to **Coordinate, communicate** and **ensure** the implementation of the guideline and general SOP.
- The contact information of the Liaison Officer must be **shared with relevant parties and contact should be available on a 24/7 basis.**



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#### **B. Risk Assessment**

The organiser to perform risk assessment. Some general consideration during risk assessment include:

- Current pandemic status;
- **Crowd density / Number of participants;**
- **Nature of Contact Between Participants:** Indoor or outdoor, layout and capacity of the venue;
- **Type or purpose** of the Event;
- **Registered; non-registered** participants; and/or **invited** guests;
- **Profession** of the participants;
- **Number of attendees** coming from countries or areas affected by the COVID-19 outbreak within 14 days prior to the event;
- **Age** of participants;
- **Availability of health and precautionary measures** based on related guidelines and advisories (i.e: medical assistance; temperature screening, hand sanitiser, face mask)



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### **C. Capacity and Resource Assessment:**

The organiser to assess their capacity before the organising of an event by the following aspects:

- **Access to medical assistance** for the event.
- **Risk mitigation supplies**
- **Technologies available to assist** with the tracing of participants.
- **General supplies by venue provider and readiness**
- **Isolation facilities** in the venue.
- **Manpower** such as organising committee members, venue staffs, third-party supplier working crew available to support the event and ensure the implementation of the SOP.



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#### **D. Coordination Meetings**

- **Coordination meetings** to be held prior to the event to **go through the approved SOP and plans.**
- The venue provider to provide briefing on their **existing in-house SOP to all parties involved in the event for synchronisation of execution.**

#### **E. Training and Briefing**

- The organiser, venue provider, and any third party suppliers involved to provide training and briefing to all their staffs to ensure the guideline is well disseminated and understood amongst their network.



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#### **F. Participant Pre-Event Communication and Education**

These information may include:

- **To avoid attending** the event if **unwell**.
- Reminders to participants on **precautionary measures**.
- Notification to participants on the **precautionary measures taken at all points of entry such as airports and actions mobilised if someone displays COVID-19-like symptoms**.
- To download and register for contact tracing apps such as **MySejahtera and COVIDTrace**.
- Reminder to participants attending the event to wear face masks and sanitise their hands.
- **For foreigners / non-Malaysian** participants attending the event, reminders to purchase **travel and medical insurance**.



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#### G. Equipment Delivery

- All related equipment is to be delivered to the venue through **designated access only**.
- All items to be delivered and brought onsite must be **disinfected properly and labelled** before delivery to the event site.
- The delivery process must be **strictly monitored** and to ensure all delivery staffs to wear **face mask, conduct temperature screening, sanitise hand with hand sanitiser or wash their hand with soap, social distancing during loading & un-loading, and registration of their information** *such as full name as per NRIC or passport, contact number, company name and address*) *before allowed to enter to the premise or venue.*



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2. Operational Phase (During the event)

### Description

#### **A. Risk Communication and Continuous Education**

To display **physical or electronic signage** around the event venue serving as constant reminder and continuous education for all guests attending the event. Messages may include:

- Preventive measures, especially **respiratory etiquette**, hand **hygiene practices**, and **social distancing**;
- **Face mask is mandatory throughout the event**;
- Information on **COVID-19 symptoms**;
- Advice on **self-monitoring for symptoms**;
- Reminder if one is **feeling unwell** or **developing symptoms** during the event, to access medical assistance immediately;
- **To not attend the event if unwell**
- Discouragement of handshake and hugging with alternative greeting measures.



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2. Operational Phase  
(During the event)

### Description

#### **B. Isolation and Treatment Facilities**

- The organiser and venue provider must provide **isolation room or area at the event site** and evacuation plan for participants or any guests who develop symptoms while waiting for a health assessment.
- People who become ill while at the event should be **isolated immediately and seek medical assistance.**
- Any participants or guests who becomes **unwell** with COVID-19-like symptoms will be treated in nearest **identified government health facilities or nearest district hospital** where appropriate containment capacity and expertise are available at these facilities.





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2. Operational Phase (During the event)

### Description

#### C. Registration

- **Pre-registration** to the event and the use of **self-check in counters** on-site or any other **digital method of registration** is strongly recommended to promote efficiency.
- Registration counters must be spread out to **wider areas** to avoid congestion.
- **Clear floor markings** with at least **1 (one) meter distance** to ensure safe distancing in queue lines.
- **All participants, invited guests, exhibitors and working crews** and any other person entering the event space must register their personal information such as **real name as per official ID or passport, contact number, affiliate organisation, state and country of origin (for non-Malaysian)**.



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2. Operational Phase (During the event)

### Description

#### D. Admission to Event Space

- Admissions to event space through **designated access must be strictly controlled with valid identification or badge** to ensure traceability.
- The organiser **must** conduct **temperature screening** for **all guests** including **event participants, invited guests, exhibitors, working crews** and any other person before entering the event space.
- All guests entering the event space must wear a **face mask** and **sanitise their hand**.
- Any guests with body temperature **at or above 37.5 Degree Celsius** or/and **displaying respiratory symptom** such as **cough, running nose, shortness of breath or breathing difficulties** must be **denied entry** and will be requested to proceed to **isolation room or area** to seek medical attention immediately.



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#### **E. Access Point and Crowd Control**

- The organiser to work with the venue provider to identify the **capacity** of the venue whilst considering **precautionary measures such safe distancing, designated access points and efficient line management** in all types of set up and sessions.
- **Floor markings, barricades, ropes and stanchion can be considered** to better control crowd flow.
- **Headcount systems** to be in place at the access points to monitor the number of guests entering the event venue.
- Allocation of **longer meal times** for coffee break & lunch and **staggered meal schedules** should be considered in the programme to ensure that the queues and dining capacity are kept to safe levels of density.
- Gathering is prohibited outside the event space before and after the event.



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## Activities & Protocol

### Actions

2. Operational Phase (During the event)

### Description

#### F. Contact Tracing

- The organiser to **implement contact tracing systems on all guests entering the event space.**
- The use of a **tracing app** such as **MySejahtera** and **COVIDTrace** is highly encouraged to ensure that the information is readily available and can be efficiently sent to public health authorities should the need arise. Alternatively, **manual registration** must be in placed.



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### Actions

2. Operational Phase (During the event)

### Description

#### G. Venue Set Up

- **Safe distancing at least 1 (one) meter is mandatory** at any type of events and activities at any venues with any type of setup.
- **Meeting Amenities:** Mints to be placed individually on the table; guests are encouraged to bring their own writing instruments.



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### Description

#### H. Food and Beverages

- All food including open plated food, dome setting and buffet must be supervised, individually served and distributed by designated catering staff.
- Proper boxed or pre-packed food is highly recommended and to be distributed by catering staff including cutleries.
- Water fountain is prohibited as drinking water station. Bottled water, packet drinks, packet creamer, and packet sugar should be considered.
- Hot beverages such as coffee and tea to be handled and distributed by catering staff
- Safe distancing at least one (1) meter must be implemented in queues with proper floor markings and seating arrangements during meals.
- Designated garbage for food waste disposal and must be clean and empty timely.
- Separate entry and exit points can be considered at the food and beverage distribution area.
- All catering staff must put on a mask and hand glove at all times.



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2. Operational Phase (During the event)

### Description

#### I. Audio Visual Crew and Equipment

- All audio-visual crew or technicians (in-house or third party) stationed at the event must wear **face mask** throughout their duty.
- **Hand sanitiser** to be made available at the AV console at all times; **within safe distance as alcohols are flammable.**
- **Sharing or passing of a microphone** during panel discussion is **strictly prohibited.**
- **Remote Simultaneous Interpretation (RSI)** via **mobile solution** is highly recommended.
- AV console, control panel and laptop must be **sanitised** thoroughly.
- **To limit** working crew at AV console.



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#### J. Cleanliness and Hygiene of Event Space

- Event venue should be **disinfected daily** after an event everyday and **increase frequency of cleaning and disinfection** for washrooms and frequently touched spots such as door handles, elevator buttons (inside and outside), staircase handrails etc.
- **Hand sanitiser** with minimum 70% alcohol to be made available around the venue at all times.
- Usage of toilets should be limited to the number of cubicles available at a time.
- Venue provider to implement “**Garbage Classification**” for **face mask disposal, food waste disposal and general waste disposal** closed bins with **clear identification**.





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#### **K. Transportation for Participant**

- Transportation providers **must abide** to the SOP or guidelines issued by the **Federal Government of Malaysia and/or Sarawak State Government** on public transportation.

#### **L. On-Site Daily Debrief**

- Daily briefing to be **conducted before and after the event** to ensure the guidelines or standard operating procedures (SOP) are adhered to.



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3. Post Event  
(After the event)

### Description

#### A. Registration list

- After the event, if Sarawak State Health Department suspect that transmission of the COVID-19 has occurred; **organisers and participants should offer full cooperation to them.**
- Organiser is **required to keep a full registration list inclusive of invited guests for at least six (6) months**; to be submitted to public health authorities **should a contact tracing process be required.**

#### B. Lesson Identified and Legacy

- Post-event meetings with organiser, venue provider and other relevant suppliers to be implemented to **review findings and the precautionary steps taken during the event for feedback and future guidelines improvement.**
- It will be important for **lessons** from any event to be identified through review after the event so that they can be passed on to future event organiser.