

ASEAN MICE Venue Standards category: Exhibition Venue

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I. ASEAN MICE Venue Standards category Exhibition Venue

Chapter 1 Foreword

MICE or Meeting, Incentive, Convention and Exhibition is one of growing sectors in ASEAN Countries. The vision statement of ASEAN Tourism Strategic Plan 2016-2025 is

By 2025, ASEAN will be a quality tourism destination offering a unique, diverse ASEAN experience, and will be committed to responsible, sustainable, inclusive and balanced tourism development, so as to contribute significantly to the socioeconomic well-being of ASEAN people.

The impact of MICE is more than the number of visitors or an amount of spending by these visitors in ASEAN countries. These visitors are known to be one of high spenders as well as spending more before and/or after the MICE activities. By average, they also stay at a destination longer than many other types of visitors. MICE visitors therefore contribute to significant growth of tourism and relevant sectors as well as the revenue of the country.

By introducing ASEAN MICE Venue Standards, this will allow all member states to have guidelines to make their property competitive and are able to join hands in providing quality MICE venues to the visitors, making ASEAN a competitive MICE region.

Chapter 2 Introduction

MICE venues are undoubtedly one of the vital factors for a destination to be selected for MICE activity. The ten ASEAN Member Countries, namely: Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam, have considered these ASEAN MICE Venue Standards (AMVS) as a reference to develop and enhance the capacity and competitiveness of MICE entrepreneurs and owners of venues in serving both the organizers and visitors in a professional way.

The ASEAN MICE Venue Standards (AMVS) refers to meeting room, exhibition venue and event venue. In this manual, the focus will be Exhibition Venue category and in this category there will be 2 types: 5,000 Square Meters Minimum Area Size, and 1,000 Square Meters Minimum Area Size. The major criteria for AMVS of this category will be 1. Physical 2. Technology and 3. Service. These indicators focus on the standards of physical aspects, venue management and people working within venues so that together they can meet the requirements of MICE travelers in a competitive way.

Chapter 3 Terms & Definitions

Terms and Definitions

The terms and definitions applied in the standards are as below.

3.1 MICE

MICE refers to meeting, incentive, convention, exhibition and business events industry. This also refers to service providers and clients in MICE industry.

3.2 MICE Venue Categories

MICE venue categories refer to Meeting Room, Exhibition Venue and Event Venue. In other words, they are physical spaces designed and provided for MICE activities with purposes for meetings, exhibitions, and events.

3.3 Exhibition Venue

A place covering the following two areas:

- (1) Exhibition Hall; and
- (2) Pre-Functional Area

3.4 Exhibition Hall

An indoor exhibition area structured with permanent walls on every side of the room and proper flooring. Exhibition hall can be categorized into 2 types as follows:

		Basic Characteristics	
Туре	Minimum Area Size (Square Meters)	Minimum Height* (Meters)	Minimum Weight Support (Tons per Square Meter)
1	5,000	8-12	1.00-2.00
2	1,000	5-7	0.35-0.50

Remarks* Height is measured from the floor to the lowest part of the roof structure in the exhibition hall.

3.5 Sign

Equipment designed to convey meanings for examples, room names, directions and emergency signs.

3.6 Participant Parking Area

An area set aside to provide parking services for participants.

3.7 Drop-off Area

A temporary parking area for dropping off and picking up the participant.

3.8 Cargo Vehicle Parking Area

An area for cargo vehicles to park.

3.9 Cargo Loading Area

An area for cargo trucks to load/unload cargo for exhibition hall.

3.10 Reception and Registration Area

An area specifically prepared for receiving and registering participant.

3.11 Organizer's Room

A permanent room for providing workplace specifically for organizer.

3.12 Meeting Room

A permanent room for meetings, seminars and small group activities separate from exhibitions.

3.13 Press Room

A room for the press to work in the exhibition building.

3.14 First aid room

A room specifically prepared for providing first-aid during exhibitions (exhibition installing, during exhibition and exhibition disassembling).

3.15 Business Service Center

A place arranged to provide services for organizers and participants on, for examples, document printing, fax messages receiving, and photocopying services.

3.16 Pre-Functional Area

An area adjacent to the exhibition hall for multipurpose activities.

Chapter 4 Requirements & Scoring

The table below illustrates different types of Exhibition Hall and the criteria. When venues apply for certification, they must choose <u>one</u> applicable type of setting only. This means if their Exhibition Venue is in:

- Exhibition Hall Type 1, there will be 55 indicators
- Exhibition Hall Type 2, there will be 54 indicators

Physical (P)				
			pe	
Criteria	Requirements & Scoring	1	2	
Exhibition Hall Physical Setting & Functions				
P01 – The condition and cleanliness of	3 Complete all	\checkmark	✓	
exhibition hall	requirements			
There is no obstacle on the ceiling or roof	2 Complete 2			
structure at the height of 8-12 meters (for	requirements			
Type 1 Exhibition Hall) and 5-7 meters (for	1 Complete 1			
Type 2 Exhibition Hall).	requirement			
• Floors, walls and ceilings of the exhibition	0 Unable to meet any of			
hall are well-kept. Free of dust, waste and stain	the requirements			
• Exhibition Hall is free of unpleasant smell.	1			
P02 – Hoisting and Rigging	3 Complete all	✓	✓	
There are weight limit notifications at	requirements			
positions prepared for hoisting and	2 Complete 2			
riggings.	requirements			
There is a layout showing hoisting and	1 Complete 1			
rigging positions	requirement			
Annual inspection or maintenance	0 Unable to meet any of			
documents are present.	the requirements			
Exhibition Hall's Compound				
P03 – Pre-functional Area	3 Complete all	✓	✓	
Well-kept and well-organized.	requirements			
• There is lighting lamp(s) installed.	2 Complete 3			
There are sufficient power outlets.	requirements			
Adequate air condition, circulation and	1 Complete 2			
ventilation system	requirements			
	0 Complete less than 2			
	requirements			

Physic	al (P)		
			pe
Criteria	Requirements & Scoring	1	2
P04 – Reception and Registration Area	3 Complete all	✓	√
Well-kept and well-organized.	requirements		
• The area is located in front of the exhibition	2 Complete 4		
hall entrance.	requirements		
• There are sufficient power outlets.	1 Complete 3		
• There is permanent and visible sign of the	requirements		
area.	0 Complete less than 3		
There is a PA System.	requirements		
P05 – Meeting Room	3 Complete all	✓	
Exhibition Hall Type 1	requirements		
Well-organized and clean permanent room.	2 Complete 4		
• The room is located closed to the exhibition	requirements		
hall.	1 Complete 3		
Equipped with air conditioning, light and	requirements		
power outlets.	0 Complete less than 3		
Sufficient chairs and tables.	requirements		
High Speed Wi-Fi services are available.			
Exhibition Hall Type 2	3 Complete all		✓
Well-organized and clean set-up area.	requirements		
The area is located closed to the exhibition	2 Complete 4		
hall.	requirements		
Equipped with air conditioning, light and	1 Complete 3		
power outlets.	requirements		
Sufficient chairs and tables.	0 Complete less than 3		
High Speed Wi-Fi services are available.	requirements		
P06 – VIP Reception Room	2.0 1.4 11	✓	
Exhibition Hall Type 1	3 Complete all	•	
Well-kept and well-organized permanent	requirements		
room.	2 Complete 4		
Equipped with air conditioning, light and power outlets.	requirements		
power outlets.Private restrooms available.	1 Complete 3		
Sufficient chairs and tables or sofas.	requirements		
 High Speed Wi-Fi services are available. 	0 Complete less than 3		
	requirements		
Exhibition Hall Type 2	3 Complete all		"
Well-kept and well-organized set-up area	requirements		
Equipped with air conditioning, light and	2 Complete 2		
power outlets.	requirements		
Sufficient chairs and tables or sofas.	1 Complete 1		
	requirement		

Physic	cal (P)		
	D	Ту	pe
Criteria	Requirements & Scoring	1	2
	0 Unable to meet any of		
	the requirements		
P07 – Press Room			
Exhibition Hall Type 1	3 Complete all	\checkmark	
Well-organized and clean permanent room.	requirements		
Equipped with air conditioning, light and	2 Complete 4		
power outlets.	requirements		
• Sufficient chairs and tables or work stations.	1 Complete 3		
Sufficient office supplies are available for users.	requirements		
High Speed Wi-Fi services are available.	0 Complete less than 3		
	requirements		
Exhibition Hall Type 2	3 Complete all		✓
Well-organized and clean set-up area.	requirements		
Equipped with air conditioning, light and	2 Complete 4		
power outlets.	requirements		
• Sufficient chairs and tables or work stations.	1 Complete 3		
Sufficient office supplies are available for users.	requirements		
High Speed Wi-Fi services are available.	0 Complete less than 3		
	requirements		
P08 – Prayer's Room	3 There is a permanent	\checkmark	✓
	space or a space that can		
	be set up, separated for males/females with		
	appropriate facilities		
	2 The space can be set		
	up, separated for		
	males/females with some		
	facilities		
	1 The space can be set up and separated for		
	males/females		
	0 The space cannot be set		
	up for prayer rooms		
P09 – Support for participants with	3 There are sufficient	✓	√
disabilities	facilities supporting		
	participants with		
	disabilities. There are		
	staff who are trained to provide services to		
	disabled meeting		
	participants.		
	2 There are sufficient		
	facilities supporting		

Physic	eal (P)		
			pe
Criteria	Requirements & Scoring	1	2
	meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities		
 P10 – Food Service Area There is a set-up area in providing food service for participants The area is well organized, clean and well-kept Equipped with air conditioning, light and power outlets. Adequate air circulation and ventilation system. Sufficient area for food preparation with basic amenities. In case needed, a list of suppliers on food services can be provided. 	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	✓	√
Public Area			
 P11 – Accessibility There is an accessible road connecting to the venue to facilitate ease of traffic There are more than one entry-exit routes to/from the venue to the public road There is an access to the exhibition venue from a public transportation service 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	√	√
P12 – Signs and Signage	3 Complete all	√	√
 Permanently installed Installed in clearly visible locations and in an orderly manner There are digital signs available Display in English message(s) 	requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements		

Physical (P)				
			pe	
Criteria	Requirements & Scoring	1	2	
P13 – Main Entrance Sign	3 Complete all	✓	✓	
Situated in a clearly visible area.	requirements			
There is sufficient lighting.	2 Complete 3			
Permanent and stable.	requirements			
Annual inspection or maintenance	1 Complete 2			
documents are present.	requirements			
	0 Complete less than 2			
	requirements			
P14 – Restrooms amenities & facilities	3 Complete all	✓	✓	
ASEAN Public Toilet Standard	requirements			
3.2 Amenities & Facilities	2 Complete 4			
Appropriate space for each unit.	requirements			
Provision of adequate facilities for disabled	1 Complete 2-3			
and elderly.	requirements 0 Unable to meet any of			
Provision of adequate units/cubicles for				
ladies and men.	the requirements			
• Sufficient amenities provisions such as tissue,				
soap, etc.				
• There is a nursing and/or family room.	3 There is a smoking			
P15 – Smoking Zone	room, complies with	•	,	
	relevant laws. The area is			
	functional.			
	2 There is a smoking			
	zone and complies with			
	relevant laws			
	1 There is a smoking area			
	but does not comply with relevant laws			
	0 There is no smoking			
	areas			
P16 – Drop-off Area	3 Complete all	√	✓	
It is located close to the exhibition venue	requirements			
entrance.	2 Complete 2			
There is a well-kept cover/shade in this area.	requirements			
 There is a wen-kept cover/shade in this area. There are clear and visible sign display 	1 Complete 1			
- There are clear and visible sign display	requirement			
	0 Unable to meet any of			
	the requirements			
	the requirements			

Physical (P)				
Criteria	Requirements & Scoring	1	2	
P17 – Participant Parking Area	3 Complete all	✓	✓	
There are parking spaces for different types	requirements			
of vehicles.	2 Complete 4			
There are handicapped parking spaces.	requirements			
Traffic and safety signs and symbols are	1 Complete 3			
clearly displayed.	requirements			
CCTV cameras are installed, or security	0 Complete less than 3			
officers are present at parking areas.	requirements			
In case there is no or insufficient parking				
area, other areas can be used as reserved				
parking areas with comparable safety standard.	2.0 1 11			
P18 – Traffic Management during	3 Complete all	•	Y	
Exhibition	requirements			
There is systematic traffic management plan	2 Complete 3			
• There is dedicated staff responsible for	requirements			
traffic management	1 Complete 2			
There is a separated traffic route for participants and cargo	requirements			
participants and cargo There is a policy to inform surrounding	0 Complete less than 2			
• There is a policy to inform surrounding residents about the exhibition traffic.	requirements			
P19 – Water & Sanitary System	3 Complete all	√	✓	
• There are water distribution points in good	requirements			
conditions.	2 Complete 2			
There is a proper wastewater drain meeting	requirements			
local standard.	1 Complete 1			
Annual inspection or maintenance	requirement			
documents are present.	0 Unable to meet any of			
	the requirements			
P20 – Water Reservation System	3 Complete all	✓		
The water reservation system has well-kept	requirements			
storage.	2 Complete 2			
• The system is in compliance with the local	requirements			
law.	1 Complete 1			
Annual inspection or maintenance	requirement			
documents are present.	0 Unable to meet any of			
	the requirements			

Physic	Physical (P)			
Criteria	Requirements & Scoring	1 Ty	pe 2	
Cofeen Committee (Francisco on Footilities		1		
Safety/Security/Emergency Facilities P21 – Safety Equipment	3 Complete all	√	√	
There are CCTV cameras and controlling	requirements			
room, with staff present for the entire time.	2 Complete 5-6			
The venue has a policy on CCTV playback.	requirements			
There is smoke or heat detecting equipment.	1 Complete 3-4			
There are fire sprinklers.	requirements			
Fire extinguishers or fire hoses are properly	0 Complete less than 3			
located for convenient use.	requirements			
Alarms are clearly visible.				
Annual inspection or maintenance				
documents are present.				
P22 – Emergency, Safety and Security for	3 Complete all	✓	✓	
Exhibition Hall	requirements			
• Emergency equipment, fire exits & evacuation	2 Complete 6			
route must be in compliance to local law.	requirements			
• Fire exit signs are present in permanent and	1 Complete 5			
well-kept conditions.	requirements			
• There is a clearly visible sign board containing a fire-fighting and fire escape instruction.	0 Complete less than 5			
 Sufficient amount of security guards in the 	requirements			
main entrance to the exhibition hall and				
venue as well as pre-functional areas				
Sufficient amount of CCTV or other				
security devices in the key areas of the				
exhibition hall and venue as well as pre-				
functional areas				
Annual inspection or maintenance documents are present.				
There is an evidence of an annual fire drill				
practice.				
P23 – First aid room and nursing staff	3 There is a full-time or	✓	✓	
	temporary nurse/qualified			
	staff available during the			
	event, with a first aid room			
	2 There is a full-time or			
	temporary nurse/qualified staff available during the			
	event, with some first aid kits			
	1 There is no full-time or			
	temporary nurse/qualified			
	staff available during the			

Physic	eal (P)		
a		Ty	pe
Criteria	Requirements & Scoring	1	2
	event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room		
P24 – Crowd Management & Evacuation	3 Complete all	✓	✓
 Procedures Layout for exhibition venue is available. Layout for exhibition hall is available. Emergency evacuation plan is developed. There is an evidence of training for staff on crowd management & evacuation procedures 	requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements		
P25 – Insurance Policy	3 The insurance policy is active and are clearly stated in the issued contract. 0 The insurance policy is inactive.	✓	<
 P26 – Maintenance There is a dedicated department on Venue Maintenance Maintenance plan is developed There is an evidence of inspecting, reporting and improving the venue's facilities and equipment 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	√	✓
Organizer's Access to Exhibition Hall			
 P27 - Cargo Vehicle Parking Area There is a queuing system for cargo vehicle parking. There is a facilitation system for loading and unloading of cargo. Staff(s) is present to coordinate or provide assistance. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	√	✓

Physical (P)				
Criteria	Dogwingments & Consing		pe	
Criteria	Requirements & Scoring	1	2	
P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area).		,		
 Exhibition Hall Type 1 There is at least one-cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door and elevator must be in a well-kept and safe condition. There are both lighting and air ventilation systems available. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓		
 Exhibition Hall Type 2 There is at least one-cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door must be in a well-kept and safe condition. There are both lighting and air ventilation systems available. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements		✓	
 P29 – Organizer's Room Well-organized and clean. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	√	√	
P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	√	√	

Technology (T)			
Criteria	Requirements & Scoring	Type	
Criteria	Requirements & Scoring	1	2
Power, Lighting & Air-conditioning System			
T01 – Electrical System	3 Complete all	✓	✓
• There is a power system control room.	requirements		
• There is a layout showing power service	2 Complete 4		
locations.	requirements		
• There are qualified staff on duty during the	1 Complete 3		
event.	requirements		
• There is an electrical safety equipment in	0 Complete less than 3		
compliance to local law.	requirements		
Annual inspection or maintenance			
documents are present.			
T02 – Lighting System	3 Complete all	✓	✓
Lighting system of the room is appropriate	requirements		
and can be fully controlled.	2 Complete 3		
Electrical materials and equipment meet local	requirements		
standard.	1 Complete 2		
• There is lighting system control room.	requirements		
Annual inspection or maintenance	0 Complete less than 2		
documents are present.	requirements		
T03 – Air Conditioning System inside the	3 Complete all	✓	√
Exhibition Hall	requirements		
The air conditioner capacity is sufficient for	2 Complete 2		
room size and capacity.	requirements		
Air flow and temperature levels are	1 Complete 1		
adjustable.	requirements		
Annual inspection or maintenance	0 Unable to meet any of		
documents are present.	the requirements		
T04 – Air Ventilation System in Exhibition	3 Complete all	✓	✓
Hall	requirements		
There is an appropriate air ventilation system	2 Complete 3		
in compliance to the local law.	requirements		
Air ventilation system does not adversely	1 Complete 2		
affect nearby community.	requirements		
Make-up air system is present to incorporate	0 Complete less than 2		
fresh, outside air.	requirements		
Annual inspection or maintenance	_		
documents are present.			

Technology (T)			
		Type	
Criteria	Requirements & Scoring	1	2
T05 – Power and Lighting System in Pre-	3 Complete all	✓	✓
Functional Area	requirements		
Lighting system of the pre-functional area is	2 Complete 3		
appropriate and can be fully controlled.	requirements		
Electrical materials and equipment meet local	1 Complete 2		
standard.	requirements		
There is power & lighting system control	0 Complete less than 2		
room.	requirements		
Annual inspection or maintenance			
documents are present.			
T06 – Secondary Power Generator	3 Complete all	✓	✓
Capable of functioning immediately after	requirements		
power outage (within 20 seconds)	2 Complete 2		
Capable of continuously generating	requirements		
secondary power for at least 2 hours	1 Complete 1		
Annual inspection or maintenance	requirement		
documents are present.	0 Unable to meet any of		
	the requirements		
Other Services	1		
T07 – Communication & Document Service	3 Complete all	✓	✓
There is a photocopy service	requirements		
There is a document scan service	2 Complete 4		
There is a fax service	requirements		
There are facilities provided for the	1 Complete 3		
internet/ High Speed Wi-Fi purposes in the	requirements		
exhibition venue	0 Complete less than 3		
Full coverage of radio communication signal	requirements		
T08 – Business Service Center	3 Complete all	✓	✓
Well-organized and clean.	requirements		
Equipped with air conditioning, light and	2 Complete 3		
power outlets.	requirements		
• Sufficient chairs and tables or work stations.	1 Complete 2		
High Speed Wi-Fi services are available.	requirements		
	0 Complete less than 2		
	requirements		

Technology (T)			
		Type	
Criteria	Requirements & Scoring	1	2
T09 – Use of Customer Management System	3 Complete all	✓	√
Customer Database System	requirements		
Reservation System	2 Complete 2		
Complaint System	requirements		
	1 Complete 1		
	requirement		
	0 Unable to meet any of		
	the requirements		
T10 – Public Address System	3 Complete all	✓	✓
Provide clear, good quality sound	requirements		
Sound coverage covers the entire exhibition	2 Complete 3		
hall.	requirements		
Sound coverage in local and English	1 Complete 2		
language	requirement		
Allows for multi-zones audio broadcasting	0 Complete less than 2		
	requirements		
T11 – Exhibition Venue Website	3 Complete all	✓	✓
• There is an official site of the exhibition	requirements		
venue	2 Complete 2		
• There is an evidence of regular website	requirements		
update	1 Complete 1		
• The website clearly presents key details of	requirements		
the exhibition venue, exhibition hall and is	0 Unable to meet any of		
user friendly.	the requirements		

Service (S)			
Criteria	D	Type	
Criteria	Requirements & Scoring	1	2
Coordination & Service Improvement			
 S01 – Advanced-booking service There is an on-line comprehensive information on the floorplan of exhibition hall There is an on-line comprehensive information on the availability of the exhibition hall There is a salesperson in handling client's queries The salesperson is knowledgeable and is able to provide advice on floor plan and relevant exhibition packages suitable for the client's needs There are variety of payment methods 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirement 0 Complete less than 3 requirements	√	✓
S02 – Service to organizers	3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents	√	✓
 S03 – Complaints & service evaluation of the buyers and/or organizers There are appropriate channels in receiving complaints and customer feedback There is a system in handling customer complaints and customer feedback There is a motivation/ incentive system for staff to improve service standard. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements		

Service (S)			
Cuitorio	Dogwiyawanta & Caaring	Type	
Criteria	Requirements & Scoring	1	2
S04 – Coordination & Cooperation with	3 Complete all	✓	✓
external agencies (e.g., hospital, police	requirements		
station, and fire station)	2 Complete 2		
There is a coordination center with service	requirements		
staffs throughout the exhibition duration	1 Complete 1		
A list of contact persons, including the	requirements		
telephone number of relevant external	0 Unable to meet any of		
agencies is prepared	the requirements		
There is a systematic procedure in			
coordinating with external agencies			
Staff S05 Staff Daniel Lite	2 Camulata -11		-/
S05 – Staff Personality	3 Complete all requirements	Y	Y
• Uniforms are professional	2 Complete 2		
• Staff are neat and tidy	requirements		
Staff are friendly	1 Complete 1		
	requirement		
	0 Unable to meet any of		
	the requirements		
S06 – General knowledge & understanding	3 Complete all	✓	✓
of venue staff	requirements		
Knowledge & understanding about their job	2 Complete 3		
description and duties	requirements		
Knowledge & understanding about the	1 Complete 2		
exhibition industry and exhibition activities	requirements		
Knowledge & understanding about the venues and the organization	0 Complete less than 2		
Knowledge & understanding about	requirements		
different backgrounds & needs of			
participants and organizers			
S07 – Foreign language skills of staff	3 Complete all	✓	✓
Most staff can communicate in English	requirements		
Some of the staff can communicate in third	2 Complete 2		
language	requirements		
There are on-going language training	1 Complete 1		
program for staff both full-time and	requirement		
temporary	0 Unable to meet any of		
	the requirements		

Service (S)			
	D	Type	
Criteria	Requirements & Scoring	1	2
 S08 – Staff performance on service quality There is a systematic recruitment procedure both for full-time and temporary staff There is an appropriate orientation and training for full-time and temporary staff in respond to the local law There is an monitoring system for new hires and temporary staff There is an appropriate performance management for full-time and temporary staff 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	√	\
 S09 – Compensation, benefits and welfare for staff Compensation, benefits and welfare are provided in accordance with the local labor's law There is an annual staff health check In compliance with the local law, there is an encouragement to hire local staff to work with the organization 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	*	*
 S10 – Occupational Health and Safety Policy The occupational health and safety policy is clearly determined in writing. There is an operational plan of the occupational health and safety policy. There is a dissemination of the occupational health and safety policy both inside and outside the organization. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	✓	✓
 S11 – Occupational Health and Safety Practice Records of occupational health and safety practices Performance report Follow-up performance report at least once a year 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements		

Service (S)			
a		Type	
Criteria	Requirements & Scoring	1	2
Environmental Protection & Community			
S12 – Environmental Policy (e.g., energy	3 Complete all	✓	✓
conservation, alternative energy, and	requirements		
garbage and waste management)	2 Complete 2		
The environmental policy is clearly	requirements		
determined in writing.	1 Complete 1		
• There is an operational plan of the	requirement		
environmental policy.	0 Unable to meet any of		
• There is a dissemination of the	the requirements		
environmental policy both inside and			
outside the organization.			
S13 – Environmental Practice	3 Complete all	✓	✓
Records of environmental practices	requirements		
Performance report	2 Complete 2		
• Follow-up performance report at least once	requirements		
a year	1 Complete 1		
	requirement		
	0 Unable to meet any of		
	the requirements		
S14 – Consideration for the surrounding	3 There are regular	✓	✓
community	activities and		
	organization's policy that support surrounding		
	community		
	2 There are some		
	activities or		
	organization's policy that		
	support surrounding		
	community		
	1 There are very limited activities or		
	organization's policy that		
	support surrounding		
	community		
	0 There is no activities or		
	organization's policy that		
	support surrounding		
	community		

II. ASEAN MICE Venue Standards

Audit & Certification Manual for category Exhibition Venue

Chapter 5 Foreword

This document is devoted as a manual of audit and certification of ASEAN MICE Venue Standards (AMVS). It includes a discussion of the auditing principles and guidelines as well as certification procedures so that a venue can be awarded ASEAN MICE Venue Standards (category Exhibition Venue).

The major criteria and requirements contained within this manual are based upon the ASEAN Member States (AMS)-approved ASEAN MICE Venue Standards (AMVS). The audit and the certification will allow MICE venues within ASEAN develop their capabilities to attract more businesses and to gain opportunities as a MICE region with venue of equivalent and competitive standards.

Chapter 6 Introduction

The formulation of the ASEAN MICE Venue Standards (AMVS) and Certification Body is essential in ensuring the successful implementation of the AMVS. This manual provides a comprehensive description of the assessment process, the parties responsible for managing and conducting such process as well as the benefits that MICE venues can expect to receive when they have been successfully certified as AMVS. Towards this end, this manual aims to equip assessors with the knowledge and skills in making accurate assessments of MICE venues as well as the systematic implementation and management of the AMVS.

Chapter7 Scope

This manual comprises of:

- A structure and role of the certification body responsible for the implementation of the ASEAN MICE Venue Standards (AMVS)
- An assessment guide as a reference and standard operating procedure in making ASEAN MICE Venue Standards (AMVS) assessment

Chapter 8 Terms & Definitions

The terms and definitions in this manual are as follows:

8.1 ASEAN Member States (AMS)

ASEAN Member States or AMS refers to member countries of the Association of the Southeast Asia Nations. This refers to Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Singapore, Thailand and Viet Nam.

8.2 ASEAN MICE Venue Standards (AMVS)

ASEAN MICE Venue Standards cover 3 categories, namely (1) Meeting Room (2) Exhibition Venue, and (3) Event Venue. ASEAN MICE Venue Standards (category Exhibition Venue) cover Exhibition Hall 2 settings: Type 1 and Type 2.

8.3 The National Assessment Committee

The National Assessment Committee refers to a certification body that executes the Assessment Guidelines in inspecting, auditing and assessing ASEAN MICE Venues. The National Assessment Committee can be referred to as an Auditor.

8.4 Government Tourism Organisation

A governmental institution that plans and manages tourism development and promotion at a national level or equivalent.

8.5 Assessment Guidelines

Assessment guidelines refer to a scorecard for members of the National Assessment Committee in inspecting, auditing and assessing ASEAN MICE Venues.

Chapter 9 Proposed Certification Body

The proposed certification body will facilitate the implementation of the ASEAN MICE Venue Standards (AMVS) in each respective AMS. Three (3) categories of organisations are proposed to form the certification body, which are

- Government Tourism Organization (National Level) or Equivalent
- Government Tourism Organization (Provincial or Local Level) or Equivalent
- Non-Government or Association connected to MICE businesses

The responsibilities of each organisation in the Certification Body are shown in Table 9.1.

Table 9.1: Responsibilities of Organisations within the Certification Body

Organisations	Responsibility
Gov. Tourism	Set up National Assessment Committee for the ASEAN MICE Venue
Organization (National	Standards (AMVS) at a national level
Level) or Equivalent	Act as a Chairperson to head the National Assessment Committee. This includes chairing and participating in the screening of applications, inspection, auditing, preparation of assessment report, and concluding the final result of the audit.
Government Tourism	• Act as a member in the National Assessment Committee. This includes
Organization	participating in the screening of applications, inspection, auditing and
(Provincial or Local	preparation of assessment report.
Level) or Equivalent	
Non-Government or	• Act as a member in the National Assessment Committee. This includes
Association connected	participating in the screening of applications, inspection, auditing and
to MICE businesses	preparation of assessment report.

In this regard, ASEAN Member States are responsible to approve and endorse assessment reports and issue certification and logo to successful MICE Venues.

The proposed organisation structure of the Certification Body or the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) is as follows (Figure 9.1). The Certification Body, upon approving the assessment report will bring it to the ASEAN Member States Meeting for endorsement (Figure 9.2).

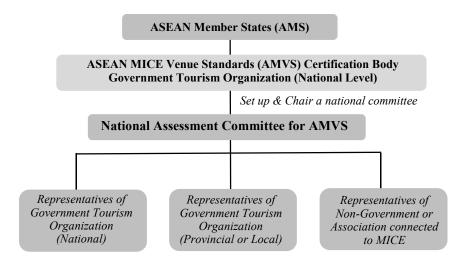


Figure 9.1: Organisation Structure of the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS

Examples of agencies which could be included in National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS are shown in table 9.2. Due to the varying structures of government in each respective ASEAN country, the responsible agencies may differ from country to country.

However, it is important that the selection of the members in the National Assessment Committee must not lead to a conflict of interest with the applicants/MICE venue operators undergoing the audit for AMVS.

Table 9.2: Examples of agencies which could be included in the National Assessment Committee for ASEAN MICE Venue Standards (AMVS) within the AMVS Certification Body of each AMS

Government Tourism Organization (National)	Government Tourism Organization (Provincial or Local)	Non-Government or Association connected to MICE businesses
 Ministry of Tourism Tourism Board Tourism Promotion Board MICE Board 	Provincial or local authorities working in supporting or promoting tourism and/or MICE sector	Non-government organizations or associations connected to the MICE businesses

9.1 The Start of AMVS Assessment & Audit

The start of the AMVS assessment & audit will follow the process shown in Figure 9.2 below.

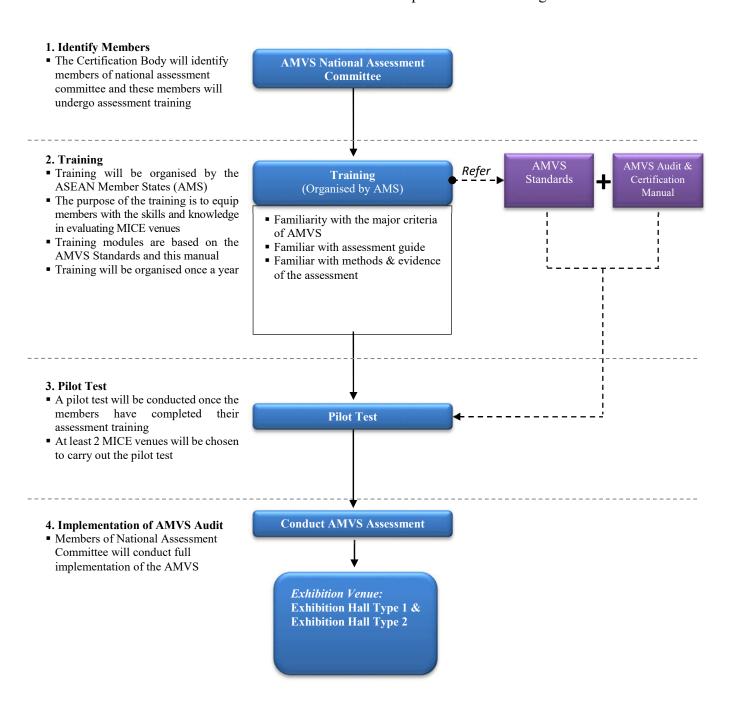


Figure 9.2: The Start of AMVS Assessment & Audit

9.2 The Implementation of Assessment & Audit

The assessment & audit can be implemented as in Figure 9.3 as below.

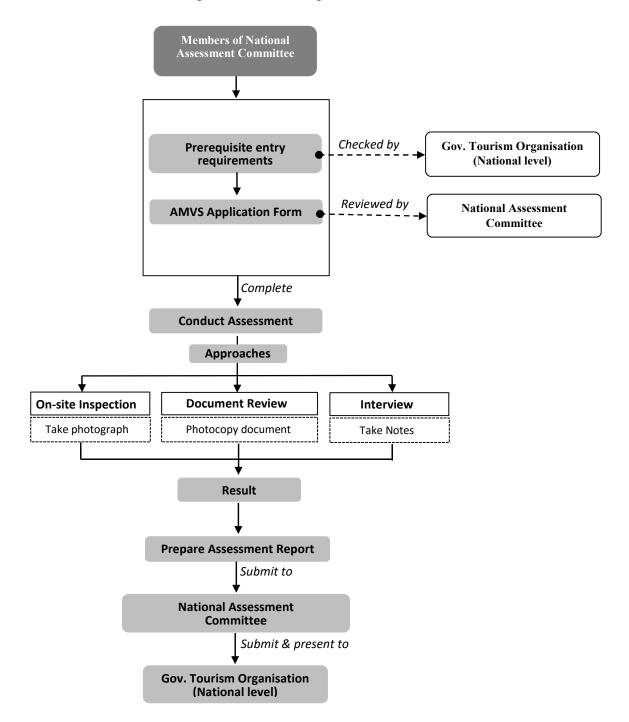


Figure 9.3: The Implementation of Assessment & Audit

9.3 Prerequisite Entry Requirement

Before an assessment is conducted, the National Assessment Committee for AMVS should ensure that all applicants meet the prerequisite entry requirements. If unable to do so, the MICE venues are immediately disqualified from applying for the AMVS.

A list of prerequisite entry requirements is shown in Table 9.3 below.

Table 9.3: Prerequisite Entry Requirements and Actions by the National Assessment Committee

Prerequisite	Action
■ The entity/setting	 Photocopy the certificate/relevant documents and
providing a compound to	attach it with the application form
MICE venues must be	
registered properly	
according to the local	
law.	
■ The MICE venue going	Photocopy the certificate/relevant documents and
under certification must	attach it with the application form
operate for at least 6	
months.	

Chapter 10 Steps of AMVS Assessment & Audit

The AMVS assessment is a key component in identifying potential MICE venues that qualify for the ASEAN MICE Venue Standards. There are 3 steps.

STEP 1: Awareness Programme & Screening Process

Before implementing the certification programme, the government tourism organisation will organise seminar, forum, meeting, etc. to create awareness and inform MICE venues about AMVS.

The National Assessment Committee will then conduct a screening process to identify MICE venues that qualify for certification based on the AMVS.

The applicant must be clear on what 'setting' they apply for certification. In other words, there must be a clear selection on the choice of setting (hotels/resorts, conventions/exhibitions, or public/private sectors). The National Assessment Committee must screen the application to ensure that the choice is appropriate and applicable for certification.

STEP 2: Assessment

Assessment will be carried out by the National Assessment Committee. On-site inspections, document reviews and interviews will be conducted during the assessment. Assessments are based on the AMVS and the date of assessment will be made known to the MICE venue operators beforehand.

The National Assessment Committee shall finish an assessment report which will include a list of successful MICE venue operators for certification and submit to the Government Tourism Organisation at the national level.

The duration of step 1 and 2 should be not more than 3-4 weeks or as the case may be.

In order to receive the AMVS, MICE venues must score at least 75% of the full score.

STEP 3: Approval

The Government Tourism Organisation at the national level will present the assessment report and list of successful MICE venues at the ASEAN Member States (AMS) meeting for approval. Once endorsed, the ASEAN Member States will issue the ASEAN MICE Venue Standards certificate and plaque to the successful MICE venues.

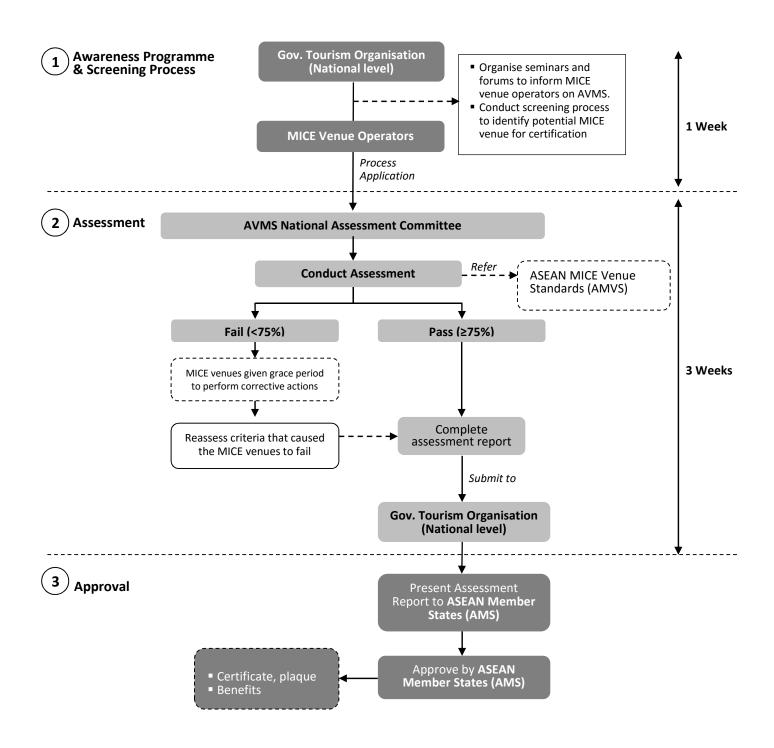


Figure 10.1: A Flowchart of the Proposed Audit Process for AMVS

10.1 Unsuccessful MICE Venues in Assessment

For MICE venues that fail the assessment, the National Assessment Committee will issue a corrective action form and comments to the affected MICE venues which specifies the corrective measures required to be carried out.

MICE venues are given 1 to 6 months depending on the time needed to perform corrective actions. Upon completion of the required corrective measures, the applicant is required to resubmit the Corrective Action Form to the AMVS National Assessment Committee to conduct reassessment. Reassessment will then be conducted ONLY on the criteria that did not meet the Standard during the initial assessment. Figure 10.2 below shows the reassessment process.

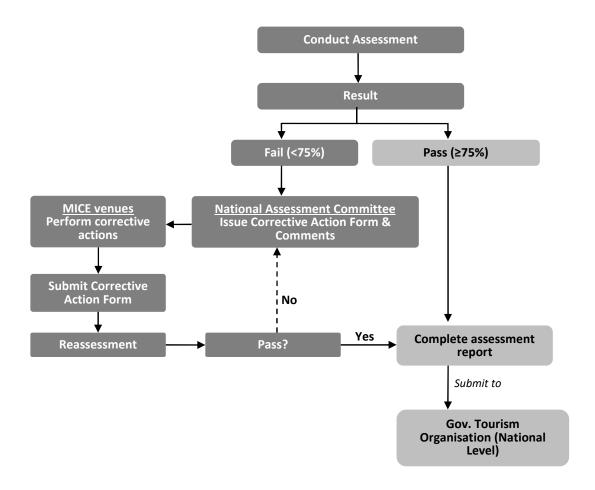


Figure 10.2: Reassessment Process for Unsuccessful MICE Venue Operators

10.2 Successful MICE Venues

For MICE venues that successfully pass the assessment will receive the ASEAN MICE Venue Standards certificate and plaque issued by the ASEAN Member States.

The ASEAN MICE Venue Standards Plaque is crafted from gold-coloured metal, attached to a piece of beige-coloured wood. The plaque measures 20.5 cm x 15.5 cm. with the border of beige-coloured wood of 2 cm.

Chapter 11 Validation Period

The proposed validity period for the AMVS is 3 years. Certified MICE venues will be reassessed every 3 years to renew their certificates. This will enable the government tourism organisation to update and monitor the performance of certified MICE venues to ensure that they maintain their quality and standard as specified in AMVS.

Chapter 12 Benefits & Privileges

The proposed benefits and privileges of being certified as an AMVS are mostly related to better access to marketing and promotional programmes carried out by the related government agencies. Essentially, certified MICE venues will benefit from the branding of AMVS which is an international recognition. The detailed benefits of certification, though they may vary between ASEAN countries, are as follows:

- Issued with an ASEAN MICE Venue Standards certificate, logo and plaque to be displayed on the premises
- Will be promoted in the ASEAN Organisation Official website (http://www.asean.org)
- Will be promoted at ASEAN and international tourism events, festivals and forums
- Priority listing on National Tourism Organisation's websites and brochures
- Priority given to participate in national and international tourism fairs organised by National Tourism Organisations.

Chapter 13 Certification Logo

The certification logo for the ASEAN MICE Venue Standards is as below:



Figure 13: ASEAN MICE Venue Standards (Category Exhibition Venue) 20xx - 20xx

The ASEAN MICE Venue Standards logo uses the standard ASEAN Tourism Standards logo for all certifications. The connotations of the logo are as below:

- 1. Flower resembling to a lotus means a legendary plant, inducing luxurious enjoyment, peace and beauty, and a recognition of award and standardization of ASEAN Tourism Services
- 2. Petals enfolding ASEAN logo signify resilience of Member Countries
- 3. Different shades of green colour mean protection of environment, fertility, growth, increase of production in tourism industry (Source: ASEAN Tourism Standards Book, 2007)

Chapter 14 ASEAN MICE Venue Assessment Guidelines

ASEAN MICE Venue Assessment Guidelines refer to the scorecard that the members of the National Assessment Committee will use in 'assessing' MICE venues. The Assessment Guidelines follow the major criteria of the ASEAN MICE Venue Standards with an identification of methods of assessment and evidence. Table 14.1 summarizes the methods of assessment and evidence used in assessing MICE venues.

Table 14.1 Methods of Assessment & Evidence

Methods of	Evidence
Assessment	
Interview	Interview records
Document	Related documents
Review	
Inspection	Photographs and/or written comments

The AMVS Assessment Guidelines can be found in table 14.2. The guidelines are

Table 14.2: The AMVS Assessment Guidelines

				Physical (P)			
Ту	pe		Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2			Scoring	Assessment & Evidence	Obtained	
Exhi	bition	Ha	ll Physical Setting & Fun	ctions			
✓	✓		1 – The condition and	3 Complete all	 Inspection 		
			eanliness of exhibition	requirements	 Photograph 		
		ha		2 Complete 2	and/or written		
		•	There is no obstacle on	requirements	comments		
			the ceiling or roof	1 Complete 1			
			structure at the height	requirement			
			of 8-12 meters (for	0 Unable to meet any			
			Type 1 Exhibition Hall)	of the requirements			
			and 5-7 meters (for				
			Type 2 Exhibition Hall).				
		•	Floors, walls and				
			ceilings of the				
			exhibition hall are well-				
			kept. Free of dust, waste				
			and stain				
		•	Exhibition Hall is free				
			of unpleasant smell.				

			Physical (P)			
Ту		Major Criteria	Requirements & Scoring	Method of Assessment &	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Evidence	Obtained	
✓	✓	 P02 – Hoisting and Rigging There are weight limit notifications at positions prepared for hoisting and riggings. There is a layout showing hoisting and rigging positions Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
Exhi	hition	Hall's Compound				
V	√	 P03 – Pre-functional Area Well-kept and well-organized. There is lighting lamp(s) installed. There are sufficient power outlets. Adequate air condition, circulation and ventilation system 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection • Photograph and/or written comments		
✓	✓	 P04 – Reception and Registration Area Well-kept and well-organized. The area is located in front of the exhibition hall entrance. There are sufficient power outlets. There is permanent and visible sign of the area. There is a PA System. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
		_	Scoring	Assessment & Evidence	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2			Evidence		
	E) Ha					
√		P05 – Meeting Room				
		Exhibition Hall Type 1	3 Complete all	• Inspection		
		Well-organized and clean permanent room.	requirements 2 Complete 4	 Photograph and/or written 		
		The room is located	requirements	comments		
		closed to the exhibition	1 Complete 3			
		hall.	requirements			
		Equipped with air	0 Complete less than 3 requirements			
		conditioning, light and	requirements			
		power outlets.				
		Sufficient chairs and				
		tables.				
		High Speed Wi-Fi				
	/	services are available. Exhibition Hall Type 2	3 Complete all	• Inspection		
		Well-organized and	requirements	• Photograph		
		clean set-up area.	2 Complete 4	and/or written		
		The area is located	requirements	comments		
		closed to the exhibition	1 Complete 3 requirements			
		hall.	0 Complete less than 3			
		Equipped with air	requirements			
		conditioning, light and				
		power outlets.Sufficient chairs and				
		tables.				
		High Speed Wi-Fi				
		services are available.				
		P06 – VIP Reception				
		Room Eyhibitian Hall Type 1	2 Comm1-t11	- Tunn		
✓		Exhibition Hall Type 1Well-kept and well-	3 Complete all requirements	InspectionPhotograph		
		organized permanent	2 Complete 4	and/or written		
		room.	requirements	comments		
		Equipped with air	1 Complete 3			
		conditioning, light and	requirements 0 Complete less than 3			
		power outlets.	requirements			
		Private restrooms	1			
		available.				
		 Sufficient chairs and tables or sofas. 				
		High Speed Wi-Fi				
		services are available				
		SSI . ISSO GIV W / WIIWOIV				
	1	I	I	1		l .

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
	n 2	•	Scoring	Assessment &	Obtained	
bitio Fype	bitio Type			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
	√	E-1-21-22 II-II T 2	2 Camulata all	т		
	•	Exhibition Hall Type 2Well-kept and well-	3 Complete all requirements	• Inspection		
		organized set-up area	2 Complete 2	 Photograph and/or written 		
			requirements	comments		
		• Equipped with air	1 Complete 1	Comments		
		conditioning, light and power outlets.	requirement			
		G 00 1 1 1 1	0 Unable to meet any			
		• Sufficient chairs and tables or sofas.	of the requirements			
		P07 – Press Room				
		Exhibition Hall Type 1	3 Complete all	• Inspection		
✓		Well-organized and	requirements	• Photograph		
		clean permanent room.	2 Complete 4	and/or written		
		• Equipped with air	requirements	comments		
		conditioning, light and	1 Complete 3			
		power outlets.	requirements			
		 Sufficient chairs and 	0 Complete less than 3 requirements			
		tables or work stations.	requirements			
		 Sufficient office supplies 				
		are available for users.				
		 High Speed Wi-Fi 				
		services are available.				
	✓	Exhibition Hall Type 2	3 Complete all	 Inspection 		
		 Well-organized and 	requirements	• Photograph		
		clean set-up area.	2 Complete 4	and/or written		
		• Equipped with air	requirements 1 Complete 3	comments		
		conditioning, light and	requirements			
		power outlets.	0 Complete less than 3			
		 Sufficient chairs and tables or work stations. 	requirements			
		 Sufficient office supplies are available for users. 				
		 High Speed Wi-Fi 				
		services are available.				
✓	√	P08 – Prayer's Room	3 There is a permanent	• Inspection		
		100 IIayei 5 Ruuiii	space or a space that	• Photograph		
			can be set up,	and/or written		
			separated for	comments		
			males/females with			
			appropriate facilities			
			2 The space can be set			
			up, separated for males/females with			
			some facilities			

			Physical (P)			
	ype	Major Criteria	Requirements & Scoring	Method of Assessment &	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Evidence	Obtained	
✓	✓	P09 – Support for participants with disabilities	1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms 3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	• Inspection • Photograph and/or written comments		
~	\	 P10 – Food Service Area There is a set-up area in providing food service for participants The area is well organized, clean and well-kept Equipped with air conditioning, light and power outlets. Adequate air circulation and ventilation system. Sufficient area for food preparation with basic amenities. In case needed, a list of suppliers on food services can be provided. 	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	Inspection & Document review Photograph and/or written comments & Related documents		

			Physical (P)			
Ту	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
Publ	ic Are	a				
✓	√	 P11 – Accessibility There is an accessible road connecting to the venue to facilitate ease of traffic There are more than one entry-exit routes to/from the venue to the public road There is an access to the exhibition venue 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
✓	√	from a public transportation service P12 – Signs and Signage Permanently installed Installed in clearly visible locations and in an orderly manner There are digital signs available Display in English message(s)	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection • Photograph and/or written comments		
√	√	 P13 – Main Entrance Sign Situated in a clearly visible area. There is sufficient lighting. Permanent and stable. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
Y	~	 P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities Appropriate space for each unit. Provision of adequate facilities for disabled and elderly. Provision of adequate units/cubicles for ladies and men. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	Inspection Photograph and/or written comments		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
		 Sufficient amenities provisions such as tissue, soap, etc. There is a nursing and/or family room. 				
✓	✓	P15 – Smoking Zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas	• Inspection • Photograph and/or written comments		
~	√	 P16 – Drop-off Area It is located close to the exhibition venue entrance. There is a well-kept cover/shade in this area. There are clear and visible sign display 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	InspectionPhotograph and/or written comments		
√	✓	P17 – Participant Parking Area There are parking spaces for different types of vehicles. There are handicapped parking spaces. Traffic and safety signs and symbols are clearly displayed. CCTV cameras are installed, or security officers are present at parking areas. In case there is no or insufficient parking area, other areas can be used as reserved parking areas with	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
		comparable safety standard.				
√	✓	P18 – Traffic Management during Exhibition There is systematic traffic management plan There is dedicated staff responsible for traffic management There is a separated traffic route for participants and cargo There is a policy to inform surrounding residents about the exhibition traffic.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	Inspection & Document review Photograph and/or written comments & Related documents		
√	✓	 P19 – Water & Sanitary System There are water distribution points in good conditions. There is a proper wastewater drain meeting local standard. Annual inspection or maintenance 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
*		documents are present. P20 – Water Reservation System The water reservation system has well-kept storage. The system is in compliance with the local law. Annual inspection or maintenance documents are present.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Inspection & Document review Photograph and/or written comments & Related documents		

			Physical (P)			
Tyl	pe	Major Criteria	Requirements &	Method of	Score	Comments
ition ype 1	ition ype 2		Scoring	Assessment & Evidence	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2					
Safety		 				
√	√	P21 – Safety Equipment	3 Complete all	• Inspection &		
		 There are CCTV cameras and controlling room, with staff present for the entire time. The venue has a policy on CCTV playback. There is smoke or heat detecting equipment. There are fire sprinklers. Fire extinguishers or fire hoses are properly located for convenient use. Alarms are clearly visible. Annual inspection or maintenance 	requirements 2 Complete 5-6 requirements 1 Complete 3-4 requirements 0 Complete less than 3 requirements	Document review Photograph and/or written comments & Related documents		
	./	documents are present.	2.0 1.4 11	1		
	٧	P22 – Emergency, Safety and Security for	3 Complete all requirements	• Inspection & Document		
		Exhibition Hall	_			
		 Exhibition Hall Emergency equipment, fire exits & evacuation route must be in compliance to local law. Fire exit signs are present in permanent and well-kept conditions. There is a clearly visible sign board containing a fire-fighting and fire escape instruction. Sufficient amount of security guards in the main entrance to the exhibition hall and venue as well as prefunctional areas Sufficient amount of 	2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	review • Photograph and/or written comments & Related documents		

			Physical (P)			
Ту	pe	Major Criteria	Requirements & Scoring	Method of Assessment &	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Evidence	Obtained	
		devices in the key areas of the exhibition hall and venue as well as pre-functional areas • Annual inspection or maintenance documents are present. • There is an evidence of an annual fire drill practice.				
✓	✓	P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room	Inspection & Document review Photograph and/or written comments & Related documents		
✓	✓	 P24 – Crowd Management & Evacuation Procedures Layout for exhibition venue is available. Layout for exhibition hall is available. Emergency evacuation plan is developed. There is an evidence of training for staff on crowd management & evacuation procedures 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	v	Scoring	Assessment & Evidence	Obtained	
✓	√	P25 – Insurance Policy	3 The insurance policy is active and are clearly stated in the issued contract. 0 The insurance policy is inactive.	Document review Related documents		
✓	√	 P26 – Maintenance There is a dedicated department on Venue Maintenance Maintenance plan is developed There is an evidence of inspecting, reporting and improving the venue's facilities and equipment 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Document review Related documents		
Orga	nizer'	s Access to Exhibition Hall				
✓	~	 P27 – Cargo Vehicle Parking Area There is a queuing system for cargo vehicle parking. There is a facilitation system for loading and unloading of cargo. Staff(s) is present to coordinate or provide assistance. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
✓		P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door and elevator must be in	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection Photograph and/or written comments 		

			Physical (P)			
Ту	pe	Major Criteria	Requirements & Scoring	Method of Assessment &	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Evidence	Obtained	
	✓	a well-kept and safe condition. There are both lighting and air ventilation systems available. Exhibition Hall Type 2 There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door must be in a well-kept and safe condition. There are both lighting and air ventilation systems available.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
√	✓	 P29 – Organizer's Room Well-organized and clean. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		
√	✓	P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	Document review & Interview Related documents & Interview records		
30	29		Total			

			Technology (T)			
Ту	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
Pow	er, Lig	hting & Air-conditioning Sys	stem			
✓	Ý	 T01 – Electrical System There is a power system control room. There is a layout showing power service locations. There are qualified staff on duty during the event. There is an electrical safety equipment in compliance to local law. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
✓	✓	 Annual inspection or maintenance documents are present. T02 – Lighting System Lighting system of the room is appropriate and can be fully controlled. Electrical materials and equipment meet local standard. There is lighting system control room. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		
√	✓	 Annual inspection or maintenance documents are present. T03 – Air Conditioning System inside the Exhibition Hall The air conditioner capacity is sufficient for room size and capacity. Air flow and temperature levels are adjustable. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		

	Technology (T)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
		·	Scoring	Assessment &	Obtained	
bitio Type	bitio Type			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
√	√	T04 – Air Ventilation	3 Complete all	• Inspection &		
v	,	System in Exhibition Hall	requirements	• Inspection & Document		
		• There is an appropriate	2 Complete 3	review		
		air ventilation system in	requirements	• Photograph		
		compliance to the local	1 Complete 2	and/or written		
		law.	requirements	comments &		
		• Air ventilation system	0 Complete less than 2	Related		
		does not adversely affect	requirements	documents		
		nearby community.				
		• Make-up air system is				
		present to incorporate				
		fresh, outside air.				
		 Annual inspection or 				
		maintenance				
		documents are present.				
✓	✓	T05 – Power and Lighting	3 Complete all	• Inspection &		
		System in Pre-Functional Area	requirements	Document		
		Lighting system of the	2 Complete 3 requirements	review • Photograph		
		pre-functional area is	1 Complete 2	and/or written		
		appropriate and can be	requirements	comments &		
		fully controlled.	0 Complete less than 2	Related		
		Electrical materials and	requirements	documents		
		equipment meet local				
		standard.				
		• There is power & lighting				
		system control room.				
		 Annual inspection or 				
		maintenance documents				
		are present.				
✓	✓	T06 – Secondary Power	3 Complete all	• Inspection &		
		Generator	requirements	Document		
		Capable of functioning immediately after	2 Complete 2 requirements	review		
		immediately after power outage (within	1 Complete 1	Photograph and/or written		
		20 seconds)	requirement	comments &		
		 Capable of continuously 	0 Unable to meet any	Related		
		generating secondary	of the requirements	documents		
		power for at least 2				
		hours				
		 Annual inspection or 				
		maintenance documents				
		are present.				
		_				
			1			1

			Technology (T)			
Ty	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
Othe	er Serv	vices				
✓	✓	 T07 – Communication & Document Service There is a photocopy service There is a document scan service There is a fax service There are facilities provided for the internet/ High Speed Wi-Fi purposes in the exhibition venue Full coverage of radio communication signal 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		
✓	√	 T08 – Business Service Center Well-organized and clean. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables or work stations. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection Photograph and/or written comments 		
✓ ✓	✓ ✓	 T09 – Use of Customer Management System Customer Database System Reservation System Complaint System T10 – Public Address System Provide clear, good quality sound Sound coverage covers the entire exhibition hall. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements 3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement	Inspection & Document review Photograph and/or written comments & Related documents Inspection Photograph and/or written comments		
		 Sound coverage in local and English language Allows for multi-zones audio broadcasting. 	0 Complete less than 2 requirements			

			Technology (T)			
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
✓	√	 T11 – Exhibition Venue Website There is an official site of the exhibition venue There is an evidence of regular website update The website clearly presents key details of the exhibition venue, exhibition hall and is user friendly. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	 Inspection Photograph and/or written comments 		
11	11		Total			

			Service (S)			
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
		on & Service Improvement				
✓ ·	✓	S01 – Advanced-booking service • There is an on-line comprehensive information on the floorplan of exhibition hall • There is an on-line comprehensive information on the availability of the exhibition hall • There is a salesperson in handling client's queries • The salesperson is knowledgeable and is able to provide advice on floor plan and relevant exhibition packages suitable for the client's needs	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirement 0 Complete less than 3 requirements	Inspection & Interview Photograph and/or written comments & Interview records		

			Service (S)			
Ty	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	ď	Scoring	Assessment & Evidence	Obtained	
		There are variety of payment methods				
✓	✓	S02 – Service to organizers	3 There is a dedicated team of staff to respond to the organizers and handle all issues as a one-stop service when there incidents 2 Organizers need to contact 2-3 channels when there are incidents 1 Organizers need to contact a number of parties when there are incidents 0 Organizers do not know whom to contact when there are incidents	• Interview • Interview records		
✓	✓	 S03 – Complaints & service evaluation of the buyers and/or organizers There are appropriate channels in receiving complaints and customer feedback There is a system in handling customer complaints and customer feedback There is a motivation/incentive system for staff to improve service standard. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
√	1	S04 – Coordination & Cooperation with external agencies (e.g., hospital, police station, and fire station) • There is a coordination center with service staffs throughout the exhibition duration • A list of contact persons, including the	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		

			Service (S)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	v	Scoring	Assessment & Evidence	Obtained	
G. as		telephone number of relevant external agencies is prepared There is a systematic procedure in coordinating with external agencies				
Staff		G0.7 G 46.7	2.0 1 11			
•	•	 S05 – Staff Personality Uniforms are professional Staff are neat and tidy Staff are friendly 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Interview Photograph and/or written comments & Interview records 		
√	✓	 S06 – General knowledge & understanding of venue staff Knowledge & understanding about their job description and duties Knowledge & understanding about the exhibition industry and exhibition activities Knowledge & understanding about the venues and the organization Knowledge & understanding about different backgrounds & needs of participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Interview • Interview records		
√	√	 S07 – Foreign language skills of staff Most staff can communicate in English Some of the staff can communicate in third language There are on-going language training program for staff both full-time and temporary 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		

	Service (S)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
		3	Scoring	Assessment &	Obtained	
ition	ition ype .		8	Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
田田						
√	✓	S08 – Staff performance	3 Complete all	• Interview &		
		on service quality	requirements	Document		
		• There is a systematic	2 Complete 3	Review		
		recruitment procedure	requirements	• Interview		
		both for full-time and	1 Complete 2	records &		
		temporary staff	requirement	Related		
		• There is an appropriate	0 Complete less than 2	documents		
		orientation and training	requirements			
		for full-time and				
		temporary staff in respond to the local law				
		• There is an monitoring system for new hires				
		and temporary staff				
		 There is an appropriate 				
		performance				
		management for full-				
		time and temporary staff				
✓	√	S09 – Compensation,	3 Complete all	• Interview &		
		benefits and welfare for	requirements	Document		
		staff	2 Complete 2	Review		
		 Compensation, benefits 	requirements	• Interview		
		and welfare are provided	1 Complete 1	records &		
		in accordance with the	requirement	Related		
		local labor's law	0 Unable to meet any	documents		
		• There is an annual staff	of the requirements			
		health check				
		• In compliance with the				
		local law, there is an				
		encouragement to hire				
		local staff to work with				
		the organization				
✓	✓	S10 – Occupational	3 Complete all	• Interview &		
		Health and Safety Policy	requirements	Document		
		• The occupational	2 Complete 2	Review		
		health and safety policy	requirements	• Interview		
		is clearly determined in	1 Complete 1 requirement	records &		
		writing.	0 Unable to meet any	Related documents		
		• There is an operational	of the requirements	documents		
		plan of the occupational				
		health and safety policy.				
		• There is a dissemination				
		of the occupational				
		health and safety policy				
		both inside and outside				
		the organization.				

			Service (S)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
✓	→	 S11 – Occupational Health and Safety Practice Records of occupational health and safety practices Performance report Follow-up performance report at least once a year 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
Envi	ronme	ental Protection & Communi	ty			
√	√	 S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management) The environmental policy is clearly determined in writing. There is an operational plan of the environmental policy. There is a dissemination of the environmental policy both inside and outside the organization. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Document Review Related documents		
✓ ✓	✓	 S13 – Environmental Practice Records of environmental practices Performance report Follow-up performance report at least once a year S14 – Consideration for the surrounding community 	requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements 3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community	Interview & Document Review Interview records & Related documents Interview & Document Review Interview records & Related documents		
			1 There are very limited activities or organization's policy			

			Service (S)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
			that support surrounding community 0 There is no activities or organization's policy that support surrounding community			
14	14		Total			
55	54		Grand Total			

Remarks:

The full score and passing score of Exhibition Hall in each MICE Venue setting is as below.

MICE Venue Setting	Total number of indicators	Full Score	Passing Score
Exhibition Hall Type 1	55	165	123.75
Exhibition Hall Type 2	54	162	121.50

Chapter 15 Auditing Procedures

The National Assessment Committee in assessing and auditing MICE venues will require to comply with the procedures as follows.

Procedure 1: Application Check & Audit Preparation

- After receiving the <u>application</u> package (an application form and the self-assessment report), the committee meets to review if the application is complete and meets the prerequisite entry requirements. The committee also agrees on the date & time for an audit
- Advise to the applicant on the date & time of audit in written format, signed by the Chairman of the National Assessment Committee
- In case this is a reassessment application, the review of the corrective action forms will be done at this stage.

Procedure 2: An Audit

- At the MICE venue, the committee starts the auditing process by reiterating the purpose of the visit and the audit procedures.
- The committee will discuss the application package with all necessary details with the applicant.
- The committee needs to sign on <u>Members of National Assessment Committee Audit</u> Attendance on the date and time of an audit.

Procedure 3: An Assessment

- The committee will conduct an assessment by an interview, an inspection or a document review as stipulated in the AMVS Assessment Guidelines of this manual. The committee should refer to the Audit Form in the appendix of this manual.
- The committee will need to collect an evidence which can be interview records (as well as names and positions of the interviewees), photographs or written comments and related documents.
- The committee will score with the lowest score of 0 (zero) and the highest score of 3 (three).
- If this is a reassessment, the committee will reassess only issues which are required to.
- An assessment must end with a discussion of the result, particularly major criteria gaining low scores. The committee may ask and discuss with the applicant at this stage to clarify the issues. The Chairman of the National Assessment Committee must conclude the visit and inform the timeline of communicating the result to the applicant. At this stage, the Chairman, after the consensus of the committee, will issue An On-Site Audit Report & Corrective Action Form to the applicant.

Procedure 4: An Audit Report

- After the assessment is over, the committee must meet to conclude the score. If the applicant scores more than 75%, the MICE venue will be proposed for certification. If not, the corrective action form and comment will be filled and sent to the applicant. The applicant should be advised of the process of a reassessment.
- The audit report will comprise of

- o A final scorecard, with an average score of each major criteria from all members of the National Assessment Committee
- o Records reviewed/people interviewed/photographs
- o Information on what was addressed and what was found
- o Corrective statement (if any)
- O Statement of confidentiality of the report
- Summary of any obstacles encountered during the on-site Audit.
- At this stage, the committee has to prepare the Audit Report to be submitted to the Government Tourism Organization (National Level) or equivalent for an endorsement of a qualified applicant to be awarded AMVS.
- After the venue is certified, it is suggested that the National Assessment Committee may consider to conduct at least one interim audit to ensure a compliance of the certified venue to the AMVS.

Chapter 16 Code of Conduct of the National Assessment Committee

The committee members must adhere to the following Code of Conduct Rules:

- Keep confidentiality on all the information acquired pre, during and post Audit
- Refrain from communicating opinions or results throughout the assessment
- Seek to maintain good professional relationships with stakeholders to promote free flow of information and be respectful throughout the entire Audit process
- Accept NO GIFTS in any form from Auditee Organizations or affiliates.

Chapter 17 Suspension and Withdrawal of Certification

17.1 Suspension of certification

In case the certified entity does not conduct in accordance with the procedure for assessment and certification of AMVS and does not correct the non-conformities and/or does not follow the regulations within the specified period of the validation of the AMVS, the inspection body or the National Assessment Committee shall prepare the report to propose Government Tourism Organizations for initially considering the suspension of the certification and inform the certified entity to implement corrective and preventive action.

The certified entity shall implement corrective and preventive action effectively and shall be audited for follow up by the inspection body within 180 days. If the corrective action is not undertaken within 180 days, the certification shall be withdrawn.

17.2 Withdrawal of certification

In case the certified entity falls in one or more of the following cases: 1) Not conform to the regulations that Government Tourism Organization determines and have a severe effect on the certification; 2) Not conform to the essence of AMVS that is certified; 3) Not conform to AMVS that is certified after the certification is suspended two times within 180 days; and 4) Having the complaint that the National Assessment Committee and/or the Government Tourism Organization has considered that it might damage the certification. The Government Tourism Organization will proceed in endorsing a withdrawal of the certification to the AMS for the final approval so that the MICE venue shall return the certificate and the plaque to the Government Tourism Organization immediately.

Chapter 18 Appeal and Complaint

18.1 Appeal

- 1) The applicant of AMVS can appeal within 30 days from the date that the Government Tourism Organization sends the letter of informing the consideration result or the implementation for notification. The appeal shall be submitted to the Government Tourism Organization in writing. If the appeal is delivered by mail, it shall be registered.
- 2) The Government Tourism Organization shall appoint the appeal panel on a case by case basis to consider the appeal and inform the appellant of the result of consideration within 60 days from the date that the Government Tourism Organization receives the appeal.
- 3) During the consideration of the appeal which has not been terminated, the former result of the consideration is still effective.
- 4) The appeal panel's consideration result shall be deemed terminated.
- 5) The appellant shall be responsible for all cost of considering the appeal, except for the case that the appeal is effective.

18.2 Complaint

For submitting the complaints, the complainant shall submit the complaint in writing, which can be verified and have enough evidences to support the complaint, to the inspection body or the National Assessment Committee. In case the complainant submits the complaint to the inspection body, the inspection body shall inform the Government Tourism Organization in writing within 10 days from the date of complaint receipt. When the Government Tourism Organization receives the complaint, the Government Tourism Organization will consider the information received and might request additional evidences for considering whether it is the complaint or not and then officially notify the complainant of the consideration result.

In case of the complaint, the Government Tourism Organization will inform the relevant persons to analyze the cause, implement the corrective and preventive actions, and inform the outcome of the implementation to the complainant in writing.

Chapter 19 Cancellation of Certification

The Government Tourism Organization shall cancel the certification of AMVS if it is one of the following cases:

- 19.1 The certified entity informs of the cancellation of certification in writing.
- 19.2 The certified entity terminates the certified business.
- 19.3 The certified entity is bankrupt.

Appendix 1AMVS Application Form



AMVS Application Form

Exhibition Venue Category

1. Details of Applicant
Name of applicant (Name of organization)
Website:
The Exhibition Hall undergoing AMVS certification is within:
Exhibition Hall Type 1 (55 Indicators)
Exhibition Hall Type 2 (54 Indicators)
2. Address of the MICE Venue
Province Postal code Tel. Fax.
Email address
3. Details of the Exhibition Hall undergoing the AMVS audit
Name of the Exhibition Hall
Building Floor Number of Years in Operation Years
Size of the Exhibition Hall (Width x Length)
The Height measured from the floor to the lowest part of the room structure of the Exhibition Hall
The minimum weight support Kilograms per Square Meter
4. No. of venue employees
5. In this certification, we would like to audit in the language
English Others please specify

6. Contact person							
1) Name Position							
TelFax							
Mobile phone E-mail address							
2) Name							
TelFax							
Mobile phone E-mail address							
7. We certify that this application including the Self-Assessment attached are true and up-to-date.							
8. We will comply with the procedures and content of the AMVS Audit & Certification Manual.							
Authorized Signature							
()							
/							
Authorized Signature							
()							
/							
Remarks 1. Authorized Signature is the person who has the name appeared in the commercial registered document of business. 2. If signed by authorized representative, please attach letter of Power of Attorney.							
Please attach these specified documents for consideration: 1. Head office and other location maps							
2. A copy of affidavit of partnership and company registry office not exceeding 6 months							
For Government Tourism Organization or National Assessment Committee's officer only Document required for application: Complete							
Require additional documents							
Date of Application Review							

Self-Assessment Report of MICE Venue Application

for ASEAN MICE Venue Standards

Physical (P)								
Type		Major Criteria	Requirements &	Method of	Score	Comments		
n 1	n 2 5		Scoring	Assessment &	Obtained			
ibitic	Exhibition Hall Type 2			Evidence				
Exhibition Hall Type 1	Exh							
Exhibition Hall Physical Setting & Functions								
√ ✓	√	P01 – The condition and	3 Complete all	• Inspection				
		cleanliness of exhibition	requirements	• Photograph				
		hall	2 Complete 2	and/or written				
		• There is no obstacle on	requirements	comments				
		the ceiling or roof	1 Complete 1					
		structure at the height	requirement					
		of 8-12 meters (for	0 Unable to meet any					
		Type 1 Exhibition Hall)	of the requirements					
		and 5-7 meters (for						
		Type 2 Exhibition Hall).						
		• Floors, walls and						
		ceilings of the						
		exhibition hall are well-						
		kept. Free of dust, waste						
		and stain						
		• Exhibition Hall is free						
		of unpleasant smell.						
✓	✓	P02 – Hoisting and	3 Complete all	• Inspection &				
		Rigging	requirements	Document				
		There are weight limit notifications at	2 Complete 2 requirements	review				
		positions prepared for	1 Complete 1	 Photograph and/or written 				
		hoisting and riggings.	requirement	comments &				
			0 Unable to meet any	Related				
		• There is a layout showing hoisting and	of the requirements	documents				
		rigging positions						
		Annual inspection or						
		maintenance						
		documents are present.						
Exhi	Exhibition Hall's Compound							
✓	<u>√</u>	P03 – Pre-functional Area	3 Complete all	• Inspection				
		Well-kept and well-	requirements	• Photograph				
		organized.	2 Complete 3	and/or written				
		• There is lighting lamp(s)	requirements	comments				
		installed.	1 Complete 2					
		• There are sufficient	requirements					
		power outlets.	0 Complete less than 2					
		1	requirements					

			Physical (P)			
Ty	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	·	Scoring	Assessment & Evidence	Obtained	
✓	√	 Adequate air condition, circulation and ventilation system P04 – Reception and Registration Area Well-kept and well-organized. The area is located in front of the exhibition hall entrance. There are sufficient power outlets. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		
✓		 There is permanent and visible sign of the area. There is a PA System. P05 – Meeting Room Exhibition Hall Type 1 Well-organized and clean permanent room. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		
	✓	Exhibition Hall Type 2 Well-organized and clean set-up area. The area is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
	n 2	-	Scoring	Assessment &	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2			Evidence		
Exhi Hall '	Exhi Hall '					
		DOC TAND D				
		Poor				
		Room Exhibition Hall Type 1	3 Complete all	• Inspection		
✓		 Well-kept and well- 	requirements	InspectionPhotograph		
		organized permanent	2 Complete 4	and/or written		
		room.	requirements	comments		
		• Equipped with air	1 Complete 3			
		conditioning, light and	requirements			
		power outlets.	0 Complete less than 3			
		Private restrooms	requirements			
		available.				
		 Sufficient chairs and 				
		tables or sofas.				
		 High Speed Wi-Fi 				
		services are available				
	✓	Exhibition Hall Type 2	3 Complete all	• Inspection		
		Well-kept and well-	requirements	• Photograph		
		organized set-up area	2 Complete 2	and/or written		
		 Equipped with air 	requirements	comments		
		conditioning, light and	1 Complete 1			
		power outlets.	requirement 0 Unable to meet any			
		 Sufficient chairs and 	of the requirements			
		tables or sofas.	1			
		P07 – Press Room	2.0			
1		Exhibition Hall Type 1	3 Complete all requirements	• Inspection		
•		Well-organized and	2 Complete 4	• Photograph		
		clean permanent room.	requirements	and/or written comments		
		 Equipped with air conditioning, light and 	1 Complete 3	Comments		
		power outlets.	requirements			
		Sufficient chairs and	0 Complete less than 3			
		tables or work stations.	requirements			
		 Sufficient office supplies 				
		are available for users.				
		High Speed Wi-Fi				
		services are available.				
	√	Exhibition Hall Type 2	3 Complete all	• Inspection		
		Well-organized and	requirements	• Photograph		
		clean set-up area.	2 Complete 4	and/or written		
		 Equipped with air 	requirements	comments		
		conditioning, light and	1 Complete 3			
		power outlets.	requirements 0 Complete less than 3			
		 Sufficient chairs and 	requirements			
		tables or work stations.	19401101110			

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
		 Sufficient office supplies are available for users. High Speed Wi-Fi services are available. 				
✓	✓	P08 – Prayer's Room	3 There is a permanent space or a space that can be set up, separated for males/females with appropriate facilities 2 The space can be set up, separated for males/females with some facilities 1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms	• Inspection • Photograph and/or written comments		
√	✓	P09 – Support for participants with disabilities	3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities with disabilities or There are no facilities supporting meeting participants with disabilities	• Inspection • Photograph and/or written comments		
~	√	 P10 – Food Service Area There is a set-up area in providing food service for participants The area is well organized, clean and well-kept 	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ty	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
Publ ✓	<mark>ic Are</mark>	 Equipped with air conditioning, light and power outlets. Adequate air circulation and ventilation system. Sufficient area for food preparation with basic amenities. In case needed, a list of suppliers on food services can be provided. There is an accessible road connecting to the venue to facilitate ease of traffic There are more than one entry-exit routes to/from the venue to 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
		 the public road There is an access to the exhibition venue from a public transportation service 				
√	✓	 P12 – Signs and Signage Permanently installed Installed in clearly visible locations and in an orderly manner There are digital signs available Display in English message(s) 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection Photograph and/or written comments 		
~	√	 P13 – Main Entrance Sign Situated in a clearly visible area. There is sufficient lighting. Permanent and stable. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	·	Scoring	Assessment & Evidence	Obtained	
		Annual inspection or maintenance documents are present.				
		 P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities Appropriate space for each unit. Provision of adequate facilities for disabled and elderly. Provision of adequate units/cubicles for ladies and men. Sufficient amenities provisions such as tissue, soap, etc. There is a nursing and/or family room. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
✓	√	P15 – Smoking Zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas	• Inspection • Photograph and/or written comments		
✓	√	 P16 – Drop-off Area It is located close to the exhibition venue entrance. There is a well-kept cover/shade in this area. There are clear and visible sign display 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
√	√	 P17 – Participant Parking Area There are parking spaces for different types of vehicles. 	3 Complete all requirements 2 Complete 4 requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
√	✓	 There are handicapped parking spaces. Traffic and safety signs and symbols are clearly displayed. CCTV cameras are installed, or security officers are present at parking areas. In case there is no or insufficient parking area, other areas can be used as reserved parking areas with comparable safety standard. P18 – Traffic Management during Exhibition There is systematic traffic management plan 	1 Complete 3 requirements 0 Complete less than 3 requirements 3 Complete all requirements 2 Complete 3 requirements 1 Complete 2	• Inspection & Document review • Photograph and/or written		
		 There is dedicated staff responsible for traffic management There is a separated traffic route for participants and cargo There is a policy to inform surrounding residents about the exhibition traffic. 	requirements 0 Complete less than 2 requirements	comments & Related documents		
,	•	 P19 – Water & Sanitary System There are water distribution points in good conditions. There is a proper wastewater drain meeting local standard. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
✓		P20 – Water Reservation System The water reservation system has well-kept storage. The system is in compliance with the local law. Annual inspection or maintenance documents are present.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		
Safe	tv/Seci	urity/Emergency Facilities				
√		 P21 – Safety Equipment There are CCTV cameras and controlling room, with staff present for the entire time. The venue has a policy on CCTV playback. There is smoke or heat detecting equipment. There are fire sprinklers. Fire extinguishers or fire hoses are properly located for convenient use. Alarms are clearly visible. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 5-6 requirements 1 Complete 3-4 requirements 0 Complete less than 3 requirements	Inspection & Document review Photograph and/or written comments & Related documents		
√	√	 P22 – Emergency, Safety and Security for Exhibition Hall Emergency equipment, fire exits & evacuation route must be in compliance to local law. Fire exit signs are present in permanent and well-kept conditions. 	3 Complete all requirements 2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ty	ре	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
		 There is a clearly visible sign board containing a fire-fighting and fire escape instruction. Sufficient amount of security guards in the main entrance to the exhibition hall and venue as well as prefunctional areas Sufficient amount of CCTV or other security devices in the key areas of the exhibition hall and venue as well as pre-functional areas Annual inspection or maintenance documents are present. There is an evidence of an annual fire drill practice. 				
~	~	P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
n 1	n 2	-	Scoring	Assessment &	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2			Evidence		
Exhi Tall 7	Exhi Tall '					
_	_	P24 C 134	2.0 1 1	T 0		
v	•	P24 – Crowd Management & Evacuation Procedures	3 Complete all	• Inspection &		
			requirements 2 Complete 3	Document review		
		• Layout for exhibition venue is available.	requirements	• Photograph		
			1 Complete 2	and/or written		
		 Layout for exhibition hall is available. 	requirements	comments &		
			0 Complete less than 2	Related		
		• Emergency evacuation	requirements	documents		
		plan is developed.				
		• There is an evidence of				
		training for staff on				
		crowd management &				
	✓	evacuation procedures P25 – Insurance Policy	3 The insurance policy	• Do over and		
	,	1 45 - Insurance Poncy	is active and are	• Document review		
			clearly stated in the	• Related		
			issued contract.	documents		
			0 The insurance policy			
			is inactive.			
✓	✓	P26 – Maintenance	3 Complete all	• Document		
		• There is a dedicated	requirements	review		
		department on Venue	2 Complete 2	• Related		
		Maintenance	requirements 1 Complete 1	documents		
		 Maintenance plan is 	requirement			
		developed	0 Unable to meet any			
		• There is an evidence of	of the requirements			
		inspecting, reporting	•			
		and improving the				
		venue's facilities and				
0	• •	equipment				
Urga	ınızer'	s Access to Exhibition Hall	3 Complete all	• Ingrastica 0		
	•	P27 – Cargo Vehicle Parking Area	requirements	• Inspection & Document		
		• There is a queuing	2 Complete 2	review		
		system for cargo	requirements	• Photograph		
		vehicle parking.	1 Complete 1	and/or written		
		• There is a facilitation	requirement	comments &		
		system for loading and	0 Unable to meet any	Related		
		unloading of cargo.	of the requirements	documents		
		 Staff(s) is present to 				
		coordinate or provide				
		assistance.				

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
1		P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door and elevator must be in a well-kept and safe condition. There are both lighting and air ventilation	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
	✓	systems available. Exhibition Hall Type 2 There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door must be in a well-kept and safe condition. There are both lighting and air ventilation systems available.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
√	✓	 P29 – Organizer's Room Well-organized and clean. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		

	Physical (P)							
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments		
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained			
		 Sufficient chairs and tables. High Speed Wi-Fi services are available. 						
✓	✓	P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	• Document review & Interview • Related documents & Interview records				
30	29		Total					

			Technology (T)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
Pow	er, Lig	hting & Air-conditioning Sys	stem			
✓	✓	 T01 – Electrical System There is a power system control room. There is a layout showing power service locations. There are qualified staff on duty during the event. There is an electrical safety equipment in compliance to local law. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	Inspection & Document review Photograph and/or written comments & Related documents		

	Technology (T)					
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
H →	∃ ∃	 T02 – Lighting System Lighting system of the room is appropriate and can be fully controlled. Electrical materials and equipment meet local standard. There is lighting system control room. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		
√	1	T03 – Air Conditioning System inside the Exhibition Hall The air conditioner capacity is sufficient for room size and capacity. Air flow and temperature levels are adjustable. Annual inspection or maintenance documents are present.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	Inspection & Document review Photograph and/or written comments & Related documents		
	✓	T04 – Air Ventilation System in Exhibition Hall There is an appropriate air ventilation system in compliance to the local law. Air ventilation system does not adversely affect nearby community. Make-up air system is present to incorporate fresh, outside air. Annual inspection or maintenance documents are present.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	Inspection & Document review Photograph and/or written comments & Related documents		

	Technology (T)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
ion se 1	ion oe 2		Scoring	Assessment & Evidence	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2			Evidence		
Ex	Ex					
√	✓	T05 – Power and Lighting	3 Complete all	• Inspection &		
		System in Pre-Functional	requirements	Document		
		Area	2 Complete 3	review		
		• Lighting system of the	requirements	• Photograph		
		pre-functional area is	1 Complete 2 requirements	and/or written comments &		
		appropriate and can be	0 Complete less than 2	Related		
		fully controlled.	requirements	documents		
		Electrical materials and aguinment most local	•	u o o o o o o o o o o o o o o o o o o o		
		equipment meet local standard.				
		• There is power & lighting				
		system control room.				
		 Annual inspection or 				
		maintenance documents				
		are present.				
✓	✓	T06 – Secondary Power	3 Complete all	• Inspection &		
		Generator	requirements	Document		
		 Capable of functioning 	2 Complete 2	review		
		immediately after	requirements	• Photograph		
		power outage (within	1 Complete 1 requirement	and/or written comments &		
		20 seconds)	0 Unable to meet any	Related		
		• Capable of continuously	of the requirements	documents		
		generating secondary	•			
		power for at least 2 hours				
		 Annual inspection or 				
		maintenance documents				
		are present.				
Othe	er Serv					
✓	√	T07 – Communication &	3 Complete all	• Inspection		
		Document Service	requirements	• Photograph		
		• There is a photocopy	2 Complete 4	and/or written		
		service	requirements	comments		
		• There is a document scan service	1 Complete 3 requirements			
		There is a fax service	0 Complete less than 3			
		 There is a fax service There are facilities 	requirements			
		provided for the				
		internet/ High Speed				
		Wi-Fi purposes in the				
		exhibition venue				
		Full coverage of radio				
		communication signal.				

Technology (T)						
	pe	Major Criteria	Requirements & Scoring	Method of Assessment &	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Evidence Evidence	Obtained	
✓	✓	 T08 – Business Service Center Well-organized and clean. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables or work stations. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	InspectionPhotograph and/or written comments		
√	√	 T09 – Use of Customer Management System Customer Database System Reservation System Complaint System 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
√	√	 T10 – Public Address System Provide clear, good quality sound Sound coverage covers the entire exhibition hall. Sound coverage in local and English language Allows for multi-zones audio broadcasting 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	Inspection Photograph and/or written comments		
√	√	 T11 – Exhibition Venue Website There is an official site of the exhibition venue There is an evidence of regular website update The website clearly presents key details of the exhibition venue, exhibition hall and is user friendly. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
11	11		Total			

			Service (S)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
n 3.1	n 2		Scoring	Assessment &	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2			Evidence		
Exh	Exh					
Coor	dinati	on & Service Improvement				
✓	√	S01 – Advanced-booking	3 Complete all	• Inspection &		
		service	requirements	Interview		
		• There is an on-line	2 Complete 4	 Photograph 		
		comprehensive	requirements	and/or written		
		information on the	1 Complete 3	comments &		
		floorplan of exhibition hall	requirement 0 Complete less than 3	Interview		
		There is an on-line	requirements	records		
		comprehensive	requirements			
		information on the				
		availability of the				
		exhibition hall				
		• There is a salesperson				
		in handling client's queries				
		The salesperson is				
		knowledgeable and is				
		able to provide advice				
		on floor plan and				
		relevant exhibition				
		packages suitable for				
		the client's needs There are variety of				
		• There are variety of payment methods				
✓	√	S02 – Service to	3 There is a dedicated	• Interview		
		organizers	team of staff to	• Interview		
		_	respond to the	records		
			organizers and handle			
			all issues as a one-stop			
			service when there incidents			
			2 Organizers need to			
			contact 2-3 channels			
			when there are			
			incidents			
			1 Organizers need to			
			contact a number of parties when there are			
			incidents			
			0 Organizers do not			
			know whom to contact			
			when there are			
			incidents			

	Service (S)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
n:1	ո 2	-	Scoring	Assessment &	Obtained	
bitio	bitio Type			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
✓	√	502 C	2 Campleta ell	1		
•	•	S03 – Complaints & service evaluation of the	3 Complete all requirements	• Interview & Document		
		buyers and/or organizers	2 Complete 2	Review		
		• There are appropriate	requirements	• Interview		
		channels in receiving	1 Complete 1	records &		
		complaints and	requirement	Related		
		customer feedback	0 Unable to meet any	documents		
		• There is a system in	of the requirements			
		handling customer				
		complaints and				
		customer feedback				
		• There is a motivation/				
		incentive system for staff				
		to improve service standard.				
_	√	S04 – Coordination &	3 Complete all	• Interview &		
•	•	Cooperation with external	requirements	Document		
		agencies (e.g., hospital,	2 Complete 2	Review		
		police station, and fire	requirements	• Interview		
		station)	1 Complete 1	records &		
		• There is a coordination	requirements	Related		
		center with service	0 Unable to meet any	documents		
		staffs throughout the	of the requirements			
		exhibition duration				
		 A list of contact 				
		persons, including the				
		telephone number of				
		relevant external				
		agencies is prepared				
		• There is a systematic				
		procedure in				
		coordinating with				
Staff		external agencies				
V	√	S05 – Staff Personality	3 Complete all	• Inspection &		
		• Uniforms are	requirements	Interview		
		professional	2 Complete 2	• Photograph		
		 Staff are neat and tidy 	requirements	and/or written		
		• Staff are friendly.	1 Complete 1	comments &		
			requirement	Interview		
			0 Unable to meet any	records		
			of the requirements			

			Service (S)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
✓	✓	 S06 – General knowledge & understanding of venue staff Knowledge & understanding about their job description and duties Knowledge & understanding about the exhibition industry and exhibition activities Knowledge & understanding about the venues and the organization Knowledge & understanding about different backgrounds & needs of participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Interview • Interview records		
✓	\	 S07 – Foreign language skills of staff Most staff can communicate in English Some of the staff can communicate in third language There are on-going language training program for staff both full-time and temporary 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
√	√	 S08 – Staff performance on service quality There is a systematic recruitment procedure both for full-time and temporary staff There is an appropriate orientation and training for full-time and temporary staff in respond to the local law There is an monitoring system for new hires and temporary staff There is an appropriate performance 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	• Interview & Document Review • Interview records & Related documents		

	Service (S)					
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
		management for full-				
✓	*	son - Compensation, benefits and welfare for staff Compensation, benefits and welfare are provided in accordance with the local labor's law There is an annual staff health check In compliance with the local law, there is an encouragement to hire local staff to work with the organization	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
√	*	 S10 – Occupational Health and Safety Policy The occupational health and safety policy is clearly determined in writing. There is an operational plan of the occupational health and safety policy. There is a dissemination of the occupational health and safety policy both inside and outside the organization. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
√	✓	 S11 – Occupational Health and Safety Practice Records of occupational health and safety practices Performance report Follow-up performance report at least once a year. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
	ronme	ntal Protection & Communi			<u>.</u>	1
✓	*	S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management)	3 Complete all requirements 2 Complete 2 requirements	Document ReviewRelated documents		

	Service (S)						
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments	
		 The environmental policy is clearly determined in writing. There is an operational plan of the environmental policy. There is a dissemination of the environmental policy both inside and outside the organization. 	1 Complete 1 requirement 0 Unable to meet any of the requirements				
✓	*	 S13 – Environmental Practice Records of environmental practices Performance report Follow-up performance report at least once a year 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents			
~	*	S14 – Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy that support surrounding community 0 There is no activities or organization's policy that support surrounding community 0 There is no activities or organization's policy that support surrounding community	• Interview & Document Review • Interview records & Related documents			
14	14		Total		_		
55	54		Grand Total				

Authorized Signature		• • • • • •
()	
///		

Remarks:

The full score and passing score of Exhibition Hall in each MICE Venue setting is as below.

MICE Venue Setting	Total number of indicators	Full Score	Passing Score
Exhibition Hall Type 1	55	165	123.75
Exhibition Hall Type 2	54	162	121.50

Appendix 2

Members of National Assessment Committee AMVS Audit Attendance



Members of National Assessment Committee AMVS Audit Attendance

	Name of the Meeting Venue								
	Date								
			Signature						
No.	Name-Surname	Position	Opening meeting	Closing meeting					
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

Appendix 3AMVS Audit Form

AMVS Audit Form



Members of the National Assessment Committee					
Name:		Position:			
Date of Auditin	ıg:				
Applicant:	Naı	ne			
	Ado	dress			
Exhibition Ver	ıue:	Name			
		Location			

Marking Procedure

Members of the National Assessment Committee are to follow this marking scale in auditing a MICE venue. Please select setting of the Exhibition Hall and please provide the score accordingly.

Exhibition Hall Type 1 (55 Indicators)

Exhibition Hall Type 2 (54 Indicators)

			Physical (P)			
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
Exhi	bition	Hall Physical Setting & Fun	ctions			
•	>	P01 – The condition and cleanliness of exhibition hall There is no obstacle on the ceiling or roof structure at the height of 8-12 meters (for Type 1 Exhibition Hall)	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	InspectionPhotograph and/or written comments		

Physical (P) Type Major Criteria Requirements & Method of Score	
Type Major Criteria Requirements & Method of Score	Comments
Sequing Assessment & Obtains	d
Exhibition C Scoring Exhibitio	
and 5-7 meters (for	
Type 2 Exhibition Hall).	
• Floors, walls and	
ceilings of the	
exhibition hall are well-	
kept. Free of dust, waste	
and stain	
Exhibition Hall is free	
of unpleasant smell.	
P02 – Hoisting and 3 Complete all • Inspection &	
Rigging requirements Document There are weight limit 2 Complete 2 review	
notifications at requirements Photograph	
positions prepared for 1 Complete 1 and/or written	
hoisting and riggings. requirement comments &	
• There is a layout 0 Unable to meet any Related	
showing hoisting and of the requirements documents	
rigging positions	
Annual inspection or	
maintenance	
documents are present.	
Exhibition Hall's Compound	
P03 – Pre-functional Area 3 Complete all • Inspection	
• Well-kept and well- organized. requirements 2 Complete 3 • Photograph and/or written	
• There is lighting lamp(s) requirements comments	
installed.	
There are sufficient requirements	
nower outlets 0 Complete less than 2	
Adequate air condition, requirements	
circulation and	
ventilation system	
✓ ✓ P04 – Reception and 3 Complete all • Inspection	
Registration Area requirements • Photograph	
• Well-kept and well- 2 Complete 4 and/or written comments	
• The area is located in front of the exhibition requirements	
hall entrance 0 Complete less than 3	
• There are sufficient requirements	
power outlets.	
There is permanent and	
visible sign of the area.	
There is a PA System.	

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
▼	→	P05 – Meeting Room Exhibition Hall Type 1 Well-organized and clean permanent room. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. Exhibition Hall Type 2 Well-organized and clean set-up area. The area is located closed to the exhibition hall.	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements 2 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3	• Inspection • Photograph and/or written comments • Inspection • Photograph and/or written comments		
		 Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. P06 – VIP Reception 	requirements			
✓		 Room Exhibition Hall Type 1 Well-kept and well-organized permanent room. Equipped with air conditioning, light and power outlets. Private restrooms available. Sufficient chairs and tables or sofas. High Speed Wi-Fi services are available 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
	n 2	•	Scoring	Assessment &	Obtained	
bitio Fype	bitio Type			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
	√	E-1-21-22 II-II T 2	2 Camulata all	т		
	•	Exhibition Hall Type 2Well-kept and well-	3 Complete all requirements	• Inspection		
		organized set-up area	2 Complete 2	 Photograph and/or written 		
			requirements	comments		
		• Equipped with air	1 Complete 1	Comments		
		conditioning, light and power outlets.	requirement			
		G 00 1 1 1 1	0 Unable to meet any			
		• Sufficient chairs and tables or sofas.	of the requirements			
		P07 – Press Room				
		Exhibition Hall Type 1	3 Complete all	• Inspection		
✓		Well-organized and	requirements	• Photograph		
		clean permanent room.	2 Complete 4	and/or written		
		• Equipped with air	requirements	comments		
		conditioning, light and	1 Complete 3			
		power outlets.	requirements			
		 Sufficient chairs and 	0 Complete less than 3 requirements			
		tables or work stations.	requirements			
		 Sufficient office supplies 				
		are available for users.				
		 High Speed Wi-Fi 				
		services are available.				
	✓	Exhibition Hall Type 2	3 Complete all	 Inspection 		
		 Well-organized and 	requirements	• Photograph		
		clean set-up area.	2 Complete 4	and/or written		
		• Equipped with air	requirements 1 Complete 3	comments		
		conditioning, light and	requirements			
		power outlets.	0 Complete less than 3			
		 Sufficient chairs and tables or work stations. 	requirements			
		 Sufficient office supplies are available for users. 				
		 High Speed Wi-Fi 				
		services are available.				
✓	√	P08 – Prayer's Room	3 There is a permanent	• Inspection		
		100 IIayei 5 Ruuiii	space or a space that	• Photograph		
			can be set up,	and/or written		
			separated for	comments		
			males/females with			
			appropriate facilities			
			2 The space can be set			
			up, separated for males/females with			
			some facilities			

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
✓	√	P09 – Support for participants with disabilities	1 The space can be set up and separated for males/females 0 The space cannot be set up for prayer rooms 3 There are sufficient facilities supporting participants with disabilities. There are staff who are trained to provide services to disabled meeting participants. 2 There are sufficient facilities supporting meeting participants with disabilities 1 There are minimum facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities 0 There are no facilities supporting meeting participants with disabilities	• Inspection • Photograph and/or written comments		
✓	✓	 P10 – Food Service Area There is a set-up area in providing food service for participants The area is well organized, clean and well-kept Equipped with air conditioning, light and power outlets. Adequate air circulation and ventilation system. Sufficient area for food preparation with basic amenities. In case needed, a list of suppliers on food services can be provided. 	3 Complete all requirements 2 Complete 5 requirements 1 Complete 4 requirements 0 Complete less than 4 requirements	Inspection & Document review Photograph and/or written comments & Related documents		

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
Publ	ic Are	a		<u> </u>		
~	✓	 P11 – Accessibility There is an accessible road connecting to the venue to facilitate ease of traffic There are more than one entry-exit routes to/from the venue to the public road There is an access to the exhibition venue from a public transportation service 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
√	√	P12 – Signs and Signage Permanently installed Installed in clearly visible locations and in an orderly manner There are digital signs available Display in English message(s)	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection • Photograph and/or written comments		
√	√	 P13 – Main Entrance Sign Situated in a clearly visible area. There is sufficient lighting. Permanent and stable. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
✓	✓	 P14 – Restrooms amenities & facilities ASEAN Public Toilet Standard 3.2 Amenities & Facilities Appropriate space for each unit. Provision of adequate facilities for disabled and elderly. Provision of adequate units/cubicles for ladies and men. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 2-3 requirements 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
		 Sufficient amenities provisions such as tissue, soap, etc. There is a nursing and/or family room. 				
✓	✓	P15 – Smoking Zone	3 There is a smoking room, complies with relevant laws. The area is functional. 2 There is a smoking zone and complies with relevant laws 1 There is a smoking area but does not comply with relevant laws 0 There is no smoking areas	• Inspection • Photograph and/or written comments		
~	√	 P16 – Drop-off Area It is located close to the exhibition venue entrance. There is a well-kept cover/shade in this area. There are clear and visible sign display 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	InspectionPhotograph and/or written comments		
✓	✓	P17 – Participant Parking Area There are parking spaces for different types of vehicles. There are handicapped parking spaces. Traffic and safety signs and symbols are clearly displayed. CCTV cameras are installed, or security officers are present at parking areas. In case there is no or insufficient parking area, other areas can be used as reserved parking areas with	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		

			Physical (P)			
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
		comparable safety standard.				
✓	✓	P18 – Traffic Management during Exhibition There is systematic traffic management plan There is dedicated staff responsible for traffic management There is a separated traffic route for participants and cargo There is a policy to inform surrounding residents about the exhibition traffic.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	Inspection & Document review Photograph and/or written comments & Related documents		
√	√	 P19 – Water & Sanitary System There are water distribution points in good conditions. There is a proper wastewater drain meeting local standard. Annual inspection or maintenance 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
✓		documents are present. P20 – Water Reservation System The water reservation system has well-kept storage. The system is in compliance with the local law. Annual inspection or maintenance documents are present.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Inspection & Document review Photograph and/or written comments & Related documents		

			Physical (P)			
Tyl	pe	Major Criteria	Requirements &	Method of	Score	Comments
ition ype 1	ition ype 2		Scoring	Assessment & Evidence	Obtained	
Exhibition Hall Type 1	Exhibition Hall Type 2					
Safety		 				
√	√	P21 – Safety Equipment	3 Complete all	• Inspection &		
		 There are CCTV cameras and controlling room, with staff present for the entire time. The venue has a policy on CCTV playback. There is smoke or heat detecting equipment. There are fire sprinklers. Fire extinguishers or fire hoses are properly located for convenient use. Alarms are clearly visible. Annual inspection or maintenance 	requirements 2 Complete 5-6 requirements 1 Complete 3-4 requirements 0 Complete less than 3 requirements	Document review Photograph and/or written comments & Related documents		
	./	documents are present.	2.0 1.4 11	1		
	٧	P22 – Emergency, Safety and Security for	3 Complete all requirements	• Inspection & Document		
		Exhibition Hall	_			
		 Exhibition Hall Emergency equipment, fire exits & evacuation route must be in compliance to local law. Fire exit signs are present in permanent and well-kept conditions. There is a clearly visible sign board containing a fire-fighting and fire escape instruction. Sufficient amount of security guards in the main entrance to the exhibition hall and venue as well as prefunctional areas Sufficient amount of 	2 Complete 6 requirements 1 Complete 5 requirements 0 Complete less than 5 requirements	review • Photograph and/or written comments & Related documents		

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score Obtained	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
		devices in the key areas of the exhibition hall and venue as well as pre-functional areas • Annual inspection or maintenance documents are present. • There is an evidence of an annual fire drill practice.				
	\	P23 – First aid room and nursing staff	3 There is a full-time or temporary nurse/qualified staff available during the event, with a first aid room 2 There is a full-time or temporary nurse/qualified staff available during the event, with some first aid kits 1 There is no full-time or temporary nurse/qualified staff available during the event. Only some first aid kits available during the event. Only some first aid kits available. 0 No full-time or temporary nurses/staff during the event and/or there is no first aid kit/no first aid room	Inspection & Document review Photograph and/or written comments & Related documents		
✓	√	 P24 – Crowd Management & Evacuation Procedures Layout for exhibition venue is available. Layout for exhibition hall is available. Emergency evacuation plan is developed. There is an evidence of training for staff on crowd management & evacuation procedures 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
√	√	P25 – Insurance Policy	3 The insurance policy is active and are clearly stated in the issued contract. 0 The insurance policy is inactive.	Document review Related documents		
√	✓	 P26 – Maintenance There is a dedicated department on Venue Maintenance Maintenance plan is developed There is an evidence of inspecting, reporting and improving the venue's facilities and equipment 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Document review Related documents		
Orga	nizer'	s Access to Exhibition Hall				
✓	✓	 P27 – Cargo Vehicle Parking Area There is a queuing system for cargo vehicle parking. There is a facilitation system for loading and unloading of cargo. Staff(s) is present to coordinate or provide assistance. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
✓		P28 – Cargo Loading Area (Cargo Elevator is required in case the exhibition hall is located on a floor without cargo parking area). Exhibition Hall Type 1 There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door and elevator must be in	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	 Inspection Photograph and/or written comments 		

			Physical (P)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
	✓	a well-kept and safe condition. There are both lighting and air ventilation systems available. Exhibition Hall Type 2 There is at least one cargo loading door per Exhibition Hall. If the hall is dividable into rooms, the number of loading doors must be equal to the number of divided rooms. The cargo loading door must be in a well-kept and safe condition. There are both lighting and air ventilation systems available.	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
✓	✓	 P29 – Organizer's Room Well-organized and clean. The room is located closed to the exhibition hall. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		
30	29	P30 – Event Set-up Period for Organizer	3 There is a set-up policy and organizers are well informed. 0 There is no policy and organizers are not allowed to access for a set-up before the event	• Document review & Interview • Related documents & Interview records		

Technology (T)						
Type		Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	·	Scoring	Assessment & Evidence	Obtained	
Power, Lighting & Air-conditioning System						
√	√	 T01 – Electrical System There is a power system control room. There is a layout showing power service locations. There are qualified staff on duty during the event. There is an electrical safety equipment in compliance to local law. Annual inspection or 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		
√	1	maintenance documents are present. T02 – Lighting System Lighting system of the room is appropriate and can be fully controlled. Electrical materials and equipment meet local standard. There is lighting system control room. Annual inspection or maintenance documents are present.	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection & Document review • Photograph and/or written comments & Related documents		
√	✓	 T03 – Air Conditioning System inside the Exhibition Hall The air conditioner capacity is sufficient for room size and capacity. Air flow and temperature levels are adjustable. Annual inspection or maintenance documents are present. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	 Inspection & Document review Photograph and/or written comments & Related documents 		

	Technology (T)					
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
_		·	Scoring	Assessment &	Obtained	
bitio Fype	bitio Fype			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
_	<u> </u>	TO 4	2.0 1 11	T		
v	•	T04 – Air Ventilation	3 Complete all	• Inspection &		
		System in Exhibition HallThere is an appropriate	requirements 2 Complete 3	Document review		
		air ventilation system in	requirements	• Photograph		
		compliance to the local	1 Complete 2	and/or written		
		law.	requirements	comments &		
		Air ventilation system	0 Complete less than 2	Related		
		does not adversely affect	requirements	documents		
		nearby community.				
		Make-up air system is				
		present to incorporate				
		fresh, outside air.				
		 Annual inspection or 				
		maintenance				
		documents are present.				
√	✓	T05 – Power and Lighting	3 Complete all	• Inspection &		
		System in Pre-Functional	requirements	Document		
		Area	2 Complete 3 requirements	review		
		• Lighting system of the pre-functional area is	1 Complete 2	 Photograph and/or written 		
		appropriate and can be	requirements	comments &		
		fully controlled.	0 Complete less than 2	Related		
		Electrical materials and	requirements	documents		
		equipment meet local				
		standard.				
		• There is power & lighting				
		system control room.				
		 Annual inspection or 				
		maintenance documents				
		are present.				
✓	✓	T06 – Secondary Power	3 Complete all	• Inspection &		
		Generator	requirements	Document		
		Capable of functioning immediately after	2 Complete 2 requirements	review		
		immediately after power outage (within	1 Complete 1	Photograph and/or written		
		20 seconds)	requirement	comments &		
		 Capable of continuously 	0 Unable to meet any	Related		
		generating secondary	of the requirements	documents		
		power for at least 2				
		hours				
		 Annual inspection or 				
		maintenance documents				
		are present.				

	Technology (T)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2	, v	Scoring	Assessment & Evidence	Obtained	
Othe	r Serv					
✓	✓	 T07 – Communication & Document Service There is a photocopy service There is a document scan service There is a fax service There are facilities provided for the internet/ High Speed Wi-Fi purposes in the exhibition venue Full coverage of radio communication signal 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirements 0 Complete less than 3 requirements	• Inspection • Photograph and/or written comments		
√	√	 T08 – Business Service Center Well-organized and clean. Equipped with air conditioning, light and power outlets. Sufficient chairs and tables or work stations. High Speed Wi-Fi services are available. 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Inspection • Photograph and/or written comments		
√	√	 T09 – Use of Customer Management System Customer Database System Reservation System Complaint System T10 – Public Address System	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements 3 Complete all requirements	 Inspection & Document review Photograph and/or written comments & Related documents Inspection Photograph 		
		 Provide clear, good quality sound Sound coverage covers the entire exhibition hall. Sound coverage in local and English language Allows for multi-zones audio broadcasting. 	2 Complete 3 requirements 1 Complete 2 requirement 0 Complete less than 2 requirements	and/or written comments		

	Technology (T)					
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
✓	√	 T11 – Exhibition Venue Website There is an official site of the exhibition venue There is an evidence of regular website update The website clearly presents key details of the exhibition venue, exhibition hall and is user friendly. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirements 0 Unable to meet any of the requirements	• Inspection • Photograph and/or written comments		
11	11		Total			

	Service (S)					
Exhibition Hall Type 1	Exhibition ad Hall Type 2	Major Criteria	Requirements & Scoring	Method of Assessment & Evidence	Score Obtained	Comments
	dinati	on & Service Improvement				
	✓	 S01 – Advanced-booking service There is an on-line comprehensive information on the floorplan of exhibition hall There is an on-line comprehensive information on the availability of the exhibition hall There is a salesperson in handling client's queries The salesperson is knowledgeable and is able to provide advice on floor plan and relevant exhibition packages suitable for the client's needs There are variety of payment methods 	3 Complete all requirements 2 Complete 4 requirements 1 Complete 3 requirement 0 Complete less than 3 requirements	 Inspection & Interview Photograph and/or written comments & Interview records 		

	Service (S)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
n 1	- 7	•	Scoring	Assessment & Obtained		
bitio: Fype	bitio [ype			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
_	<u> </u>	G00 G	2.771 : 1.1: . 1	-		
•	•	S02 – Service to	3 There is a dedicated team of staff to	• Interview		
		organizers	respond to the	• Interview records		
			organizers and handle	records		
			all issues as a one-stop			
			service when there			
			incidents			
			2 Organizers need to			
			contact 2-3 channels			
			when there are incidents			
			1 Organizers need to			
			contact a number of			
			parties when there are			
			incidents			
			0 Organizers do not			
			know whom to contact			
			when there are incidents			
/	√	S03 – Complaints &	3 Complete all	• Interview &		
		service evaluation of the	requirements	Document		
		buyers and/or organizers	2 Complete 2	Review		
		• There are appropriate	requirements	• Interview		
		channels in receiving	1 Complete 1	records &		
		complaints and	requirement	Related		
		customer feedback	0 Unable to meet any of the requirements	documents		
		• There is a system in handling customer	of the requirements			
		complaints and				
		customer feedback				
		• There is a motivation/				
		incentive system for staff				
		to improve service				
		standard.				
✓	✓	S04 – Coordination &	3 Complete all	• Interview &		
		Cooperation with external agencies (e.g., hospital,	requirements 2 Complete 2	Document Review		
		police station, and fire	requirements	• Interview		
		station)	1 Complete 1	records &		
		• There is a coordination	requirements	Related		
		center with service	0 Unable to meet any	documents		
		staffs throughout the	of the requirements			
		exhibition duration				
		 A list of contact 				
		persons, including the				
		telephone number of				

			Service (S)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
Staff		relevant external agencies is prepared There is a systematic procedure in coordinating with external agencies				
√	√	S05 – Staff Personality	3 Complete all	• Inspection &		
		 Uniforms are professional Staff are neat and tidy Staff are friendly 	requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Interview • Photograph and/or written comments & Interview records		
✓	✓	 S06 – General knowledge & understanding of venue staff Knowledge & understanding about their job description and duties Knowledge & understanding about the exhibition industry and exhibition activities Knowledge & understanding about the venues and the organization Knowledge & understanding about different backgrounds & needs of participants and organizers 	3 Complete all requirements 2 Complete 3 requirements 1 Complete 2 requirements 0 Complete less than 2 requirements	• Interview • Interview records		
√	√	 S07 – Foreign language skills of staff Most staff can communicate in English Some of the staff can communicate in third language There are on-going language training program for staff both full-time and temporary 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		

	Service (S)					
Ty	ре	Major Criteria	Requirements &	Method of	Score	Comments
		·	Scoring	Assessment &	Obtained	
oitior [ype	oition Sype			Evidence		
Exhibition Hall Type 1	Exhibition Hall Type 2					
√	✓	S08 – Staff performance	3 Complete all	• Interview &		
		on service quality	requirements	Document		
		• There is a systematic	2 Complete 3	Review		
		recruitment procedure	requirements	• Interview		
		both for full-time and	1 Complete 2 requirement	records & Related		
		temporary staffThere is an appropriate	0 Complete less than 2	documents		
		There is an appropriate orientation and training	requirements	documents		
		for full-time and	requirements			
		temporary staff in				
		respond to the local law				
		• There is an monitoring				
		system for new hires				
		and temporary staff				
		• There is an appropriate				
		performance				
		management for full-				
		time and temporary staff				
✓	✓	S09 – Compensation,	3 Complete all	• Interview &		
		benefits and welfare for	requirements	Document		
		staff	2 Complete 2	Review		
		• Compensation, benefits	requirements	• Interview		
		and welfare are provided in accordance with the	1 Complete 1 requirement	records & Related		
		local labor's law	0 Unable to meet any	documents		
		 There is an annual staff 	of the requirements	documents		
		health check	1			
		 In compliance with the 				
		local law, there is an				
		encouragement to hire				
		local staff to work with				
		the organization				
✓	✓	S10 – Occupational	3 Complete all	• Interview &		
		Health and Safety Policy	requirements	Document		
		 The occupational 	2 Complete 2	Review		
		health and safety policy	requirements	• Interview		
		is clearly determined in	1 Complete 1	records &		
		writing.	requirement	Related		
		• There is an operational	0 Unable to meet any of the requirements	documents		
		plan of the occupational	of the requirements			
		health and safety policy.				
		• There is a dissemination				
		of the occupational				
		health and safety policy				
		both inside and outside				
		the organization.				

			Service (S)			
Ту	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
√	√	 S11 – Occupational Health and Safety Practice Records of occupational health and safety practices Performance report Follow-up performance report at least once a year 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
Envi	ronme	ental Protection & Communi	ty			
√	√	 S12 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management) The environmental policy is clearly determined in writing. There is an operational plan of the environmental policy. There is a dissemination of the environmental policy both inside and outside the organization. 	3 Complete all requirements 2 Complete 2 requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	Document Review Related documents		
√	√	 S13 – Environmental Practice Records of environmental practices Performance report Follow-up performance report at least once a year 	requirements 1 Complete 1 requirement 0 Unable to meet any of the requirements	• Interview & Document Review • Interview records & Related documents		
✓	~	S14 – Consideration for the surrounding community	3 There are regular activities and organization's policy that support surrounding community 2 There are some activities or organization's policy that support surrounding community 1 There are very limited activities or organization's policy	 Interview & Document Review Interview records & Related documents 		

	Service (S)					
Ty	pe	Major Criteria	Requirements &	Method of	Score	Comments
Exhibition Hall Type 1	Exhibition Hall Type 2		Scoring	Assessment & Evidence	Obtained	
			that support surrounding community 0 There is no activities or organization's policy that support surrounding community			
14	14	Total				
55	54		Grand Total			

Authorized Signature	• • •
()	
//	

Remarks:

The full score and passing score of Exhibition Hall in each MICE Venue setting is as below.

MICE Venue Setting	Total number of indicators	Full Score	Passing Score
Exhibition Hall Type 1	55	165	123.75
Exhibition Hall Type 2	54	162	121.50

Other comments:	
	Si water
	Signature
	()

Appendix 4

AMVS On-Site Audit Report & Corrective/ Preventive Action Form

AMVS On-Site Audit Report & Corrective/Preventive Action Form



Applicant:	Name
	Address
Meeting Venu	e : Name
	Location
Setting:	
Exhi	bition Hall Type 1 (55 Indicators)
Exhi	bition Hall Type 2 (54 Indicators)
	AMVS Initial Audit Result by the National Assessment Committee
The National	Assessment Committee found that your MICE venue
	rong potential for AMVS (category Exhibition Venue)
	noderate potential for AMVS (category Exhibition Venue)
Has a lo	ow potential for AMVS (category Exhibition Venue)
This is not the	e final audit result and this information is not considered a final result of a MICE
venue to be en	ntitled for AMVS.
	National Assessment Committee's Chairman Signature
	()
	Position
	Date

Applicant Acknowledgement of the AMVS Initial Audit Result I, on behalf of the representative of the MICE venue, acknowledge and agree to the above audit report. Additional comments from the audit report (if any)			
Applicant's Signature			
()			
Position			
Date			

Corrective and Preventive Action Plan*

Major Criteria No.	Nonconformity/ Noncompliance with the requirements	Cause	Corrective action	Completion date	Preventive action	Completion date	Responsible person
	requirements						
	National Assess	sment Committ	ee's Chairma	an Signature .			
	()						
	Position						
I, on behalf of the representative of the MICE venue, acknowledge the corrective and preventive action plan.							
Applicant's Signature							

^{*}Remarks: The National Assessment Committee and the applicant may agree upon the submission of this form within 2 weeks after the audit date.

Appendix 5 AMVS Audit Report





Applicant:	Name
	Address
Exhibition Venu	le: Name Location
Date of Auditing	g:/

Attached to this report, please find:

- Application form & self-assessment report
- Members of National Assessment Committee Attendance form
- A final scorecard (an average score of the committee) as well as individual member's scorecard and comments
- An On-Site Audit Report & Corrective/Preventive Action form

The applicant obtains the score of each category as below. Please choose only one.

Exhibition Hall Type 1 (55 Indicators)

Category	Full Score	Score Obtained
Physical (30 Major Criteria)	90	
Technology (11 Major Criteria)	33	
Service (14 Major Criteria)	42	
Total (55 Major Criteria)		
Percentage to the full score	%	

Exhibition Hall Type 2 (54 Indicators)

Category	Full Score	Score Obtained
Physical (29 Major Criteria)	87	
Technology (11 Major Criteria)	33	
Service (14 Major Criteria)	42	
Total (54 Major Criteria)	162	
Percentage to the full score	%	

Certified The total score is 75% and above of the full	l score.
Not certified The total score is less than 75% of the full s	score
National Assessment Committee's Chairm	nan Signature
	()
	Position

Date.....

The committee, therefore, recommends this MICE venue to be: