



Thailand MICE Venue Standard (Category: Special Event Venue) 2nd Edition 2021



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By

Thailand Convention and Exhibition Bureau (Public Organization)



Preface

From the success of the Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue) 1st Edition 2017 by the Thailand Convention & Exhibition Bureau (Public Organization) or TCEB, the Handbook is applied for the assessment through MICE industry until now. This handbook is a tool supporting venue entrepreneurs in optimizing their business operations to maintain international competitiveness. In line with government policies aimed at promoting and expanding businesses, the MICE sector generates most of the country's revenue, which continuously increase and creates wealth and strengthens the national economy.

To update the standard Certification Handbook, the TCEB assigned SGS (Thailand) Ltd. to keep updating with current information in partnership with professionals from government agencies and organizations. It could support user expectations and place a premium on systematic management following international standards and the country's context.

However, the TCEB would like to express gratitude to the supporters from all sectors for sharing information and recommendations for the Thailand MICE Venue Standard Certification Handbook's improvement (Category: Special Event Venue) improvement and accomplishment.

Thailand Convention and Exhibition Bureau (Public Organization)

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Chapter 1

Introduction



Chapter 1 Introduction

1.1 Principles and Reasoning

Since the Thailand Convention & Exhibition Bureau (Public Organization) or TCEB has success in developing the Thailand Mice Venue Standard Handbook (Category: Special Event Venue), nowadays this handbook has been applied for the assessment in the MICE industry, and it is also used as a tool for enhancing the degree of acceptance and competitiveness of Thailand's venue business as well as encouraging the government policy that is committed intending to develop and support Thailand's MICE industry as it contributes a significant portion of the country's revenue each year.

At the present, there are several issues may impact MICE business entrepreneurs, especially economic and social situations (e.g. the pandemic of the Coronavirus or COVID-19, the natural environment, technological advances). These variables also affect human safety, including the needs and expectations of venue's customers. As a result, the MICE venue entrepreneurs will facilitate frequent monitoring of the situation and analyze the potential business impact to plan for, manage, and respond to possible short- and long-term consequences.

The TCEB recognizes how the significance of these effects on MICE businesses. Additionally, the TCEB has a policy that encourages MICE business entrepreneurs to adapt and deal with various scenarios more efficiently. The TCEB has modified the Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue) to reflect the current circumstances. By tightening the criteria for assessing the venues service quality, supporting performance, and safety workplace according to the MICE industry's business context, it is beneficial for venue's self-assessment and effectively assists third-party auditors with their audits. However, understanding the standard is critical to its efficacy, and TCEB has added guidelines for assessment criteria interpretation.

1.2 Objective

The TCEB has developed Thailand MICE Venue Standard (Category: Special Event Venue), the edition 2021, with the following objectives:

- 1) To be used for MICE entrepreneurs' self-assessment guidelines and as a tool for venues to enhance their service standards to encourage the ability to comply with the standard requirements.
- 2) To be used as the criteria for assessing the venue's quality in compliance with the Thailand MICE Venue Standard (Category: Special Event Venue) under the certification audit methodology.
- 3) To inspire entrepreneurs' capability and readiness, and to make confident to both domestic and international customers and compete internationally.

1.3 Definition

- **Special Event Venue** means a venue for organizing an event created due to a special occasion. Such as entertainment, relevance to culture or beliefs or personal or organizational reasons, outside of ordinary living activities to provide education, celebration, entertainment or new experiences to different groups of people and which contains a holding area and a supporting area.

- **Holding Area** means a place reserved for significant events, exhibitions, banquets, or areas for the event's most important ceremonies. A parcel of land must be at least 300 square meters in size. It could be an enclosed space, a public space, or a combination of indoor and outdoor space.

- **Supporting Area** means an area organized by the event venue's owner to assist with the event, specified as a 1:3 ratio, with one part of the support area for every three parts of the attendee gathering area, excluding car parking areas.

1.4 Guidelines for the venue

Thailand MICE Venue Standard (Category: Special Event Venue) is intended to benefit both the public and private sectors needed to manage their venues for special events and certify under this Standard. As a result, an overview of self-assessment is provided before submitting a request for certification assessment. To assist organizations seeking a certificate under this Standard in planning and preparing for the certification process, the organization may consider the following recommendations as basic practices.

1) Many factors can affect the business operations depending on the conditions of an occurrence, regardless of internal and external forces. Entrepreneurs should prepare for managerial planning and unforeseen scenarios by using precise methodologies to analyze the impact of potential elements focusing on a long-term and management strategy. It may be possible to ascertain the impact of ongoing operations or any measures taken during the event, such as unsafe activity, nuisance issues affecting neighboring communities, organizational culture, stakeholder views, impact from materials used, condition of the venue's infrastructure used for special events. Besides, it should be aware of factors related to natural variables such as climate changes, local environment and socio-economic, political conditions, technology advances, etc. Regular review for the venue's readiness and considering possible factors that can affect the special events venue will ensure the venue's effective management performance.

2) When organizing a venue for special event, some applicable regulations may be concerned. The venue should assign competent workers to study and review relevant laws related to the venue, stakeholder codes of conduct or local cultural tradition. These include the rules of noise impact prevention, foreign worker use, fireworks or hazardous materials for event activity. Before the event occurrence, the entrepreneurs must complete the certificate application process if authorization is required. Additionally, all requirements must be followed to comply with all applicable legislation.

3) The venues that request a certification audit must be the legal owner. The venues should check and prepare legal documents for the audit application, such as company's affidavit and other relevant documents specified on the application form.

4) The venues review readiness of the venue area, safety at work and venue environment, including considering at least the following issues.

- The holding area uses for conducting significant events, exhibitions, banquets, or areas for the event's most important ceremonies. A parcel of land must be at least 300 square meters in size. It could be an enclosed space, a public space, or a combination of indoor and outdoor space.

- The event venue's owners organize the supporting area to assist with the event, specified as a 1:3 ratio. It is one part of the support area for every three parts of the attendee gathering area, excluding car parking areas.

- The venue must provide a manual and lay-out of the special event in the written document. Such document must be identified the holding area and supporting area with the detail of size indicated in square meters.

- The venue should provide its readiness for the special event venue certification in compliance with the standard requirements.

5) Human resources preparation guidelines are as follows:

- The venue should provide appropriate training to all concerned workers whose activities impact the venue performance, such as awareness of event venue management, response emergency case, and improvement of workers' communication skills. It should be enhanced knowledge, comprehension, and understanding of good services to all workers at each level.

- The venue should assign concerned workers as necessary to support the assessment, such as the person in charge of responding to auditor questions, showing data, navigating to audit areas, and providing evidence of compliance during the audit.

- 6) The venue's readiness as necessary for the audit include the following:
- The venue provides area and associated equipment as needed for conducting the opening meeting, auditing, and closing meeting.
 - The venue provides documented information, including evidence of compliance as required by the assessment criteria and indicators as specified by this Standard.
 - Others, e.g. PPE or equipment as required by the venue
- 7) The venue must conducts the self-assessment under the Thailand MICE Venue Standard Certification (Category: Special Event Venue) and submit the self-assessment report, including other documents as required for application to certify the Standard.

The overview of the application, auditing and certifying processes are demonstrated in Figure 1.



- | | | |
|--|---|---|
| <ul style="list-style-type: none"> - The organization submits application form and self-assessment results. - Considers application form - Audit notification | <ul style="list-style-type: none"> - Coordinate the Review documents - Evaluate the event area - The committees consider the results of the assessment | <ul style="list-style-type: none"> - Announcement of the assessment results - The accredited venue will be invite to join MICE Standard Day for Standard certification badge awarded. |
|--|---|---|

Figure 1 Overview of the audit and certification process of Thailand MICE Venue Standard (Category: Special Event Venue)



Chapter 2

Guidelines for Assessment



Chapter 2 Guideline for Assessment

The Thailand MICE Venue Standard (Category: Special Event Venue) are applied for self-assessment by MICE entrepreneurs and the third-party auditor for the certification audit. The standard includes assessment criteria and indicators specified in four elements. Each element consists of the assessment criteria with indicators linked for systematic management. Subsequently, a committee will examine the results of the third-party assessments and provide the final justification for certifying the standard.

2.1 Elements

1) Physical Event Venue (P)

It consists of criteria and indicators covered the MICE venue's infrastructure, building structures, areas, materials, equipment, and others related to holding area and supporting areas to ensure that these areas are maintained in good condition and readiness for the special event.

2) Energy and Safety Technology (T)

It consists of criteria and indicators on how effective maintaining safety in venue facilities, preventing unsafe issues caused by injury or ill health, saving the environment, and minimizing the use of energy in the venue.

3) Services and Supporting System (SS)

It consists of criteria and indicators of the venue's management efficiency and effectiveness based on factors affect the performance of services and supporting system that significant to the venue's service quality, such as management of resources, worker's competency, communication and maintaining of documented information related to the venue's performance.

4) Sustainability Management (ST)

It consists of criteria and indicators on how the venue manages both direct and indirect impacts arising from special event activities, reflecting its social and environmental responsibility.

2.2 Assessment Criteria

Each element consists of the assessment criteria and indicators specified in the Audit Checklists template for Special Event Venue (Table 2). It can be applied for compliance performance assessment in indoor and outdoor special event venues.

2.3 Certification Decision

The following guidelines are the practice for the result justification.

- 1) Audit result for each assessment criteria should be justified as follows:
 - 1.1 If the audit evidence demonstrates compliance with the clause of each assessment criteria, the justification should be marked **"Yes"**, and the score of such clause will be evaluated at one (1).
 - 1.2 Once evidence of compliance with any clause of any assessment criteria could not be shown, such clause will be marked **"No"**, and the score of such clause will be evaluated at zero (0).
- 2) If any criteria marked as "No", the auditor will request its corrective actions. The venue should investigate the root cause and determine actions needed for improvement, complete proposed actions or get acceptance by TCEB. However, the organization must submit to the auditor the results of the disciplinary actions within 45 working days after the assessment date to consider changing the results.
- 3) Consideration of **"Certified"** will be accepted when the audit results in each assessment criteria are marked as **"Yes"** for at least 85 percent of the total number of the assessment criteria as demonstrated in the **Table 1 - Summary Number of the Assessment Criteria and Indicators for Each Element**.

Table 1 Summary Number of the Assessment Criteria and Indicators of Each Element

Element	Assessment Criteria	
	Indoor	Outdoor
Physical Event Venue, P	10	10
Energy and Safety Technology, T	9	9
Services and Supporting System, SS	5	6
Sustainability Management, ST	5	5
Total	29 (75 Points)	30 (76 Points)
<p>The justification for acceptable scores for passing the standard is 85 percent (85%) of the total score. However, the Indoor Special Events Venues type must get at least 64 scores. Similarly, the Outdoor Special Events Venue type must get at least 65 scores.</p>		

Note:

Once the evaluation result is identified as "Yes" for each subsection, the assessment result will be calculated as 1 score.

2.4 Audit Checklists for Special Event Venue

Table 2 Audit Checklists for Thailand MICE Venue Standard (Special Event Venue)

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		P	Physical Event Venue			
√	√	P01				<p>Holding Area</p> <ul style="list-style-type: none"> -Must be flat land with no obstructions. -In the case of the area under building, there is sufficient ventilation to accommodate the number of participants when they are collected at the same time.
(P01 Total Score 2 Points)						
√	√	P02				<p>The Stage Area is safe</p> <ul style="list-style-type: none"> -Has acceptable strength, no evidence of collapsing, and subsiding. -Has the inspection and test results report with the information of safety load justified by the civil engineer
(P02 Total Score 2 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
√	√	P03	<u>Food Preparation Area</u> is clean and hygiene -Has enough space and clearly separated or provide blocking partition if it is unable to separate. -Has well ventilation and no nuisance odor. -No evidence of dirtiness or waste contamination in the area. -Has a list of qualified food service providers as necessary.				-Survey the area or verify evidence records, e.g. Images or video clips of food preparation area. -Verify the condition of the food preparation area, e.g. hygiene and overall tidiness. -Documented information on how to control hygienic measures in the venue.
(P03 Total Score 4 Points)							
√	√	P04	<u>Location of the Venue</u> -Located in a convenient area to travel by public transportation. -Can be searched via electronic maps with venue location details.				-Information related to traffic routes, alternative travels, or public transportation to the venue. -Validate the Application or electronic maps to confirm the accuracy of the venue location with specific details, such as floor number, visible landmark, etc.
(P04 Total Score 2 Points)							

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
√	√	P05	<u>Traffic Management of the Venue</u> -Has convenient to entrance and exit, provided more than one gate. -Can provide or coordinate with the concerned party to facilitate once requested by the organizer.				-Verify documented guidelines or procedures related to planning and practices for traffic management inside the venue. -Information related to traffic routes map of entrances/ exits points.
(P05 Total Score 2 Points)							
√	√	P06	<u>Parking Area</u> -Has parking area and reserved parking area for those who may require extra support. -Provide a route connected to the venue, walk safely and has enough light. -Can provide additional parking area in case of requests. -Capable of providing shuttle transportation or car service if the parking area is too far away to walk.				-Survey the parking areas and/or additional area reserved areas for parking as necessary. -Check the minimum number of parking as required by law for those with disabilities, including the elderly (see chapter 4). -The pedestrian route from the vehicle stop to the event location is depicted on the map.
(P06 Total Score 4 Points)							

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
√	√	P07	<u>Drop-off Point and /or Loading & Unloading Area</u> -It must be safe and has no adverse effect to others.				-Survey the area provided for drop-off points, as well as loading and unloading. -Lay-out indicates drop-off and loading/ unloading areas, evaluate their safety and suitability.
(P07 Total Score 1 Point)							
√		P08	<u>Signs and Signage - Indoor</u> -Provide clearly visible signs for entrance and exit and others as necessary, such as restrooms, parking areas, fire exits, etc. -Use of permanent signs and signage. -It can be communicated in Thai and appropriate language for the target audiences.				-Survey the area and determine the suitability of signs and signage installed location and visibility. -Verify strength of the material, readiness for use safely. -Past evidence records related to the organized event in the venue, verify target audiences and language suitability used.
(P08 Total Score 3 Points)							

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
	√	P09 <u>Signs and Signage – Outdoor</u> , readiness for use, be bright, clearly visible, and -Install sign for the main entrance and exit. -Use of permanent or temporary signs and signage. -It can be communicated in Thai and appropriate language for the target audiences.				-Survey the area and determine the suitability of signs and signage installed location and visibility. -Verify strength of the material, readiness for use safely. -Past evidence records related to the organized event in the venue, verify target audiences and language suitability used.
(P09 Total Score 3 Points)						
√	√	P10 <u>First-Aid Point</u> -Has an area or location installed for the first-aid unit in good condition and easily accessible. -Has competent staff in nursing skills or can use external service provider on duty through the period of the event upon request. -Has a list of medical service providers that can accommodate patients as necessary.				-Survey the area as possible and determine the location's suitability. -Evidence of assignment the person responsible for first-aid or use of external service provider. -Verify evidence of contracts between the venue and the external medical service provider.
(P10 Total Score 3 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
√	√	P11	<u>Venue's Toilets</u> -Provide separated men's and women's toilets. It has a toilet accessible for the elderly, disabled, and individuals with disabilities. -Has a person responsible for keeping clean all the time. -Be monitored continually to ensure its cleanliness and orderliness.				-Maps or lay-out to indicate toilets locations in the venue. -Verify the number of toilets in the venue, calculate its capability compared to overall participants. -Evidence of assigned persons responsible for toilets. -Interview with the assigned person to evaluate their understanding and awareness of sanitation in toilets, and performance of responding for abnormal issues.
(P11 Total Score 3 Points)							

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		T	Energy and Safety Technology			
√	√	T01	<p><u>Venue Safety Policy</u> The venue has a safety policy with a commitment to prevent injury, ill-health, and security from possible unsafe issues</p> <ul style="list-style-type: none"> -Has written document and get approved by the venue's management. -Communicate to organizers and interested parties. 			<ul style="list-style-type: none"> -Document of safety policy, which may sign or provide evidence of approval by the venue's top management. -Detail of the safety policy is shown a commitment to reduce hazard sources, prevent injury and ill health, and disaster harms to human security. -Evidence of communication to those parties who may concern.
(T01 Total Score 2 Points)						
√	√	T02	<p><u>The Venue's Energy Sources</u> Generators and/or other energy sources, such as air compressors utilized at venues.</p> <ul style="list-style-type: none"> -Has written document and get approved by the venue's management. Communicate to organizers and interested parties. 			<ul style="list-style-type: none"> -Documents, records, or images from the past event organized in the venue, survey the energy source and power supply areas, such as MDB and transformers, and air compressor used for the venue.

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
			<ul style="list-style-type: none"> -Frequently monitors and gets inspected by qualified technicians or engineers or uses the external service provider as necessary. -In case of using an outsource, it has an inspection report before being used the energy sources 				<ul style="list-style-type: none"> -Inspection and/or testing reports of machines and equipment and supply systems approved by the qualified mechanical engineers. Inspection or testing -reports provided by the external service provider.
(T02 Total Score 3 Points)							
√	√	T03	<p><u>Machinery and Equipment Safety</u></p> <p>Electrical machinery and equipment must be standardized and safe, including electrical wires installed and controlled by the venue.</p> <ul style="list-style-type: none"> -Install a standardized and visible hazard warning sign. -Has evidence records of safety inspection before using and frequently monitored by the qualified technicians or engineers. 				<ul style="list-style-type: none"> -Documents, records, or images from the previous events, including the inspection of machines, electrical equipment, electrical wires, hazard warning signs, etc. -Inspection and evaluation reports to demonstrate safety, machines and equipment installation, and supply systems approved by the qualified mechanical engineers.

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		-Has a qualified technician who is available in case of damage or abnormal running.				-Experience records of the qualified technicians or engineers.
(T03 Total Score 3 Points)						
√	√	T04 <u>CCTV in the Venue</u> CCTV in a sensitive area for the venue's security -Install CCTV at entrance and exit areas, blind spots, and risk/ danger zones of the venue. -Has lay-out to demonstrate points of permanent or temporary CCTV installation. -Has a person responsible for monitoring and maintaining a backup for necessary traceability.				-Evidence records or images from previous events, including lay-out of the CCTV installation and procedure of CCTV monitoring and maintaining to ensure the venue's safety. -Evidence of responsible delegation, CCTV service providers and a worker's background or experience. -The records of CCTV inspection and security checks.
(T04 Total Score 3 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
√	√	T05	<u>Weapons Inspection</u> -Be able to provide a weapon-scanning machine, installed at the entrance, if any important guests, the security should be the high level of security as required				-Evidence records of the previous events organized in the venue, hiring record from an external service provider, and inspection report of its readiness for use.
(T05 Total Score 1 Point)							
	√	T06	<u>Use of Hazardous Materials</u> In case of fireworks, floating lanterns, or any kind of products classified as explosive materials, the venue must : -Encourage the organizer's readiness to get authorization. Communication information is offered before use in the venue. -Review the results with the organizers to verify that they have safety measures in place and are responsible for the actions.				-Guidelines for offering advice or assistance to organizers to ensure compliance with the law. -Records related to use hazardous materials in the previous events, review the preparedness performance for unsafe and emergency cases while using hazardous materials in the event venue, and evidence of approval by the local government or concerned government sectors.
(T06 Total Score 2 Points)							

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
√		T07 <u>Fire Protection – Indoor Venue</u> The venue has a fire protection system with readiness for use based on applicable building codes and legislation. -Must have fire alarms, fire extinguishers, heat or smoke detectors, fire hoses and a water suppression system. -Provide an updated layout of the firefighting equipment installed in the venue area and provide standard safety signs installed in a visible area. -Must have a plan and result of firefighting equipment inspection at least once a month.				-Verify evidence records of monthly inspection for firefighting equipment (Ministerial Regulation of the Labor and Social Welfare related to Occupational Health, Safety and Working Environment on Fire Protection B.E. 2555). -The report of building inspection upon the type of building as specified by the Regulation of Interior Ministry determine the type of building that must be provided with an inspector B.E. 2548.
(T07 Total Score 3 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
	√	T08 <u>Fire Protection - Outdoor Venue</u> Readiness of the fire protection system for the venue should be organized at outdoor event. -Has fire hoses with enough length and able to connect with the public hydrant available in the venue. -Has fire extinguishers installed around the venue area and can be used promptly. -Provide visible signs for fire protection equipment. -Must have a plan and inspection result for fire protection equipment at least once a month.				-Verify evidence records of monthly inspection for firefighting equipment (Ministerial Regulation of the Labor and Social Welfare related to Occupational Health, Safety and Working Environment on Fire Protection B.E. 2555). -Building inspection report upon the type of building as specified by the Regulation of Interior Ministry determine the type of building that must be provided with an inspector B.E. 2548.
(T08 Total Score 4 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
√		T09 <u>Emergency Response – Indoor Venue</u> Preparedness for possible emergency responses occurred while operating the event. -Has a plan for emergency responses at least in case of fire ignition and evacuation. -Define evacuation routes, emergency exits and safety signs promptly to use in case of emergency. -Has evidence records as result of fire drills and evacuations as the plan at least once a year.				-Emergency plan, instructions for firefighting and evacuation. -Records of the plan reviewing, fire exits and evacuation routes in the building, assembly points and installed emergency equipment such as fire extinguishers, fire alarms, other equipment installed in the venue's area, and emergency drill result. -Documented information on emergency services agencies such as fire stations, rescue teams, and medical facilities to provide the quickest service.
(T09 Total Score 3 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue		Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door						
√	√	T10	<u>Security Guards</u> -There are skilled security guards at the entrance, exit, and other risk areas in the venue boundary. -Able to recommend a security service provider to the organizers upon request.				-Information related to security manpower and specified area to be provided, security guards.
(T10 Total Score 2 Points)							
√	√	T11	<u>Insurance</u> -Has joined with the organizer for insurance planning. -Has an insurance document to protect against possible impacts that affect to human life and property damage.				-Evidence of organizer's joint planning meeting or minutes defines responsibility, protects against damage, etc. -The insurance policy documents.
(T11 Total Score 2 Points)							

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		SS	Services and Supporting System			
√	√	SS01	<u>Venue's Personnel</u> Personnel working on behalf of the venue -Have a gentle personality and dress modestly. -Have awareness to use communication skill and respect participant's religion, race, belief, culture, gender, and age. -Have workers responsible for directly facilitating and using the same language with the target audience.			-Evidence records of personnel recruitment and performance evaluation. -Information related to worker's skill development to serve the venue services.
(SS01 Total Score 3 Points)						
√	√	SS02	<u>Training to the Venue's Workers</u> Provide training to the venue's workers for skill and ability development -Has training needs defined for workers to enhance their service quality, languages required including safety and environment knowledge to comply with applicable laws.			-Evidence of training needs identification as necessary for the development of service quality, safety, and environment, at the least following the venue's applicable laws.

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		<ul style="list-style-type: none"> -Must have an annual training plan for the venue's workers and/or concerned persons. -Provide training and keep records of the outcomes of workers' training following the plan. 				<ul style="list-style-type: none"> -Annual training plan that is consistent with the training needs, e.g. problem-solving skills, maintaining skill of energy sources, working safely with the electrical system, and safety at works to prevent injury and ill-health, including training as required by the Occupational Safety, Health, and Work Environment Act B.E. 2554.
(SS02 Total Score 3 Points)						
√	√	SS03 <u>Communication</u> Communication, coordination, and responses to the venue's interested parties. <ul style="list-style-type: none"> -Must have instructions as guidelines for communication, coordination, and appropriate responses to organizers or interested parties. 				<ul style="list-style-type: none"> -Evidence records of the previously event, communication performance as needed to organizers and interested parties, such as communities, service providers, subcontractors, workers, participants, local parties, etc.

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		<ul style="list-style-type: none"> -Provide person responsible for communication, coordination, and appropriately responding to organizers, external agencies, or interested parties. 				<ul style="list-style-type: none"> -Verify communication channels, both online and offline, which can respond effectively to stakeholders. -Evidence records of feedbacks or views of from organizers, workers, and stakeholders or related parties.
(SS03 Total Score 2 Points)						
√	√	SS04 <u>feedback and complaint mechanism</u> <ul style="list-style-type: none"> -There are guidelines for responding to feedback, complaints, or comments from organizers, coworkers, or related parties within a specified length of time. -There is a noticeable support channel and a range of formats available. 				<ul style="list-style-type: none"> -The datasheets from previous events contain comments from organizers, coworkers, or associated parties and a response from the responsible individual in any online or offline formats. -The root cause analysis is established as clear guidelines and timetables for responding to complaints within two days or 48 hours.

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		-There are designated individuals responsible for responding correctly, determining the problem, and following up on improvements.				-A revision plan involving tracking progress to manage systematically.
(SS04 Total Score 3 Points)						
	√	SS05 <u>Outdoor Sound Use Policy</u> -Has communication the venue's policy to organizers and/or encouraged them to control noise from the outdoor event to comply with local regulations.				-Evidence records related to the venue's managing scheme to control the use of sound compliance with the regulations. -Evidence records of communication or recommendations addressed to the organizer to encourage the use of sound in compliance with the local regulations.
(SS05 Total Score 1 Point)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
√	√	SS06 <u>Venue Service Reservation</u> -Must have a process of online or offline booking for the venue's services. -Provide staff responsible for booking and communicating information, including payment terms. -Must have a handbook with details of the venue available to organizers and participants.				-Documented information is described the process of how to reserve the venue service, terms and conditions associated with the service's users, and information on previous events. -Interview with responsible persons and evaluate their competency and readiness for booking services. -The venue's manual document provided information on how to travel to the venue and location on electronic maps, venue's lay-out, and venue's rules for convenient and safety practices.
(SS06 Total Score 3 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
		ST	Sustainability Management, ST			
√	√	ST01	<p><u>Sustainability Policy</u></p> <ul style="list-style-type: none"> -Has a documented policy that demonstrated commitment responding to economic, social responsibility, and environmental protection consequences to ensure the venue's sustainability and communicated to all parties involved. -Has an action plan to demonstrate social responsibility. 			<ul style="list-style-type: none"> -A documented policy should be addressed a commitment responding to economic impacts, supporting society, minimizing environmental impact to ensure the venue's sustainability and the venue's top management should provide evidence of approval. -Evidence records as results of communication to workers and stakeholders. -Evidence records as results of action taken to social and environment responsibility, e.g. images and reports on the use of local products and CSR activities to reduce environmental impact.
(ST01 Total Score 2 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
√	√	ST02 <u>Handling of Waste and Unused Materials</u> There are suitable measures for waste and unused materials arising from activities in the venue. -Has waste segregation measures for reusing or recycling to decrease trash disposal. -Has area for storage, separated from the event space, to prevent leakage and nuisance odor. -Must have evidence records of disposed waste in compliance with applicable law. -Has responsible person for controlling and inspection performance of waste and unused material handling.				-Document of work instruction which defined control measures of waste segregation, storage, and disposal as required by the applicable legal. -Survey the venue's waste facility, verify evidence records, such as images or inspection records of the storage area, waste containers, leakage of waste or wastewater. -Evidence of the financial records related to waste services or purchase of unused materials in compliance with the law. -Interview workers to evaluate their knowledge and understanding in waste handling and disposal.
(ST02 Total Score 4 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
√	√	ST03 <u>Wastewater Management</u> -Has suitable measures to control wastewater generated by venue's activities before discharging to the public drains in compliance with the laws. -Has drainage system to collect and drain wastewater from venue's building and/or around the venue facilities. All drainages are maintained in good condition. -Has monitoring program to ensure effluent discharge quality compliance with applicable regulations.				-Document of work instruction defined control measures of wastewater treatment before discharge to the public drains. -Survey the venue's facilities, wastewater gutters or pipeline, and verify evidence records of regulations announced by the local government agencies upon the venue's location. -Evidence records as results of monitoring for indoor drainage and outdoor gutter to ensure its good condition.
(ST03 Total Score 3 Points)						

Special Event Venue		Assessment Criteria for Special Event Venue	Yes (1)	No (0)	Audit Note	Possible Evidences
in door	out door					
√	√	ST04 <u>Water Use in the Venue</u> -Must have an adequate water supply for use in the venue. -Must have documents as monitoring results of water pipeline and associated system water supply system in the venue. -Has the responsible person responded timely in an abnormal case.				-Evidence records of monitoring and maintenance of water facility, evaluate the condition to ensure its readiness for use.
(ST04 Total Score 3 Points)						
√	√	ST05 <u>Venue's Environment Restoring</u> -Has guidelines for organizing, cleaning, and restoring areas and the overall environment after the event is complete.				-Evidence records of the previous events, measures for restoring the venue's facilities and environment.
(ST05 Total Score 1 Point)						



Chapter 3

Assessment and Certification Process



Chapter 3 Assessment and Certification Process

3.1 Definitions

- **Assessor** - The one who has completely passed the assessor development program with sufficient capability based on knowledge, application, and competence to conduct the audit under the requirement of the Thailand MICE Venue Standard (Category: Special Event Venue) approved by the TCEB.
- **Yes** - It is resulted from the assessment and justified as compliance with each clause of the assessment criteria and indicators specified in the Thailand MICE Venue Standard (Category: Special Event Venue)
- **No** - It is resulted from the assessment and justified as non-compliance with each clause of the assessment criteria and indicators specified in the Thailand MICE Venue Standard (Category: Special Event Venue)

3.2 The Assessment and Certification Process

The assessment is a systematic practice for seeking and verifying compliance evidences by the approved assessor from the TCEB under the Thailand MICE Venue Standard (Category: Special Event Venue). The certification assessment has covered the following stages.

3.2.1 Planning and Preparation

The assessor who gets approval from The TCEB must examine as the following.

- 1) The assessor must be qualified to meet with the Thailand MICE Venue Standard (Category: Special Event Venue) requirements with a competence in the standard and is approved by the TCEB.
- 2) The assessor gathers information for the audit planning, such as basic information of the entrepreneur and the venue to be certified, including the site location and contact phone number, applicable regulations or requirements and other necessary information as appropriate.

3) The assessor coordinates with the venue's representatives, communicates for the initial appointment via telephone, provides a recommendation as a guideline for audit preparation and delivers documented confirmation covering the audit date and time, auditor's name, and contact information.

4) The assessor should make the following preparations.

- The assessor conducts document review, makes understanding the venue's information and operations, and studies the current context and current situations of the MICE industry that are possibly affecting the event venue both positively and adversely, and so on.

- The assessor creates an audit plan that identifies information of the schedule, functions, and facilities, the assessor's name, coordinates and recommends with the representative for the audit plan as necessary, such as a location for audit and meeting, persons in charge of answering and showing evidence of compliance to achieve the audit objectives.

3.2.2 Onsite Assessment

After completing the audit planning and preparation stage, the assessor conducts the venue's area and related facilities and must meet the following activities.

1) The assessor conducts an opening meeting. The assessor team should describe the audit procedures and the criteria to justify the assessment result and explain the disclosure agreement and the audit plan.

2) The assessor conducts an audit by seeking and collecting objective evidence to demonstrate compliance with the assessment criteria and indicators. Then, the assessor reviews and justifies the overall performance of compliance based on the Thailand MICE Venue Standard (Category: Special Event Venue), and collects objective evidences that should be considered as the following guidelines.

- Survey activities in the event venue and observe significant issues, such as nature of activities to be organized the special event, holding area, supporting area, infrastructure and other facilities involved with the event to be organized as specified by the assessment criteria and indicators.
- Refer to the assessment criteria and indicators, interview with workers or concerned persons to evaluate their competency, capability, and awareness for effective maintaining performance, e.g. person in charge of the holding area, supporting area and support functions, event management etc.
- The documentation relates to the management of event elements, including evidence records of demonstrating performance against the assessment criteria and indicators.

3) The assessor is responsible for collecting objective evidences based on the assessment criteria and indicators during the assessment. They must apply various abilities for seeking reasonable evidences during observing processes and activities, the performance of the operational controls, work environment, and documenting to support decision-making.

4) The assessor must summarize the initial issues raised with the audited organization for understanding, confirm all positive and negative findings and clearly state the evidence acquired against the applicable criteria.

5) Finally, a summary of an overview performance of the results and recommendations for further actions are needed. The entrepreneurs should be aware and consider non-conformity found during the audit, suggestions for further improvements, analysis of the causes for nonconformity, and alternative ways for improvement.

3.2.3 Report and Follow-up

If the assessment result is marked as "No" in any clause, the auditor will request corrective action. The organization should consider possible root causes and determine improvement actions until acceptance from the TCEB within 45 business days. After that, the assessor must submit the audit result's final report to the TCEB for consideration and justification of the certificate approval.

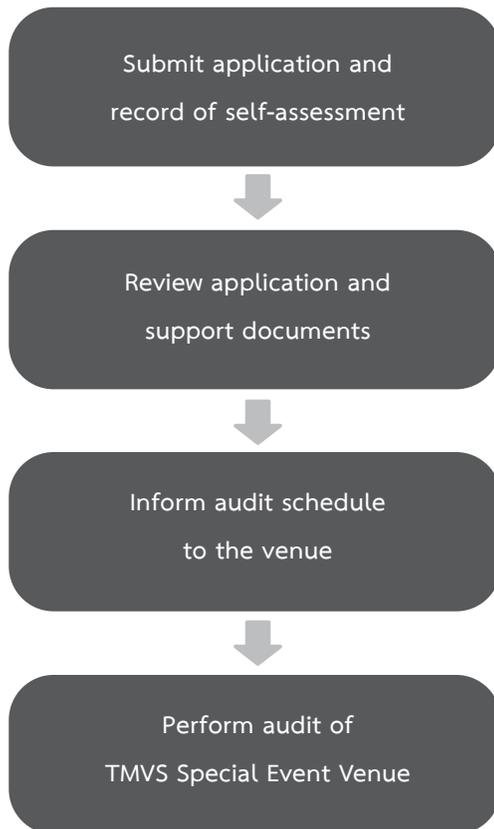
3.2.4 Certification Decision and Approval

The committee convenes to consider the venue's performance from the audit results, decides and approves the certificate of the Thailand MICE Venue Standard (Category: Special Event Venue). The certificate will be valid for 3 years after the date of approval.

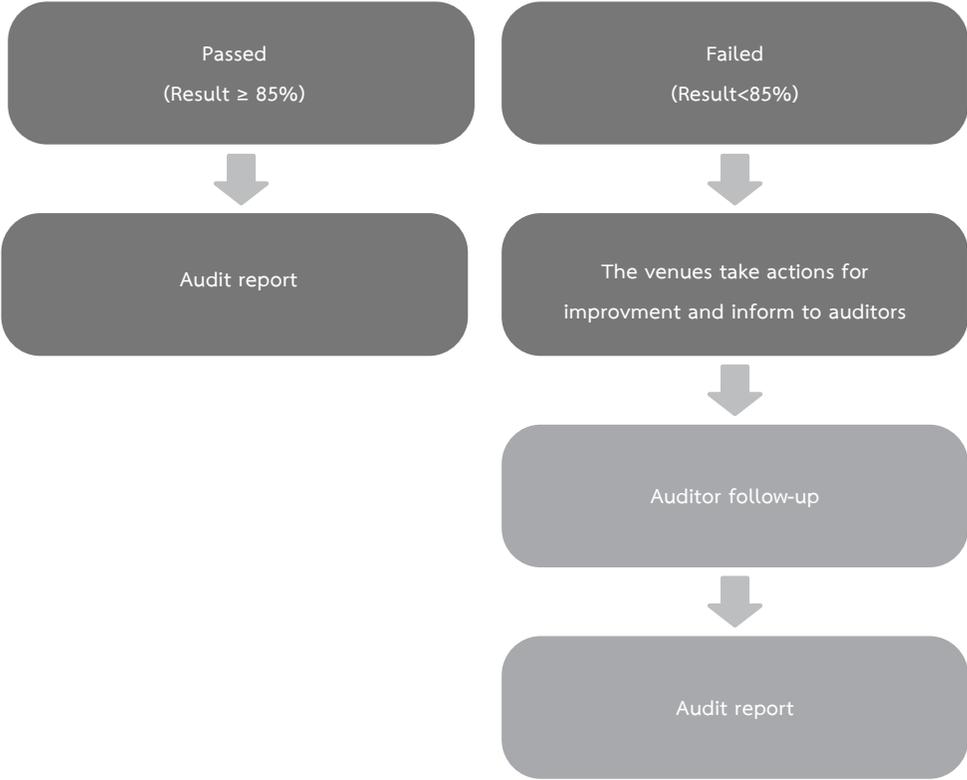
3.2.5 Installation and Display of the Sign

- 1) The certification mark of the Thailand Mice Venue Standard (Category: special event venue) certificate has been valid for 3 years
- 2) Within 30 days of delivery, the entrepreneur must install the certification mark in compliance with the method specified in the appendix.
- 3) The entrepreneur is required to display the certification mark, holding area and certification period on the published documents, including sales documentation and website, to keep users informed.

1. Application process for Certification



2. Audit Process



3. Certification Decision and Approval

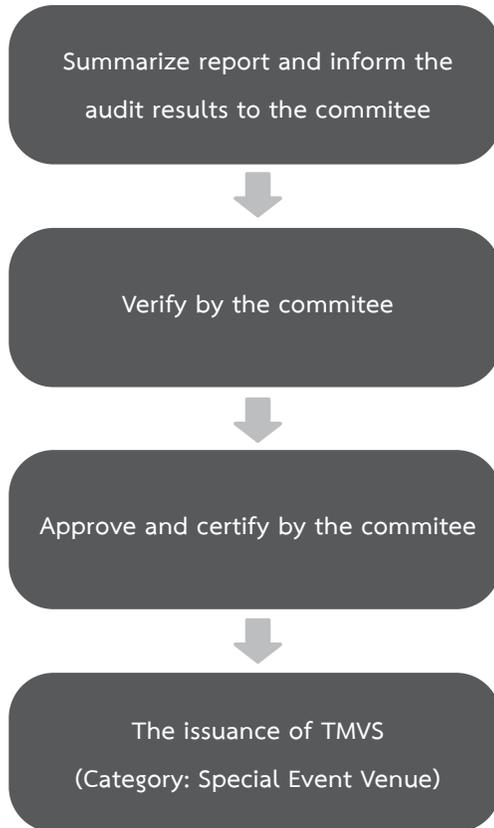
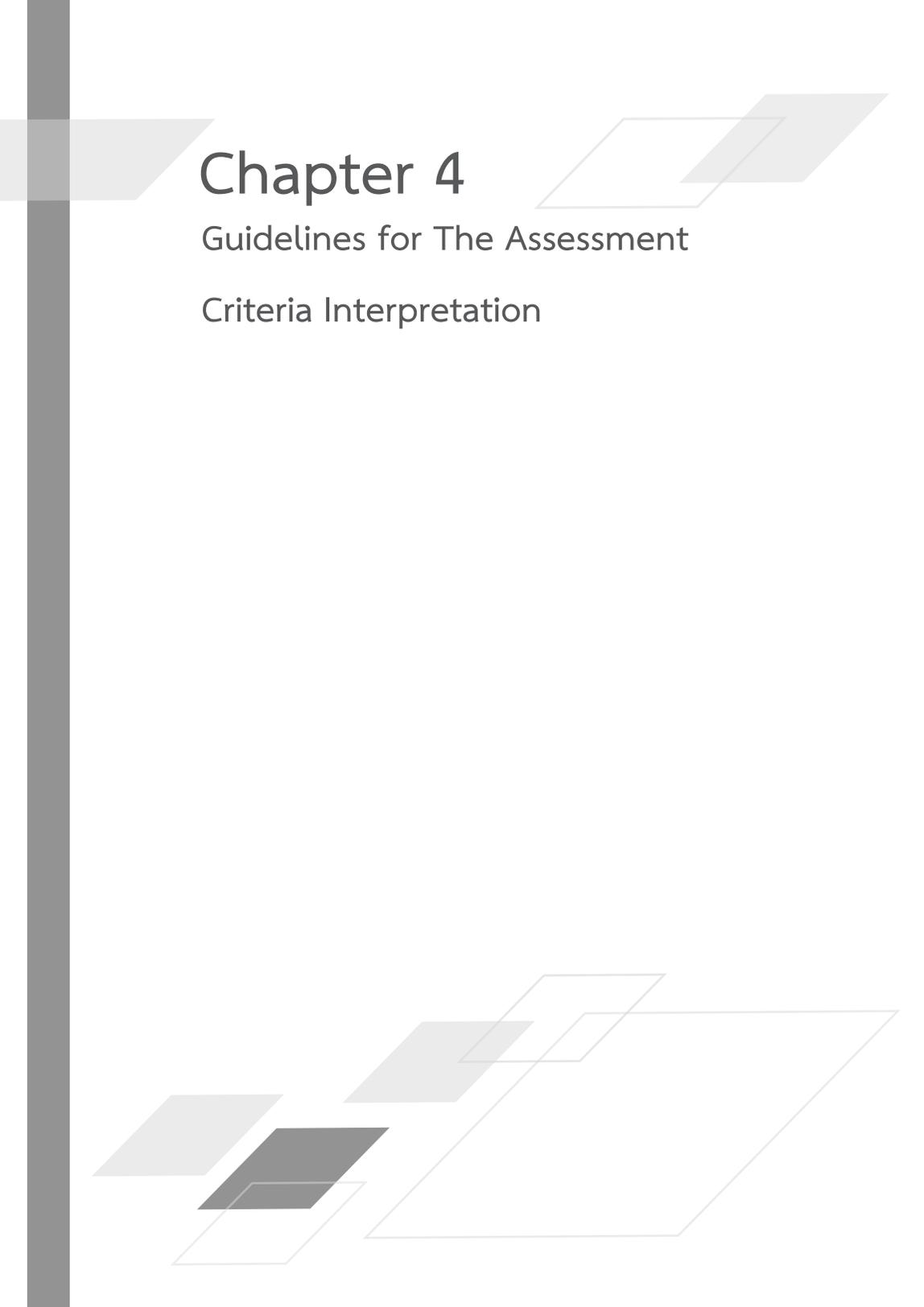


Figure 2 TMVS Special Event Venue Certification Process



Chapter 4

Guidelines for The Assessment

Criteria Interpretation

Chapter 4

Guidelines for The Assessment Criteria Interpretation

Audit checklists of the Thailand MICE Venue Standard (Category: Special Event Venue) is applicable for the certification assessment by the third-party auditors who is qualified by the Thailand Convention and Exhibition Bureau (Public Organization) or TCEB. The checklists also can be applied for self-assessment by the MICE entrepreneurs who need to certify the standard. However, statements used in the assessment criteria are written in an official language to apply to all types of MICE businesses. As for encouraging the understanding, guidelines for the assessment criteria interpretation and determination of possible audit evidence and justification of the audit result have been added. The user may refer to related evidence in terms of documented information by consideration. It is demonstrated compliance, answers/ feedback from the auditees, conditions or observation during the audit, including other types of objective evidence that can demonstrate compliance performance and is suitable with the venue's nature and activities.

It is considered that objective evidence is derived from selected evidence, and there is an adequate opportunity to demonstrate the accurate execution of the assessment criteria and indicators. The evidence that may be cited could take the form of informational documents. Auditee's responses to audit conditions include objects that can be touched and used to reference or demonstrate substantial compliance with the assessment criteria and indicators. Additionally, it must be acceptable for the venue's and activities' qualities, among other things.

Table 3 Guidelines for determining assessment criteria and indicators of Thailand MICE Venue Standard (Special Event Venue)

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door	P	Physical Event Venue	
√	√	P01	<p><u>Holding Area</u></p> <ul style="list-style-type: none"> -Must be flat land with no obstructions. -In the case of the area under building, there is sufficient ventilation to accommodate the number of participants when they are collected at the same time. 	<ul style="list-style-type: none"> -The outdoor event space should be large enough to accommodate a variety of activities to prevent overcrowded with safety. It should have an average area of at least one meter² per person for a normal situation and at least four meter² per person during the epidemic control period. -Apart from having enough space, it is necessary to have a ventilation system with adequate size and airflow rate, such as an airflow rate and/or indoor air quality test results (Standard of Ventilation for Acceptable Indoor Air Quality) of at least 20 cfm/person (cubic feet per person per minute) as defined by standard ASHRAE 62.1-2010 or an air exchange rate (air change rate per hour, ACH) of at least 5-6 cycles per hour, among other things.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
√	√	P02 <u>The Stage Area</u> is safe -Has acceptable strength, no evidence of collapsing, and subsiding. -Has the inspection and test results report with the information of safety load justified by the civil engineer	-Due to the condition of the stage area, safety considerations should be focused on floor strength, awareness of ground subsidence or collapse, and no evidence of water collected around the ground area, and the floor can support the stage overall weight and equipment with safety. An inspection report should be provided -to confirm the floor's load capacity regularly, legally licensed civil engineer, for example, considering at least the area's tendency for subsidence or is assessed every year, etc.
√	√	P03 <u>Food Preparation Area</u> is clean and hygiene -Has enough space and clearly separated or provide blocking partition if it is unable to separate. -Has well ventilation and no nuisance odor. -No evidence of dirtiness or waste contamination in the area. -Has a list of qualified food service providers as necessary.	-Food preparation should be separated into a specific area with the suitable amount and invisible from outside to keep tidiness and hygiene. -The indoor food preparation area is required a ventilation facility, such as a hood to exhaust airborne, nuisance odor and oil mist from the area during cooking. Additionally, an air inflow device to maintain airflow balance should be installed. However, ventilation equipment requires qualified personnel to maintain it effectively.

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				<ul style="list-style-type: none"> -Garbage and waste from food preparation should be contained in suitable bins or sealed containers. The containers should be well-maintained to avoid odors and leaching from waste. A drainage gutter capable of draining wastewater is important during the area's use. -An assigned responsible person should check cleanliness and order regularly to ensure proper hygiene throughout the event and pest control measures.
√	√	P04	<u>Location of the Venue</u> <ul style="list-style-type: none"> - Located in a convenient area to travel by public transportation. - Can be searched via electronic maps with venue location details. 	<ul style="list-style-type: none"> - There should be a document outlining the trip's details. The route maps and layouts depict vehicles, buses, and public transportation locations and routes. - The venue's location should be easily accessible via electronic mapping such as Google Maps. The application should include more specific information in this regard if the area or site is complex, such as the building's floor, nearby landmarks, etc.
√	√	P05	<u>Traffic Management of the Venue</u> <ul style="list-style-type: none"> - Has convenient to entrance and exit, provided more than one gate. 	<ul style="list-style-type: none"> - Traffic issues are external elements that may affect guests' travel satisfaction. As a result, information about roadways should distribute. As with an area surrounding the venue, establish a layout, including traffic routes, entrances, and exits. Moreover, communication with organizers and connected parties is essential.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
		<ul style="list-style-type: none"> -Can provide or coordinate with the concerned party to facilitate once requested by the organizer. 	<ul style="list-style-type: none"> -A person should be responsible for the venue's traffic. The purpose is to convey information or communicate about the path that serves as the venue's thoroughfare. Additionally, traffic management is necessary to minimize congestion throughout the event, participation impact, and complaints or inconveniences to the community or neighbors.
√	√	P06 Parking Area <ul style="list-style-type: none"> -Has parking area and reserved parking area for those who may require extra support. -Provide a route connected to the venue, walk safely and has enough light. -Can provide additional parking area in case of requests. -Capable of providing shuttle transportation or car service if the parking area is too far away to walk. 	<ul style="list-style-type: none"> -Nowadays, participants' primary concerns are safety and adequate parking. As a result, participants typically travel with their own vehicles. The venue needs to provide suitable parking spots and cooperates with the private sector to accomplish the target. -Additionally, a parking space is required for the elderly and disabled person by providing a special area to those who need exceptional support. According to the Ministry of Interior's statement Issuing Ministerial Regulations Specifying Facilities in Buildings for the Disabled or Handicapped and the Elderly (No. 2), B.E. 2021 -Suitability of the security measures: the auditor should review at the designated place as parking areas and determine the safety of the walking route between the parking areas and the venue.

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				-Convenience and safety affect participants' satisfaction. It is critical to investigate the parking location or vehicle, including assess a pedestrian path or the side of the road.
√	√	P07	<u>Drop-off Point and /or Loading & Unloading Area</u> -It must be safe and has no adverse effect to others.	-The venue area will include an area for passenger picked up and dropped off. There is a specified pick-up spot on the map for safety. Alternatively, loading and unloading zone is necessary items in the event area. A survey of readiness for safe use should be conducted. -The venue should provide traffic officers managing or facilitating at the pick-up points and/or loading/unloading areas to prevent the congestion.
√		P08	<u>Signs and Signage - Indoor</u> -Provide clearly visible signs for entrance and exit and others as necessary, such as restrooms, parking areas, fire exits, etc. -Use of permanent signs and signage. -It can be communicated in Thai and appropriate language for the target audiences.	-Survey indoor areas to verify safety signs at the entrance and exit points; for example, the areas should be bright to ensure no obstruction and legibility. The materials should be made of metal or other materials which examined sufficient strength. -The size of the fonts or the signage's content should be easily visible from a distance. -As for ensuring effective communication, the letters used to communicate on the signage should at least be in Thai and another language for the target audience.

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
	√	P09	<p>Signs and Signage – Outdoor, readiness for use, be bright, clearly visible, and</p> <ul style="list-style-type: none"> -Install sign for the main entrance and exit. -Use of permanent or temporary signs and signage. -It can be communicated in Thai and appropriate language for the target audiences. 	<ul style="list-style-type: none"> -Survey indoor areas to verify safety signs at the entrance and exit points to ensure that they are provided in good condition, removed obscure and the label is clearly visible. -The materials are appropriate, such as metal, acrylic, etc. with sufficient strength. -The text or image on the sign and signage should be legible in its entirety. The label's details are visible. -The letters used to communicate should be provided in Thai and additional language to the target audience to ensure effective communication.
√	√	P10	<p>First-Aid Point</p> <ul style="list-style-type: none"> -Has an area or location installed for the first-aid unit in good condition and easily accessible. -Has competent staff in nursing skills or can use external service provider on duty through the period of the event upon request. -Has a list of medical service providers that can accommodate patients as necessary. 	<ul style="list-style-type: none"> -The space designated for first aid at the event should be conveniently accessible, equipped to give services quickly, and close to the venue. In addition, transporting patients and essential equipment is effortless. -A schematic or layout document indicating the position of the first-aid post should include for the convenience of travelling to the location where the service is provided. -The first aid area's structure must be strength, has a well ventilation system to minimize accumulation of airborne and be able to control contamination appropriately.

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				<ul style="list-style-type: none"> -Medical staff and nurses, including equipment to support medical and emergency services, should be provided. -Primary care and first aid should be delivered by persons who have a nursing or medical background; external service providers from adjacent health care facilities may be an option.
√	√	P11	<p><u>Venue's Toilets</u></p> <ul style="list-style-type: none"> -Provide separated men's and women's toilets. It has a toilet accessible for the elderly, disabled, and individuals with disabilities. -Has a person responsible for keeping clean all the time. -Be monitored continually to ensure its cleanliness and orderliness. 	<ul style="list-style-type: none"> -Toilets should be sufficient for the number of participants. It may be offered through a mobile toilet by contracting with an outside service provider. -Toilets should be designed for those who may need special care with capacity for use safely according to the Ministry of Interior's Ministerial Regulations on Building Facilities for People with Disabilities and Disabilities and Old People (No. 2) B.E. 2564. (2021). -Toilets should be provided separately for men and women. The signs are designated the entrance area, and enough for use should be present that can be referred to the table attached to Ministerial Regulation No. 63 (A.D. 2551), issued according to the Act.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
			<ul style="list-style-type: none"> -The Ministry of Public Health Regulations on Sanitation of Waste Management B.E. 2561 (2018) issued under the Public Health Act, B.E. 2535. It has been defined that hygienic toilets, whether a public restroom or a mobile toilet, must be provided by the organizer or person in charge of such operations of festivals, fairs, gatherings, and public meetings (or any other similar activities that take more than 3 hours to accomplish). -Toilets should be maintained and inspected by a responsible person to ensure their cleanliness, tidiness, and readiness for use as always. -It should maintain a record of the housekeeper's cleaning schedule and contact the responsible individual to communicate with the service user in an emergency.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation	
in door	out door			
		T	Energy and Safety Technology	
√	√	T01	<p><u>Venue Safety Policy</u> The venue has a safety policy with a commitment to prevent injury, ill-health, and security from possible unsafe issues</p> <ul style="list-style-type: none"> -Has written document and get approved by the venue's management. -Communicate to organizers and interested parties. 	<ul style="list-style-type: none"> -Safety policy is demonstrated a commitment of the management to maintain safety in the venue. It should be documented and communicated via multiple channels, such as electronic papers or bulletin boards. -The venue's policy should be stated to eliminate hazard sources that cause injury or ill-health and security of personnel in the venue. For example, safety while working with moving parts of machinery, electrical appliances, energy sources, chemicals, pathogens, or others that may be created risk factors in the venue.
√	√	T02	<p><u>The Venue's Energy Sources</u> Generators and/or other energy sources, such as air compressors utilized at venues.</p> <ul style="list-style-type: none"> -Has written document and get approved by the venue's management. Communicate to organizers and interested parties. 	<ul style="list-style-type: none"> -The energy sources may be used during the event operation, e.g. electric power generator, air pressure generated by a compressor system, or other energy systems that may be leading danger in the venue. Isolated and marked by safety signs and language for hazard warning and communication should be provided. -It is necessary to assess the injury and ill-health risks, define safety measures, and assign people to inspect machines and electrical appliances, used or installed in the venue facilities in order to confirm their quality and safety based on engineering practices.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
		<ul style="list-style-type: none"> -Frequently monitors and gets inspected by qualified technicians or engineers or uses the external service provider as necessary. -In case of using an outsource, it has an inspection report before being used the energy sources 	<ul style="list-style-type: none"> -Interview with the technician or engineer to verify the performance of quality controls and safety of machines and equipment used and installed in the venue. -Verification of documented information such measures for operational controls, evidence of machines inspection and monitoring, equipment, and associated components (e.g. pipe systems, pipeline connections, and electrical wiring) are applied in the event venue.
√	√	<p>T03 Machinery and Equipment Safety</p> <p>Electrical machinery and equipment must be standardized and safe, including electrical wires installed and controlled by the venue.</p> <ul style="list-style-type: none"> -Install a standardized and visible hazard warning sign. -Has evidence records of safety inspection before using and frequently monitored by the qualified technicians or engineers. 	<ul style="list-style-type: none"> -Verification of the inspection and testing results carried out by the competent engineer to ensure machines and equipment safety for use. For example, the electrical system should be inspected by the electrical engineers. The air compressor unit should be inspected by the mechanical engineers. The building structure should be inspected by the civil engineers. -The electrical engineers and technicians should evaluate for their safety awareness and safety management capability.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
		<ul style="list-style-type: none"> -Has a qualified technician who is available in case of damage or abnormal running. 	<ul style="list-style-type: none"> -Before starting the event, the areas of machines, electrical appliances, and other equipment installation should be verified, in which possible hazards may be occurred. The installation should be safe and standardized. Safety signs should be provided to warn hazards and danger of Machinery and Equipment. -More information related to safety requirements based on the Safety, Occupational Health, and Work Environment Act B.E. 2554 (2015) are available on the website www.labour.go.th/index.php/labor-law/category/6-laws-labor-4
√	√	T04 <u>CCTV in the Venue</u> CCTV in a sensitive area for the venue's security <ul style="list-style-type: none"> -Install CCTV at entrance and exit areas, blind spots, and risk/ danger zones of the venue. -Has lay-out to demonstrate points of permanent or temporary CCTV installation. -Has a person responsible for monitoring and maintaining a backup for necessary traceability. 	<ul style="list-style-type: none"> -The CCTV is used as for monitoring and providing evidence of abnormality in the event area. As a result, the availability of CCTV is essential. The installed location should store a broad range of recordings, and there are plenty of CCTV provided. -The installed location and numbers of CCTV should be verified to ensure sufficient records and effectively utilize. -Additionally, a schematic or document indicating the location of the CCTV should be provided. <p>A responsible person should be assigned to monitor CCTV system, its performance and records obtained from CCTV.</p>

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
√	√	T05	<p><u>Weapons Inspection</u></p> <p>-Be able to provide a weapon-scanning machine, installed at the entrance, if any important guests, the security should be the high level of security as required</p>	<p>-Because some participants may be dignitaries or VIPs, additional security may be needed in place, such as installing firearms scanners before entering the site.</p> <p>-As per a request, the venue should provide, assign a responsible person to handle weapon inspection to ensure that the installation and readiness is ready for use as necessary.</p> <p>-The venue should provide the weapon-scanning machine service providers to organizers upon request.</p>
	√	T06	<p><u>Use of Hazardous Materials</u></p> <p>In case of fireworks, floating lanterns, or any kind of products classified as explosive materials, the venue must :</p> <p>-Encourage the organizer's readiness to get authorization. Communication information is offered before use in the venue.</p> <p>-Review the results with the organizers to verify that they have safety measures in place and are responsible for the actions.</p>	<p>-In some cases, there are fireworks, skyrockets, or lanterns may be presented. The venue's rules should be written to encourage organizers to comply with the applicable law and regulation. The venue should have a guideline for organizers to get approval from the local government agencies in accordance with the following the rules, regulations under the Firearms, Ammunition, Explosives, Fireworks and Imitation Firearms Act B.E. 2490 or the Bangkok Metropolitan Administration ordinance on preventive measures and solving problems caused by the lighting and releasing of fireballs, fireworks, sticks, floating lanterns, lanterns, smoke lanterns or other similar objects B.E. 2561 (2018), etc.</p>

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
√		<p>T07 <u>Fire Protection</u> <u>- Indoor Venue</u></p> <p>The venue has a fire protection system with readiness for use based on applicable building codes and legislation.</p> <ul style="list-style-type: none"> -Must have fire alarms, fire extinguishers, heat or smoke detectors, fire hoses and a water suppression system. -Provide an updated layout of the firefighting equipment installed in the venue area and provide standard safety signs installed in a visible area. -Must have a plan and result of firefighting equipment inspection at least once a month. 	<ul style="list-style-type: none"> -Typically, auditoriums, hotels, theatres, or educational institutions need to provide fire alarm systems and fire detection devices, fire extinguishers, floor signs, fire escapes and backup power supply according to the ministerial requirements or applicable building codes under the Building Control Act B.E. 2522. -Building codes should be studied, for example, the assessment of the building's size, readiness, and safe condition, including verifying the installation plan for fire prevention in accordance with the Ministry of Labor's managerial regulation of specifying standards for the management and operation of occupational safety, health, and the working environment concerning fire prevention and suppression B.E. 2555. -The venue with more than 10 workers must develop and maintain a fire protection and a response plan that include inspection, training, preventive fire campaigns, firefighting, evacuation practices, and restoring actions after a fire situation. The plan should be provided for inspection as necessary.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
			-Fire extinguishers must be inspected at least every 6 months to ensure they are in excellent function, along with a label indicating the inspection results, the inspection date, and keep the inspection results for future reference.
	√	T08 <u>Fire Protection</u> <u>- Outdoor Venue</u> Readiness of the fire protection system for the venue should be organized at outdoor event. -Has fire hoses with enough length and able to connect with the public hydrant available in the venue. -Has fire extinguishers installed around the venue area and can be used promptly. -Provide visible signs for fire protection equipment. -Must have a plan and inspection result for fire protection equipment at least once a month.	-Basically, for outdoor venue, fire extinguishers and fire protection equipment, such as fire hoses, must be provided sufficiently. They should be in a cabinet to prevent sunlight and rain damage. -By the legal, fire extinguishers must be inspected every 6 months to ensure that they are in excellent function, along with a label indicating the inspection results, the inspection date, and keep the inspection results for future reference.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
√		<p>T09 <u>Emergency Response – Indoor Venue</u> Preparedness for possible emergency responses occurred while operating the event.</p> <ul style="list-style-type: none"> - Has a plan for emergency responses at least in case of fire ignition and evacuation. - Define evacuation routes, emergency exits and safety signs promptly to use in case of emergency. - Has evidence records as result of fire drills and evacuations as the plan at least once a year. 	<ul style="list-style-type: none"> - The emergency response plan should be documented and include measures for dealing with situations, such as fires or a catastrophic event requiring massive evacuation. - There should be a concise overview of emergency response guidelines and processes. In addition, it should assign various responsibilities during emergency, such as a fire fighting team, first aid team, evacuation control team that moves the crowd, a coordinating team, etc. - The venue should define a procedure with crowd management and evacuation support in emergency. It should be assigned responsibilities of crowd management, such as emergency director, crowd inspector, crowd navigator and leading to the assembly point, traffic management leader, and coordinator with interested parties, rescues team and first-aid team. - For effective evacuation, the venue should provide alternative measures for evacuation from the building to the assembly points or safety zones. It should be detailed of communication protocols during an emergency, how to ensure the readiness of emergency equipment which significant for crowd management and evacuation, such as broadcasting equipment, emergency light, navigable light, etc.

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				<ul style="list-style-type: none"> -Additional documentation such as the venue's lay-out, fire escape routes, assembly points, installation of fire equipment, fire alarm, and emergency equipment should be inspected. -At least once a year, emergency drills should be conducted. Additionally, to verify records of firefighter training provided by an agency approved for a statutory training facility.
√	√	T10	<p><u>Security Guards</u></p> <ul style="list-style-type: none"> -There are skilled security guards at the entrance, exit, and other risk areas in the venue boundary. -Able to recommend a security service provider to the organizers upon request. 	<ul style="list-style-type: none"> -The security personnel should be planned to ensure the safety of the venue's property and venue's security. -A list of security service providers should be available to recommend to the organizers.
√	√	T11	<p><u>Insurance</u></p> <ul style="list-style-type: none"> -Has joined with the organizer for insurance planning. -Has an insurance document to protect against possible impacts that affect to human life and property damage. 	<ul style="list-style-type: none"> -Before the event, a joint planning meeting with the organizers should be held to determine the scope of duty and protection against damage. -The venue's risk factors should be considered while purchasing insurance and ensuring long-term business operations.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation	
in door	out door			
		SS	Services and Supporting System	
√	√	SS01	<p><u>Venue's Personnel</u> Personnel working on behalf of the venue</p> <ul style="list-style-type: none"> -Have a gentle personality and dress modestly. -Have awareness to use communication skill and respect participant's religion, race, belief, culture, gender, and age. -Have workers responsible for directly facilitating and using the same language with the target audience. 	<ul style="list-style-type: none"> -There should be a procedure for recruiting workers by considering the knowledge and skills required to support activities in various formats during the event. If competent and experienced personnel could not be recruited or insufficient qualification, specification of worker qualification should be described and used for selection from the external service provider. -It is necessary to organize training to develop the skills and abilities needed to give professional services to persons in charge. It should be combined with the venue's annual training. It may consider topics as necessary, e.g. language knowledge, communication, and negotiation skill, and problem-solving in the context of the situation's nature and assigned duties and responsibilities. -Keep a record of personnel's training, development, and service quality assessment.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
√	√	<p>SS02 <u>Training to the Venue's Workers</u></p> <p>Provide training to the venue's workers for skill and ability development</p> <ul style="list-style-type: none"> -Has training needs defined for workers to enhance their service quality, languages required including safety and environment knowledge to comply with applicable laws. -Must have an annual training plan for the venue's workers and/or concerned persons. -Provide training and keep records of the outcomes of workers' training following the plan. 	<ul style="list-style-type: none"> -The personnel knowledge has a direct effect on the venue's image. As a result, it is vital to train staff with abilities compatible with the changing elements affecting the venue's commercial operations to maximize efficiency. -Personnel training arrangements should describe the required topics based on the nature of the personnel's duties and responsibilities. Personnel development plans may address this regard by identifying fundamental courses and specialized courses to specific tasks, obligations, and responsibilities, such as infrastructure administrators, water systems, electrical systems, and alternative energy sources. -Prepare annual training programs for appropriate personnel in compliance with requirements.

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
√	√	SS03	<p><u>Communication</u></p> <p>Communication, coordination, and responses to the venue's interested parties.</p> <ul style="list-style-type: none"> -Must have instructions as guidelines for communication, coordination, and appropriate responses to organizers or interested parties. -Provide person responsible for communication, coordination, and appropriately responding to organizers, external agencies, or interested parties. 	<ul style="list-style-type: none"> - There should be an analysis and identification of the venue's stakeholders before, during, and after the event. - It is necessary to consider issues or circumstances that necessitate communication with stakeholders and communication channels, responsible team including communication plans - It is necessary to assign responsibility to a specific individual. The duties include receiving and responding to feedback or complaints to ensure that stakeholders are satisfied. - The communication evidence should be recorded and preserved to conduct retrospective investigations later if necessary.
√	√	SS04	<p><u>Feedback and complaint mechanism</u></p> <ul style="list-style-type: none"> - There are guidelines for responding to feedback, complaints, or comments from organizers, coworkers, or related parties within a specified length of time. - There is a noticeable support channel and a range of formats available. 	<ul style="list-style-type: none"> - There should be a system for surveying and assessing needs and satisfaction. The stakeholders' expectations in the event's organization may impact the event's success, such as the surrounding community, service providers or subcontractors, employees, coworkers, local governments, etc. - Any suggestions or complaints may affect the user's satisfaction with the service and the image and reputation. The venue should consider establishing a guideline for causal analysis

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				<p>and establish acceptable and realistic procedures and timeframes for improvement, including appropriate responses to information sources.</p> <p>-The venue should maintain records of the results for future reference and risk analysis or opportunities and use them to improve the venue.</p>
	√	SS05	<p><u>Outdoor Sound Use Policy</u></p> <p>-Has communication the venue's policy to organizers and/or encouraged them to control noise from the outdoor event to comply with local regulations.</p>	<p>-The use of loud noise in an event is classified as a nuisance control measure that requires safeguarding against health dangers under the Public Health Act. 2535. The permission to use the voice must be obtained before the event from local authorities, district offices, and the Metropolitan Police Station following the authorization to operate enterprises detrimental to health under the Public Health Act 2535 and/or the use of sound under the Act. Control audio usage and amplifiers 2493.</p> <p>-The venue should have the personnel to communicate and advise organizers with relevant local authorities and minimize the venue's possible impact.</p>

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
√	√	SS06 <u>Venue Service Reservation</u> -Must have a process of online or offline booking for the venue's services. -Provide staff responsible for booking and communicating information, including payment terms. -Must have a handbook with details of the venue available to organizers and participants.	-The venue should establish guidelines which are written procedures for online and offline reservations and registration, which should be clearly stated in the method description, for example: -Registration method should be on-site and online systems. -Personnel should be assigned for the registration and other registration-related functions, including maintaining communication systems and internet signals. -It is essential to verify the registration system's preparedness and administer the registration site, including maintaining networks and internet signals. -It is essential to establish communication channel with the registrant and an appropriate method for the situation. It should be capable of responding to any inquiries that participants may have.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
		ST	Sustainability Management, ST
√	√	ST01	<p><u>Sustainability Policy</u></p> <ul style="list-style-type: none"> -Has a documented policy that demonstrated commitment responding to economic, social responsibility, and environmental protection consequences to ensure the venue's sustainability and communicated to all parties involved. -Has an action plan to demonstrate social responsibility.
			<ul style="list-style-type: none"> -The factors that may affect the location should be considered while formulating policy. Additionally, each year's coverage must include the relevant components of economics, social, environmental, legal, and technology. -A policy document outlines the venue's dedication to economic sustainability, social responsibility, and ecological sustainability, such as waste and energy management. Other effects include promoting knowledge within the community, obtaining product support or employment, sponsorship, and donating essentials to the community that connects to the venue's operations. -It is necessary to consider the communication guidelines and channels established for communicating with stakeholders. -The consideration of activity plans that support and align with the year's goals should be made based on venue-specific criteria.

Special Event Venue		Assessment Criteria	Guideline for The Assessment Criteria Interpretation
in door	out door		
√	√	<p>ST02 <u>Handling of Waste and Unused Materials</u></p> <p>There are suitable measures for waste and unused materials arising from activities in the venue.</p> <ul style="list-style-type: none"> -Has waste segregation measures for reusing or recycling to decrease trash disposal. -Has area for storage, separated from the event space, to prevent leakage and nuisance odor. -Must have evidence records of disposed waste in compliance with applicable law. -Has responsible person for controlling and inspection performance of waste and unused material handling. 	<ul style="list-style-type: none"> -There should be a system for handling waste and unused materials by properly documenting procedures. For instance, guidelines for separating recyclable items must dispose by a licensed waste disposal contractor by applicable local law. -The storage facility should be isolated from participants and have adequate spaces to accommodate unused materials in the case of solid waste and waste requiring specific treatment, such as hazardous waste, infectious waste, etc. The area should be closed to prevent from leaking into the drain and contaminating it. -The quantity of unused material, rubbish, and waste is generated during the activity. There should be enough garbage bins in the event area that are well-stocked, undamaged, and adequate to hold garbage without leaking or emitting foul odor. It should conduct a site study and double-check the plan to locate the garbage bin. -Maintaining cleanliness and order requires the knowledge and understanding of the supervisory staff. Additionally, it reflects the event's image. As a result, responsible personnel should be trained on and waste management, such as guidelines for managing waste and underutilized

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				materials, sorting to maximize recyclability and minimize disposal costs in conformity with applicable laws.
√	√	ST03	<p><u>Wastewater Management</u></p> <ul style="list-style-type: none"> -Has suitable measures to control wastewater generated by venue's activities before discharging to the public drains in compliance with the laws. -Has drainage system to collect and drain wastewater from venue's building and/or around the venue facilities. All drainages are maintained in good condition. -Has monitoring program to ensure effluent discharge quality compliance with applicable regulations. 	<ul style="list-style-type: none"> -The wastewater generated are typically from a restroom, kitchen, or other flushing facility and must be treated using a septic tank. However, effluents from wastewater treatment must meet specific quality standards before being discharged. For instance, Ministerial Regulation No. 44 (B.E. 2544) was issued according to the Building Control Act B.E. 2522 or local notifications of local regulations. As a result, the event venue should be checked regularly and comply with applicable local laws, such as Bangkok, Pattaya, or any places with tourism and attractions, etc. -The person who is responsible for monitoring wastewater treatment should be assigned. For instance, the wastewater generated during food preparation must first be fat-free. Therefore, a prudent caretaker should scrape oil from the grease trap or capture food and waste at the wastewater source to minimize the impact on the building's wastewater treatment equipment. Concerning drainage in the vicinity of the venue, a responsible person of cleaning to keep

Special Event Venue		Assessment Criteria		Guideline for The Assessment Criteria Interpretation
in door	out door			
				<p>dirt from blocking and obstructing the drainage system.</p> <p>Additional machinery, such as water pumps, pond aerators, or septic tanks, if necessary, is required to monitor performance regularly.</p>
√	√	ST04	<p><u>Water Use in the Venue</u></p> <ul style="list-style-type: none"> -Must have an adequate water supply for use in the venue. -Must have documents as monitoring results of water pipeline and associated system water supply system in the venue. Has the responsible person responded timely in an abnormal case. 	<ul style="list-style-type: none"> -In general, tap water is utilized in venue buildings. If groundwater or water from other sources is used, an appropriately sized resting tank should be provided. -Engineers or technicians should identify who is responsible for monitoring relevant equipment such as pumps, pipeline systems, or bile production systems. -In locations with a history of drought-related water shortages, it is preferable to plan and manage sufficient water reserves.
√	√	ST05	<p><u>Venue's Environment Restoring</u></p> <ul style="list-style-type: none"> -Has guidelines for organizing, cleaning, and restoring areas and the overall environment after the event is complete. 	<ul style="list-style-type: none"> -Specific activities may affect the site's conditions, the ground or structure, and the site's appearance, including unclean or unattractive photos. As such, it should be adjusted, cleaned, or replaced regularly to maintain the area's condition. •Having a person in charge is essential. For example, a photo is taken before the event and utilized as a standard for the normalization area. As appropriate, photographs of the subsequent damage should be taken to serve as a basis for a claim.



Appendix



1. Application form
2. Method for the certification mark using and installation
3. References
4. Standard Modification Process
5. Lists of Authors





Application Form
Thailand MICE Venue Standard (Special Event Venue)

Assessment Date (D/M/Y).....

First Assessment

Certification Extension

Assessment Certificate No.....

1. Organization name

2. Address

3. License

Building inspection form (Ror.1) No Dated

Juristic Person Certificate/Commercial Registration No.....Dated.....

Personal Identification Card No. (Natural Person)Expiration Date.....

Hotel Business Operation License No.....Expiration Date.....

Building Utilization License No.....Expiration Date.....

4. Coordinator

Name.....Position.....

Tel.....Fax..... E-Mail.....

5. Holding Area: Amount of holding areas.....Area(s) (Please add room details)

1). Venue Name..... Size.....Square Meters

2). Room Name..... Size.....Square Meters

6. Floor Plan (Attach with accompanying documents).

How to install the Thailand MICE Venue Standard sign

1. Position of the sign

- 1.1 Install the sign at the eye-level height
- 1.2 Locate the sign in front of the room near the room name sign or front of the entrance of the room
- 1.3 Install the sign, for outdoor special event venues, in a prominent location where visitors can notice it.

2. The sign consists of two plates

- 2.1 TMVS Logo plate
- 2.2 Category name and the year of certification plate
(Install the TMVS logo plate on the top of the category name and the year of certification plate. Install with the appropriate gap between two plates)

3. Place acrylic plates on the top layer of the sign by using the bolt kit

4. Ensuring the sign on the wall and securely mounted

Note:

1. In case there is more than one entrance door, the establishment shall select the main entrance door or a suitable door as appropriate.
2. TCEB reserves the right to consider the certification the next time. If it is found that the badge holder has not been installed at the designated place of certification
3. The sign of the TMVS logo is the property of TCEB. If any establishment, organization, or venue uses it for the wrong purpose, TCEB reserves the right to revoke it in all cases.

References

The development of the Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue) 2nd Edition 2021, the consultant reviewed articles on related concepts, theories, and principles, as well as factors affecting the MICE business, to develop the new Standard and bring it up to date with the current state of the industry in a more organized manner. The following information was gathered during the manual's research and development:

1. Laws and regulations related to buildings and locations

- Ministry of Interior: Ministerial Regulation Prescribing the Type and Safety System of Building Utilized Building for Commercial Purposes as a Service Location B.E.2555 (2012).
- Ministry of Interior: Ministerial Regulation No.41, B.E.2537 (1994) issued under the provisions of Building Control Act B.E.2522 (1979); amendment to Ministerial Regulation No. 7, B.E. 2517 (1974) issued under the provisions of Building Construction Control Act B.E.2479 (1936) to determine characteristics and sizes of the parking area, including the designation of the car park building, where is equipped with a lifting system to lift the car up and down between floors of the building by using elevators or mechanical car transport system.
- Ministry of Interior: Ministerial Regulation No.5, B.E.2527 (1984) issued under the provisions of Building Control Act B.E.2522 (1979); to determine characteristics of utilized building for commerce, industry, education, and other business that will be used as a controlled-use building.
- Ministry of Interior: Ministerial Regulation No.6, B.E.2527 (1984) issued under the provisions of Building Control Act B.E.2522 (1979).
- Ministry of Interior: Ministerial Regulation No.64, B.E.2555 (2012) issued under the provisions of Building Control Act B.E.2522 (1979).
- Ministry of Interior: Ministerial Regulation No.7 B.E.2517 (1974) was issued under the provisions of Building Construction Control Act B.E.2479 (1936) to determine characteristics and sizes of the parking area and building type where must have parking area.

- Ministry of Interior: Ministerial Regulation Prescribing the Load Capacity, Resistance, and Durability for Seismic Strength of Buildings and Supporting Ground B.E.2550 (2007)
- Ministry of Interior: Ministerial Regulation Prescribing the Type or Criteria of Building, Rules, Procedures, and Condition for Design Inspection and Calculation of Building Part Structure B.E.2550 (2007)
- Ministry of Interior: Ministerial Regulation Prescribing the Building Types to Provide Inspectors B.E.2548 (2005)
- Ministry of Interior: Ministerial Regulation Prescribing the Building Types to be Controlled-use Building B.E. 2552 (2009)

2. Laws and regulations related to personal necessities

- Ministry of Interior: Ministerial Regulation Prescribing the Facilities in Building for Disabled or Handicapped and the Elderly B.E.2548 (2005)
- Ministry of Interior: Ministerial Regulation Prescribing the Facilities in Building for Disabled or Handicapped and the Elderly (No.2) B.E.2548 (2005)

3. Laws and regulations related to safety and environment

- Ministry of Interior: Ministerial Regulation No.39 B.E.2537 (1994) issued under the provisions of Building Control Act B.E.2522 (1979); prescribing the plan design and methods related to the installation of fire protection systems, type and number of bathrooms and toilets, lighting system and ventilation, and backup power supply system for emergencies.
- Ministry of Interior: Ministerial Regulation No.44 B.E.2538 (1995) issued under the provisions of Building Control Act B.E.2522 (1979); prescribing the drainage system and disposal of solid waste and sewage.
- Ministry of Labour: Ministerial Regulation on the Prescribing of Standard for Administration and Management of Occupational Safety, Health and Environment B.E.2555 (2013)
- Ministry of Labour: Ministerial Regulation on the Prescribing of Standard for Administration and Management of Occupational Safety, Health, and Environment concerning Heat, Light and Noise B.E.2549 (2006)

- Public Health Act B.E.2535 (1992)
- Advertising Using Amplifiers Act B.E.2493 (1950)

4. Other laws, regulations and other requirements

- Ministry of Interior: Ministerial Regulation Governing the Unified City Plan of Bangkok Metropolitan Administration B.E.2549 (2006); " Convention centre or Exhibition building means a place established to provide services, use the venue for a meeting or trade shows."
- Bangkok Legislation on Building Control B.E.2544 (2001)
- Standard Manual on Fire Characteristics of Materials and Products
- Announcement of the Customs Department on Rules of General Bonded Warehouse for Displaying Products or Exhibitions.
- The Standard specifies the specific characteristics of materials used in building structures; standard MorYorPhor. 1101-52 to 1106-52.
- The Standard specifies the specific characteristics of materials used in building structures; standard MorYorPhor. 3101-51 Sanitary Pipe Standard.
- The Standard specifies the specific characteristics of materials used in building structures; standard MorYorPhor. 3501-51 Plumbing Installation Standard
- The Standard specifies the specific characteristics of materials used in building structures; standard MorYorPhor. 4501-51 General Electrical Installation Work Standard
- Thai Industrial Standard Institute (TISI). TIS. 22300-2551 Security Management System for Conferences, Seminars, and Exhibitions.
- ISO/IEC 17021 2555 – Conformity assessment – Requirements for bodies providing audit and certification of management systems.
- ISO 20121: 2012 – Event sustainability management systems – Requirements with guidance for use

**Thailand Mice Venue Standard Improvement Process
(Category: Special Event Venue)**

Methodology	Working Process
1. Conduct research and studies, collect related information	<p>1.1 Examine the nature of Thailand's historical events and future trends, as well as information from the Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue), the 1st Edition 2017 and ASEAN MICE Venue Standard (Category: Special Event Venue).</p> <p>1.2 Analyze the information gathered during the previous audits to prepare for developing regulatory information, including rules and practices related to venues in Thailand and international events.</p> <p>1.3 Examine potential variables affecting the MICE industry, the impact of the COVID-2019 pandemic and the result of interviewing with interested parties.</p>
2. Analyze the MICE industry's contexts related to the special event venue and define a framework of the standard modification.	<p>2.1 Analyze possible issues that could be the context of the MICE industry.</p> <p>2.2 Conduct gap analysis by studying collected data, associated legislation, and pain points presented from the previous assessment and interested parties' views (such as entrepreneurs, organizers, and assessors).</p> <p>2.3 Summarize key points when modifying the standard and assessment criteria checklists and guidelines for the assessment criteria interpretation.</p>
3. Develop a draft of the Thailand MICE Venue Standard (Category: Special Event Venue) the 2nd Edition (2021)	<p>Key tasks of the standard handbook modification are</p> <p>3.1 Re-design checklists provided additional details to facilitate the assessment criteria and indicators' interpretation easily.</p> <p>3.2 Analyze data, summarized its result, and developed criteria and indicators based on the Thailand MICE Venue Standard (Category: Special Event Venue).</p>

Methodology	Working Process
	<p>3.3 Define rules and conditions regulating Thailand's MICE venue standard assessment.</p> <p>3.4 Develop a draft of the Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue) for the modification issue 2021.</p>
<p>4. Organizing a specialist meeting for evaluation suitability of a draft of the Thailand MICE Venue Standard (Category: Special Event Venue)</p>	<p>4.1 Organize an online meeting with the MICE specialists, hosted by The TCEB via the Zoom Application, dated September 28, 2021. Under the expert meeting, a draft of the Thailand MICE Venue Standard (Category: Special Event Venue) revised version 2021 was evaluated.</p> <p>4.2 Collected and summarized recommendations from the MICE expertise and used them for improving a draft of the Thailand MICE Venue Standard (Category: Special Event Venue) the 2nd Edition 2021.</p> <p>4.3 Submit a final draft of the Thailand MICE Venue Standard (Category: Special Event Venue) the 2nd Edition 2021 to the TCEB for approval.</p> <p>4.4 Translate to English the Thailand MICE Venue Standard (Category: Special Event Venue) 2nd Edition 2021.</p>
<p>5. The Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue) was printed in 2021.</p>	<p>5.1 Print the Thailand MICE Venue Standard Certification Handbook (Category: Special Event Venue) the 2nd Edition 2021 for release in Thai and English to reach out to targeted audiences and the public.</p>

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