

ANNEX C**SAFE MANAGEMENT MEASURES FOR MICE EVENT PILOTS IN SINGAPORE OF UP TO 750 PARTICIPANTS**

Updated as of 11 June 2021

Please note that EOs should refer to the checklist on Safe Management Measures (SMMs) for Safe Business Events framework in Phase 3 (Heightened Alert) (Annex A and B) if you are planning for MICE events happening from 14 June 2021.

For forward planning purposes, Event Organisers may continue to engage STB on applications for MICE event pilots with up to 750 participants. However, please note that all approvals and MICE event pilots will still be subject to the safe management measures applicable at the time.

For any enquiries, please contact businessevents@stb.gov.sg.

The SMMs for EOs are mapped across the 5 outcomes as below:

1. Implement infection control measures before, during and after event**Develop clear reporting protocols and communication plans to monitor health of local and foreign participants before event**

Sections 1.1 to 1.3 apply to events with foreign participants who are on a Controlled Itinerary (CI)

- 1.1 Foreign participants on CI may be subject to further requirements. Please refer and adhere to Immigration & Checkpoints Authority's (ICA) Terms and Conditions at <https://safetravel.ica.gov.sg>.
- 1.2 Submit the official programme as well as the event itinerary of all foreign participants on CI for STB's review before event commencement. Foreign participants on CI must submit their request for entry into Singapore via the existing travel lane arrangements¹. Should there be changes to the approved event itinerary, EOs are required to inform STB at least 3 days in advance for further review.
- 1.3 All participants who are on CI are required to take a PET from a MOH-approved COVID-19 test provider up to 24-hours before the end of each event day² (the "Validity Period"). EOs must ensure that participants on CI have a valid negative COVID-19 test result from a MOH-approved COVID-19 test provider within the Validity Period to participate in each event day. Other COVID-19 tests (e.g. PCR tests) done pursuant to other testing requirements (e.g. Reciprocal Green Lane, Rostered Routine Testing) can be used at entry checks, provided that the event is within the Validity Period. Refer to MOH PET website³ for more information.

¹ Refer to ICA's website at <https://safetravel.ica.gov.sg> for the list of countries that Singapore has implemented green / fast lane and air travel pass arrangements.

² The Validity Period of a pre-event test is 24-hours before the end of each event day e.g. If the event day ends at 5:00pm, a participant must take his/her pre-event test no earlier than 5:00pm the day before.

³ <https://www.moh.gov.sg/covid-19/pet>

- 1.4 Ensure that all participants download, complete the registration, and keep the TraceTogether (TT) App activated. For local participants only: local participants can collect a TT Token from the community centres in their constituency. Ensure that all participants⁴ carry their TT App or Token with them at all times during the event⁵.
- 1.5 Ensure that all participants are aware of the SMM requirements prior to the event. EOs must develop a signage plan and implement signs reminding participants to practise safe distancing and good hygiene practices at the event.

Develop procedures and protocols to implement Pre-Event Testing (PET) requirements for events with >250 participants

- 1.6 EOs must ensure that all participants entering or remaining in the event venue, where PET is required, must have a negative test result. This excludes individuals who are not required to undergo PET (i.e. exempted individuals). Refer to MOH's website on PET⁶ for the list of exempted individuals.
- 1.7 EOs must take all reasonably practicable steps to ensure an individual who does not fulfil the conditions in 1.6 above and is not able to present an Acceptable Document⁷ does not enter or remain at the MICE event venue. EOs must refuse entry if the individual refuses to show the proof of Acceptable Document or being exempted when asked. Refer to MOH PET website⁸ for the list of Acceptable Documents.
- 1.8 EOs must ensure that the identity reflected in the Acceptable Documents corresponds with the identity of the individual being checked for entry.
- 1.9 Ensure that signages are displayed prominently at every exit and entry point(s) of the event venue (including emergency exits) specifying that access to the MICE event venue is restricted to individuals who have fulfilled the conditions in 1.6 above, the date and duration of the MICE event restrictions, and that entry or remaining without having passed PET or exemption is an offence. The signages should also state that participants are required to identify themselves and their reason for seeking entry, and to show proof of fulfilling the conditions in 1.6 above when requested by the EOs.
- 1.10 EOs must clearly delineate the boundaries of the MICE event venue, for the duration of the MICE event. This could be by means of markings, fencing, stanchion with barrier rope or tape, signs, walls, windows, partition, screens or other barriers

Develop reporting frameworks to monitor health of local and foreign participants after event

- 1.11 For events with more than 250 participants at any one time, EOs would need to submit 2 post-event reports to STB. The first report must be submitted 1 day after the end of the event, detailing any incident relevant to the SMMs; providing photographic evidence of SMMs being deployed before, during and after the event. The second

⁴ Participants exclude EO and premise staff. For avoidance of doubt, EO staff who are also participating in the event (e.g. as speakers, audience members, etc) are included in the total operating capacity.

⁵ The TT App is available on Apple, Google and Huawei stores for all countries.

⁶ <https://www.moh.gov.sg/covid-19/pet>

⁷ The list of Acceptable Document can be found on <https://www.moh.gov.sg/covid-19/pet>

⁸ <https://www.moh.gov.sg/covid-19/pet>



report must be submitted 14 days after the end of the event (i.e. on the 15th day) to report on the status of health of all participants (both local and foreign).

1.12 Remind foreign participants to activate their TT App for the duration of their stay in Singapore. If the TT App is used, remind foreign attendees to retain the TT App on their mobile devices for 14 consecutive days after leaving Singapore.

1.13 Remind all participants at the end of the event to monitor their health for COVID-19 symptoms⁹ for 14 days and report to EOs within this period if any of them has displayed the symptoms, and to encourage them to test for COVID-19 if they do have any such symptom.

2. Limit overall density of persons, especially in enclosed areas

- Ensuring at least 1 metre spacing between individuals at all times.
- The number of participants within the event venue must comply with an operating capacity limit of one participant per 8sqm for event spaces >930sqm.

2.1 Design and configure the space such that participants and EO staff (which includes contractors) maintain at least 1 metre spacing between individuals at all times.

2.2 Ensure all participants and staff maintain at least 1 metre spacing between individuals at all times.

2.3 Implement an operating capacity of 8sqm per participant¹⁰ where the total participant-accessible floor area¹¹ reserved for use for all event spaces exceeds 930sqm.

2.4 Implement solutions to monitor and control the operating capacity within the event venue to ensure capacity does not exceed allowable operating capacity.

2.5 Implement a one-way traffic flow at the event space as well as exclusive entry and exit points for each zone, where practicable.

2.6 Identify hotspots for potential bunching (e.g. entry/exit points, toilets) and propose a control mechanism to prevent/disperse crowds (e.g. frequent reminders over public announcement system, staff to manually disperse crowds, provision of visual markers for safe distancing).

2.7 For events with an exhibition component, stagger arrivals to the exhibition sections to prevent crowding and ensure individuals from different zones do not join or intermingle. EOs must also implement controls to prevent crowding at each exhibition booth (e.g. provision of visual markers for buyers to stand at safe distances).

⁹ COVID-19 symptoms are fever, coughing, sneezing, breathlessness, a runny nose, or losing one's sense of smell.

¹⁰ Participants exclude EO and premise staff. To avoid doubt, EO staff who are also participating in the event (e.g. as speakers, audience members, etc) are included in the total operating capacity.

¹¹ Total participant-accessible floor area refers to the overall event facility (sheltered or otherwise) within the venue for a business event that is demarcated for use by events including meeting/ convention/ function room areas and any common facilities such as walkways, reception areas within the event facility; but excludes any ticketing area, turn stile or other entry and exit place, washroom or other like facilities for the convenience of participants. The demarcation should be marked clearly.



3. Limit opportunities for and number of close contacts between individuals (including participants and staff)

- Limit the number of participants in each zone to ≤ 50 pax. Ensure there is no intermingling between different zones at all times.
- Ensure that participants of different zones will not be able to intermingle at any time.
- Implement other SMMs relating to unmasked speakers, meals, photography, registration and exhibitions.

3.1 Limit number of participants in each zone to ≤ 50 pax. Within each zone¹², individuals must continue to maintain at least 1 metre spacing between individuals at all times.

3.2 Maintain composition of individuals within each zone throughout each event day, with no intermingling allowed¹³ between individuals of different zones at any time. EO staff attached to each zone must also avoid intermingling with participants or EO staff of other zones at any time.

3.3 Where approval has been given for events with more than one session per day:

- (i) Capacity limits of up to 750 participants at a time (15 zones of 50 at a time) must be adhered to for each session.
- (ii) Where there is more than one session at the event venue, ensure at least 60 minutes between the end of each session and the start of registration for the next session, with full crowd dispersal from the event venue, to prevent mingling between participants of different sessions.
- (iii) Individuals must remain within the same zone throughout the session. If a zone includes any foreign participant(s) who is/are on a CI, the composition of individuals within that zone must be maintained throughout each event day.

3.4 Where approval has been given for events with multiple zones:

- (i) Stagger the movement of participants to/from each zone to ensure that participants at a zone will not at any time be in the same zone with participants from another zone; and
- (ii) Cordon off or physically segregate the zones from one another. Ensure that a solid partition with height of at least 1.8 metres is used to segregate participants of different zones. In the event that a solid partition is not practicable, ensure that other physical barriers such as queue poles or traffic cones are used to clearly demarcate at least 3 metres spacing between zones. Ensure that participants of different zones cannot physically interact or intermingle at any time.

3.5 For sightseeing tours, ensure that there is a distance of at least 1 metre between participants at all times, please refer and adhere to STB's latest guidelines for sightseeing tours¹⁴.

¹² Zone refers to the participants in one designated section of the event space

¹³ Transient intermingling at common walkways, entry and exit points, lift lobbies and toilets are allowed. EOs must implement a detailed cleaning and disinfecting schedule and ensure event spaces and common areas including high-touch areas are cleaned regularly.

¹⁴ <https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html>



Unmasked Speakers

- 3.6 Limit the number of unmasked speakers to be ≤ 10 pax at any one time with at least 1 metre spacing between the unmasked speakers at all times. Ensure there is no intermingling between the unmasked speakers and participants during the event.
- 3.7 In the event that the unmasked speakers are from different zones, they must be seated at least 2 metres apart on stage during the event proceedings.
- 3.8 Implement a distance of at least 3 metres between the stage and the audience. If the stage height places speakers at a higher vantage point, it is encouraged that audience and speakers are more than 3 metres apart as the trajectory of droplets projection would likely be further. Venues without a clearly defined stage area should have floor markings to demarcate the 3 metres boundary.

Meals

- 3.9 During networking sessions, food and drinks should not be served or consumed by participants as removal of masks when consuming food and drinks, combined with individuals speaking to each other, increases risk of transmission.
- 3.10 For all meals where individuals are permitted to remove their masks, the following shall apply:
- (i) The number of participants in each group must not exceed the prevailing group size limit in Singapore. E.g. 5 pax during Phase 3 (Heightened Alert);
 - (ii) Individuals must remain in the same group throughout each session;
 - (iii) Each group of participants must not intermingle with any individual of another group; and
 - (iv) All participants and staff must maintain at least 1 metre distance between individuals at all times. If a group includes any foreign participant(s) who is/are on a CI, the composition of individuals within that group must be maintained throughout each event day.
- 3.11 Meal durations should be kept short to minimise the period that individuals are unmasked, and the meal should not be a main feature of the event. Participants are to remain masked when not consuming food and beverages.
- 3.12 If food is being served through staff-served food lines, each food line must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable. Ensure that ESG's SMMs for staff-served food lines SMMs¹⁵ are adhered to.
- 3.13 Where food and drinks are provided, ensure that these are provided via staff-served lines or pre-packed for individual consumption (whether at a meal time or a tea break). The sale or provision of pre-packed food and drinks is permissible. The EO must ensure that there is a distance of at least 1 metre between participants at all times, and ESG's latest guidelines¹⁶ for F&B establishments are adhered to.

¹⁵ <https://www.enterprisesg.gov.sg/covid-19/safe-distance#FB>

¹⁶ <https://www.enterprisesg.gov.sg/covid-19/safe-distance#FB>



Photography

- 3.14 Limit the number of unmasked participants to be ≤ 10 pax at any one time with at least 1 metre spacing between the unmasked participants at all times. The participants may only unmask during a take/ shot, and must promptly put their masks back on in between shots and after the shoot. Such photography is only allowed where it is taken by staff of photography businesses listed under SSIC codes beginning with 742 and media businesses with SSIC codes beginning with 58 to 63. Freelancers have to be registered with ACRA, unless the business is carried out in their full name as reflected in their NRIC.

Registration

- 3.15 Arrange for participants to register online, print their name badges, and assemble their name badges and lanyards in advance of the event, where reasonably practicable. Utilise technology where reasonably practicable to enable touch-less interactions e.g. e-registrations, e-ticket sales, e-forms, e-declarations.
- 3.16 All participants will be required to pre-register prior to event start date; there shall not be any walk-ins allowed.

Audience participation

- 3.17 There must be no audience participation (e.g. inviting audience members to come on stage, verbal exhortations from different tables, etc.), but applause, Q&A sessions, and breakout discussions are allowed.

Exhibitions

- 3.18 For events with an exhibition component:

- (i) Without prejudice to para 3.1, separate the exhibition space into distinct exhibition sections¹⁷ with each section providing for not more than 50 individuals to be present, whether exhibitors or consumers¹⁸. Please refer to Annex C for illustrations of possible exhibition formats.
- (ii) Without prejudice to para.3.4(ii), cordon off or otherwise physically segregate the exhibition sections from one another. Ensure that a solid partition with height of at least 1.8 metres is used to segregate participants of different exhibition sections. In the event that a solid partition is not practicable, ensure that other physical barriers such as queue poles or traffic cones are used to clearly demarcate at least 3 metres spacing between zones. Ensure that participants of different exhibition sections cannot intermingle at all times.
- (iii) Ensure that a solid partition (e.g. U-Shaped plexiglass shield) at least 1.8m high is implemented for exhibitors to interact with visitors throughout the event. Exhibitors and visitors should remain on separate sides of the partition

¹⁷ Exhibition section refers to an area of exhibition space where only 50 individuals are allowed to occupy at any one time. One event can have multiple exhibition sections.

¹⁸ E.g. Where an exhibition section has 10 exhibitors, only 40 visitors are permitted to occupy the exhibition section at any one time, so as to remain within the capacity limit of 50 individuals per section.

throughout the event. Illustrations of the solid partitions are included in Annex C.

- (iv) Implement contactless technology solutions at exhibition booths (e.g. QR codes) for visitors to collect information about a product and exchange contact details. Exhibition displays should be low-touch and cleaned at regular intervals.
- (v) Implement safe meeting spaces with a solid partition (e.g. U-Shaped plexiglass shield) at least 1.8m high for extended meetings between exhibitors and visitors, or between participants from different zones. Require meetings to be pre-scheduled, where practicable.

4 Ensure a safe and clean environment for employees and participants

- Ensure the event complies with SMM requirements of Singapore government agencies and SG Clean sanitation and hygiene measures.

SMM requirements of Singapore government agencies and SG Clean sanitisation and hygiene measures include but are not limited to the following:

- 4.1 Adhere to prevailing sanitisation and hygiene measures published by the National Environmental Agency (“NEA”) and SG Clean sanitisation and hygiene measures. Please refer and adhere to the latest advisory¹⁹ from NEA as well as the SG Clean MICE Venues checklist²⁰
- 4.2 Adhere to prevailing workplace measures published by the Ministry of Manpower (“MOM”). Please refer and adhere to MOM’s latest requirements for SMMs for the workplace²¹. In particular:
 - (i) Implement a detailed monitoring plan and appointing a Safe Management Officer (“SMO”) to assist with implementation of and compliance with all SMMs at the workplace and relevant premises;
 - (ii) Indicate the number of staff (including contractors) on site, and their job functions;
 - (iii) Implement safe distancing (e.g. reconfiguration of workspaces), reducing close interactions (e.g. staggered work and lunch hours) and touch points (e.g. common laptop/ iPad); and implementing a business continuity plan;
 - (iv) Require participants and staff to wear masks at all times, except where allowed under the Control Order (e.g. where eating, drinking or taking medication, etc.);
 - (v) Communicate relevant SMMs to all staff.
- 4.3 Develop and implement a detailed cleaning and disinfecting plan and schedule. Ensure event spaces and common areas are cleaned and disinfected before and after use, including high-touch areas such as tables, chairs, handrails, door handles, interactive kiosks and lift buttons.

¹⁹ <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>

²⁰ <https://www.sgclean.gov.sg/join/for-owners/assessments/#mice>

²¹ <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>



- 4.4 Particularly where approval has been given for events with more than one session per day, ensure high-touch areas, display products and common spaces within the event venue are cleaned and disinfected between sessions.
- 4.5 Prohibit sharing of equipment by speakers (e.g. microphones, etc.) If this cannot be done, equipment should be cleaned and disinfected after every use.
- 4.6 Provide at all times easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of participants and staff at event spaces, including near high-touch surfaces such as handrails, door handles, interactive kiosks and lift buttons.
- 4.7 Ensure participants and staff are screened²² for COVID-19 symptoms before they are allowed to enter the event venue or any premises. Ensure entry is refused to any individual who refuses to comply with or fails the screening, or is known to be subject to a quarantine order or stay-home notice.
- 4.8 Ensure the deployment and use of contact tracing measures and SafeEntry check-in for entry into and exit from the event venue or any premises in the event itinerary (including an event hall, a meeting room or a function room). For all MICE events, a SafeEntry QR code that requires the TT App or TT Token to check-in will be deployed.
- 4.9 Ensure queue markers with at least 1 metre spacing between individuals are implemented where queues are expected e.g. at registration counters. Ensure all seats that are not fixed to the floor are spaced at least 1 metre apart, and alternate seats that are fixed to the floor are demarcated as seats not to be occupied.

5. Prepare for any emergencies relating to COVID-19

Have an overall emergency preparedness/response plan covering the below areas:

- 5.1 Appoint a clear decision-making authority within the EO and an agreed procedure to modify, restrict, postpone or cancel the event if the prevailing COVID-19 situation worsens.
- 5.2 Appoint a lead officer, who may be the SMO, to oversee the development and implementation of the SMM plans, liaise with STB for review, and ensure awareness and compliance of SMMs throughout event.
- 5.3 Develop and implement responses to situations such as handling participants or staff who are found to display COVID-19 symptoms, seeking medical treatment for any such participants (e.g. determining nearest medical facilities and opening hours), coordinating information flow with all relevant parties (e.g. who to contact, how to facilitate contact tracing, informing the relevant authorities, and dealing with external communications), and handling uncooperative participants.

²² Screening for COVID-19 symptoms must comprise taking the temperature and a visual check (without physical contact) of the individual to see if the individual is coughing, sneezing, breathless, or has a runny nose.



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| 5.4 | Ensure detailed procedures are developed and implemented in the event any participant or EO staff is found to display COVID-19 symptoms (e.g. isolating the individual in a safe area, closing off affected sections/areas, cleaning and disinfecting potentially contaminated surfaces, establishing a protocol for proper waste management, especially biohazardous waste). |
| 5.5 | Inform STB immediately of any participant (whether local or foreign) or EO staff confirmed to have COVID-19 (up to 14 days after attending the event). |
| 5.6 | Please refer to and adhere to NEA's latest guidelines ²³ for environmental cleaning and disinfection of areas exposed to confirmed case(s) of COVID-19 in non-healthcare premises. |
| 5.7 | Provide training for staff to ensure they are able to respond to situations and carry out procedures relating to COVID-19. |

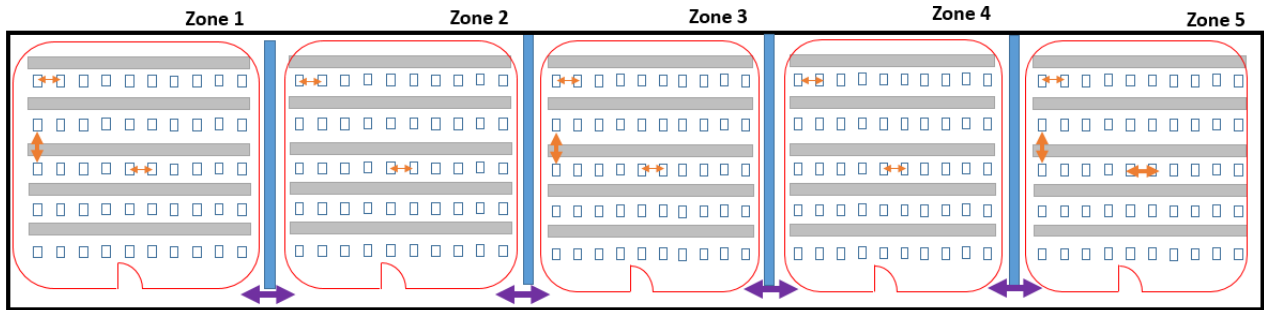
²³<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/cleaning-and-disinfection/guidelines/guidelines-for-environmental-cleaning-and-disinfection>



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Illustration of a MICE event for up to 15 zones of 50 pax in a function room/ ballroom



□ Ballroom

□ Zone: No. of attendees (≤50pax) allowed in one enclosed event space (e.g. function room/ballroom).

■ Solid partition with height of 1.8m to segregate attendees of different zones.

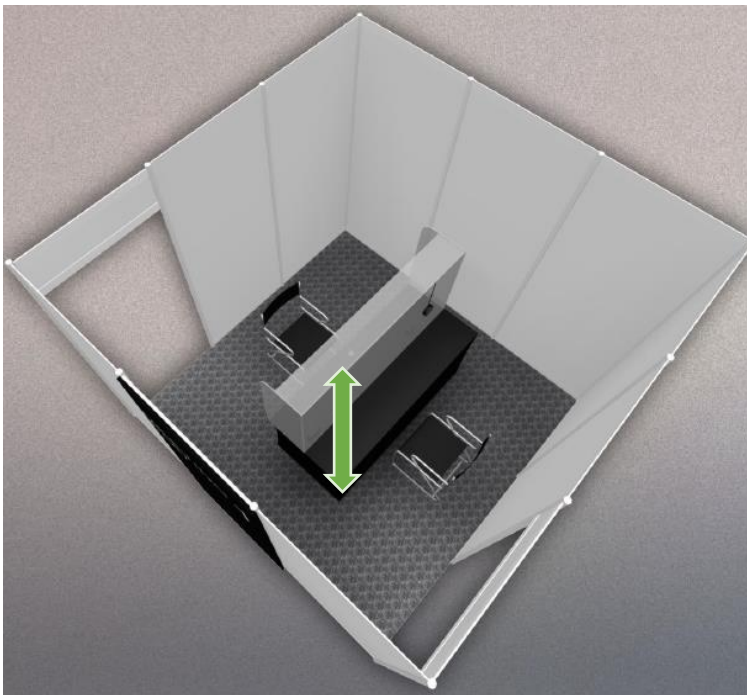
↔ In the event that a solid partition is not practicable, ensure that other physical barriers such as queue poles or cones are used to clearly demarcate at least

↔ Maintain at least 1m spacing between each seat at all times.

Illustration of a Safe Exhibition Booth, with solid partition between exhibitor and visitor



Illustration of a Safe Meeting Space, with solid partition between exhibitor and visitor, or between participants from different zones.



Sample of a safe exhibition booth and meeting space used in pilot MICE trade exhibition, TravelRevive – Powered by ITB Asia and STB.

Best practice of separate entrances and exit for both parties implemented.

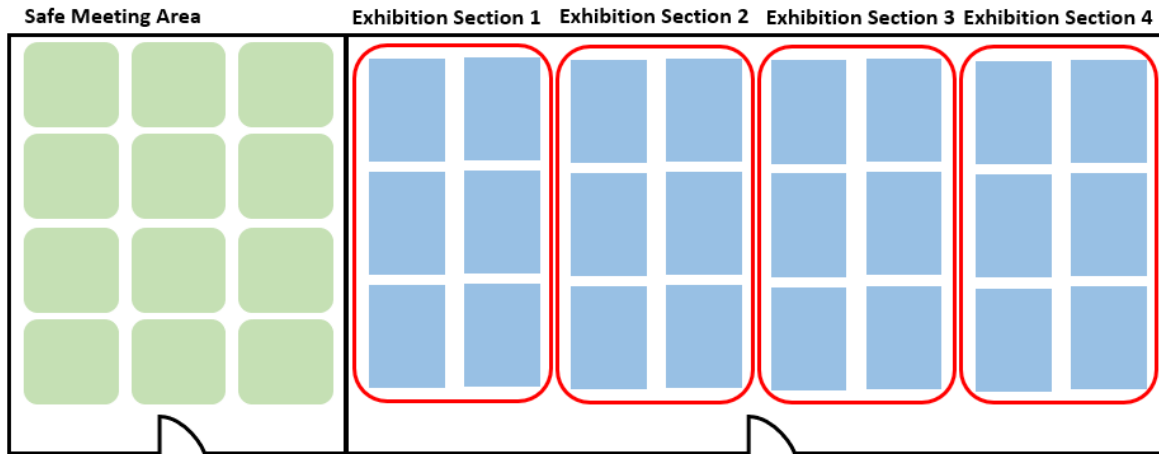
Photo: ITB Asia, Designed by Pico



Fixed 1.8m tall U-Shaped plexiglass barrier between exhibitor and visitor

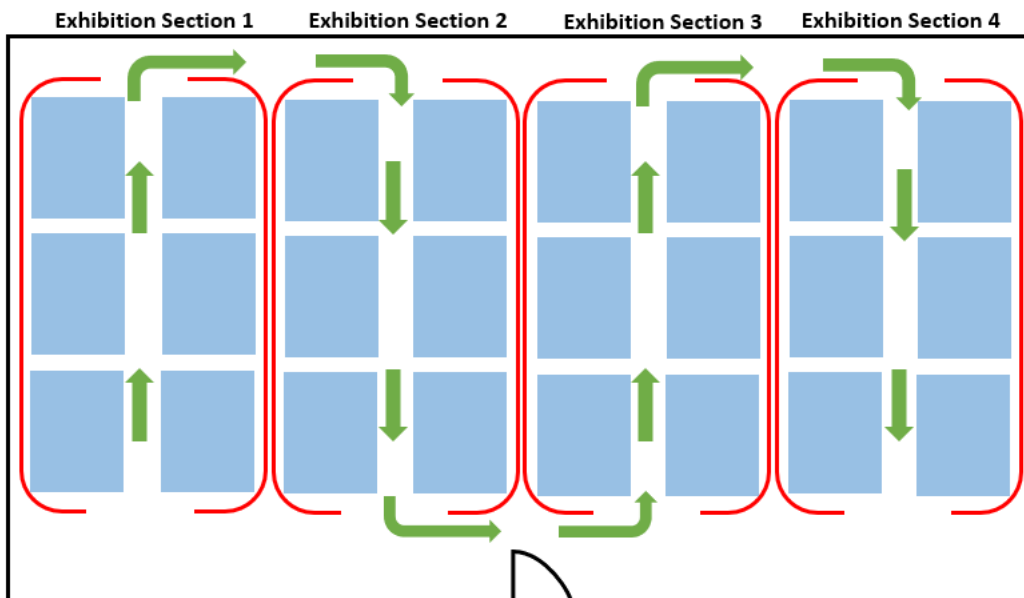


Illustration of a safe tradeshow floor (Possibility 1)



- Ballroom
- Safe meeting space: for extended meetings between exhibitors and visitors.
- Safe exhibition booth: for interactions between exhibitors and visitors who are browsing the exhibition section.
- Exhibition Section: an area of exhibition space where not more than 50 individuals can be present, whether exhibitors or customers.

Illustration of the movement of individuals through a safe tradeshow floor



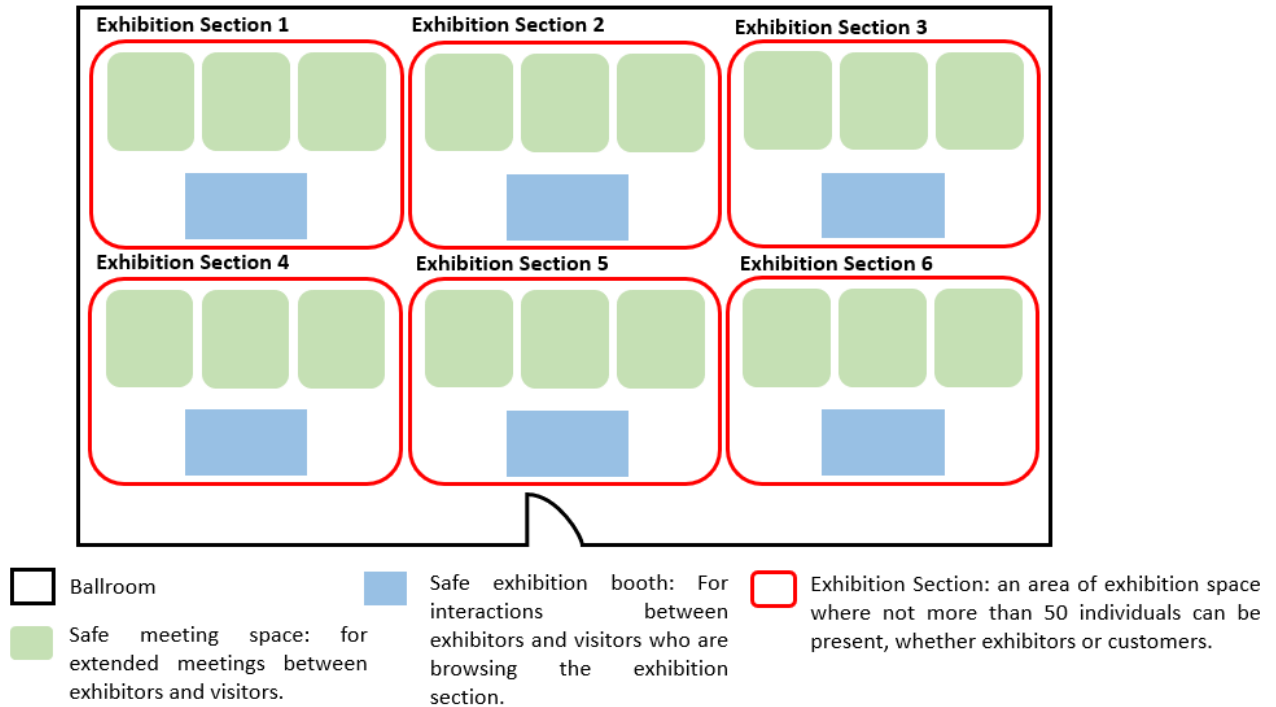
- Possible movement of individuals through the tradeshow floor, utilising a one-directional flow. One zone of visitors is allowed to browse one exhibition section at any one time. The illustration above can concurrently accommodate 200 individuals, including exhibitors and customers



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Illustration of a safe tradeshow floor (Possibility 2)



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