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SAFE MANAGEMENT MEASURES FOR MICE EVENTS IN SINGAPORE

IMPORTANT

1. On 8 November 2021, the Multi-Ministry Taskforce (MTF) announced calibrated adjustments to Safe Management Measures (SMMs) for the Stabilisation Phase. In line with this, the Singapore Tourism Board (“STB”) has updated the SMMs applicable to MICE events.
2. The information in this circular (which includes its annexes) supersedes that in previous advisories or statements.

Key updates for MICE events:

From 10 November 2021:

S/N	Type of event session	Event size limit
1	Participants are predominantly seated or standing in a fixed position during the session. Examples: Meetings, conferences, and conventions	Up to 1,000 fully vaccinated participants (as defined in footnote*) at a time, per session Zones of up to 100 participants (increased from 50 participants)
2	Participants are predominantly non-seated and moving about during the session. Example: Exhibitions, networking sessions	Up to 500 fully vaccinated* participants at a time, per session Zones of up to 100 participants (increased from 50 participants)

- For events with multiple zones, the spacing between zones must be at least 2 metres (reduced from the previous 3 metres required). EOs must still ensure solid partitions or other physical barriers such as queue poles are used to clearly demarcate these spacing between zones.
- Where there are unmasked speakers on stage, implement a distance of at least 2 metres (reduced from the previous 3 metres required) between the stage and the audience.
- For forward planning purposes, Event Organisers may continue to engage STB on applications for MICE events that are larger than the current size limit. However, please note that all approvals and MICE events will still be subjected to the safe management measures applicable at the time.



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3. **MICE events refer to business-oriented events such as meetings, conferences and exhibitions arranged or held in the course of business¹ with more than 50 participants which are not held for individual consumers to attend. MICE events with 50 participants or less do not require MTI's approval. Permitted enterprise may proceed to organise the event and adhere to the **Safe Management Measures (SMMs) at the Workplace by the Ministry of Manpower**. Events that are substantially social, recreational, political or religious in character, such as company D&Ds, networking events or gala dinners, do not fall within the MICE events contemplated here.**

Up to 50 participants^ at a time	51 to 500/1,000 participants at a time
Safe distancing of at least 1 metre between individuals at all times	Up to 100 pax per zone Safe distancing of at least 1 metre between individuals at all times
Adhere to Safe Management Measures (SMMs) at the Workplace by the Ministry of Manpower <u>here</u> . MICE event application is not required.	Both the Event Organiser and Event Venue (collectively, EOs) must submit an application for STB's assessment and for the Ministry of Trade and Industry (MTI) to approve the EO carrying out the event.
<i>^includes Event Organisers but excludes premises staff at third party venues</i>	An individual must be: a) fully vaccinated, i.e. has received the full regimen of a WHO EUL vaccine, with an additional two weeks for the vaccine to be fully effective; b) recovered from COVID-19; or c) has obtained a negative result on a pre-event test taken in the past 24 hours before the expected end of the event. Pre-Event Testing (PET) is required for all participants who are on a Controlled Itinerary

4. The total operating capacity per session will include all participants of the event, including exhibitors, media attending the event, speakers, participants' liaison officers, etc. EO staff who are also participating in the event (e.g. as speakers, audience members, etc.) are included in the total operating capacity. All other EO staff and external service providers are excluded.²

* An individual is considered fully vaccinated if he/ she has been: a) fully vaccinated, i.e. has received the full regimen of a WHO EUL vaccine, with an additional two weeks for the vaccine to be fully effective, b) recovered from COVID-19, or c) has obtained a negative result on a pre-event test taken in the past 24 hours before the expected end of the event.

¹ (a) to discuss or negotiate matters relating to trade, commerce or finance, professional practice or matters, health, arts, science, technology, industry, economics, industrial relations, security, international affairs, the environment or any other cause or matter, whether or not of a similar kind; (b) to temporarily exhibit or display goods of any kind for the purposes of sale or supply; or (c) to promote the trading of goods or the provision of services.

² The number of children aged 12 years and below is capped at 20% of the total number of participants, rounded down.



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SUBMISSION OF APPLICATIONS FOR MICE EVENTS

5. Under the Safe Business Events (SBE) framework, EOs must implement SMMs which will meet the 5 outcomes required. The SMMs must span a participant's entire journey, at least 60 minutes before, during and at least 60 minutes after the MICE event.
6. To hold a MICE event, an EO must submit an application for STB's assessment and support for the Ministry of Trade and Industry (MTI) to approve the EO carrying out the event.
7. Each MICE event and its related marketing efforts may be carried out only after receiving written approval from MTI. MTI has the right to impose stricter/additional SMMs or vary some SMMs. EOs must submit their application at least **1 month** prior to each MICE event. STB and MTI will take up to 14 business days to assess each application.
8. Please refer to **Annex A** and **Annex B** for the checklist on Safe Management Measures for Safe Business Events framework for MICE events held from 10 November 2021 and illustration of SMMs respectively.
9. For forward planning purposes, Event Organisers may continue to engage STB on applications for MICE events with more than current size limit. However, please note that all approvals and MICE events will still be subject to the safe management measures applicable at the time.

EVENTS INDUSTRY RESILIENCE ROADMAP

10. The Singapore Association of Convention and Exhibition Organisers and Suppliers (SACEOS) collaborated with STB and Enterprise Singapore (ESG) to formulate an Events Industry Resilience Roadmap (IRR)³. The roadmap provides guidance on safety management measures and best practices. Event organisers, suppliers and venues may refer to the IRR for guidelines on implementing and operationalising STB's Safe Business Events (SBE) framework at your events. Guided by the IRR, the SG SafeEvents Certification was launched on 7 April 2021 based on the Technical Reference (TR) 84 "Safe Event Management for the MICE and Events Industry" developed by the Singapore Standards Council (SSC) overseen by Enterprise Singapore (ESG). TR84 can be purchased on the Singapore Standards e-shop (www.singaporestandardseshop.sg). Interested enterprises in the MICE and Tourism ecosystem who wish to be certified or who wish to enquire about the certification can write in to SACEOS at secretariat@saceos.org.sg.

³ The Event IRR is a public-private partnership focused on three strategic objectives: (a) establishing best-in-class standards for new event safety measures, (b) creating agile business models with a focus on digital capabilities, and (c) developing pathways for professional development in a post COVID-19 world. More information on the IRR can be found here: <https://saceos-irr.wixsite.com/website>



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ENFORCEMENT OF MEASURES

11. STB will conduct enforcement checks to ensure compliance with SMMs. Enforcement action will be taken against the Event Organisers and Event Venues (collectively, EOs) who hold MICE events without registering with STB or receiving the necessary approval from MTI and/or who fail to comply with the necessary SMMs. Action may also be taken against EOs who conduct events that were not included in the event application and/or approved by MTI.
12. Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. Repeat offenders will face a fine of up to S\$20,000, imprisonment of up to twelve months, or both. Businesses that are not compliant may be ordered to cease business activities or close altogether. Under the Infectious Diseases (Mass Gathering Testing for Coronavirus Disease 2019) Regulations 2021, EOs that fail to comply with requirements thereunder will face a fine not exceeding \$10,000 and participants that fail to comply will face a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months or to both. Businesses that are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance.
13. For any enquiries, please contact businessevents@stb.gov.sg.

Application Process

MICE events without deviation from the Safe Business Events framework	<ul style="list-style-type: none"> • Apply at https://go.gov.sg/miceeventpilotapplication • The following information and documents are required to complete the application: <ol style="list-style-type: none"> a) Event itinerary including floorplan (PDF, max 10 MB) and b) Applicant's details e.g. UEN details of event organisers and venues
MICE events with deviation(s) from the Safe Business Events framework <ul style="list-style-type: none"> • <i>Deviation refers to any non-compliance of the Safe Management Measures for MICE events e.g. incorporating live performances in the programme, etc.</i> 	<ul style="list-style-type: none"> • Apply at https://go.gov.sg/miceeventpilotapplication • The following information and documents are required to complete the application. <ol style="list-style-type: none"> a) Application form for MICE events with deviation(s) [Insert file link for download here]; b) Event proposal detailing deviation(s) where approval is required and plans on how the SMMs can be met, including floorplan etc; and c) Event itinerary <p>Total file size must not exceed 10 MB.</p>

Annex A – Checklist on Safe Management Measures for Safe Business Events framework for MICE events held from 10 November 2021

Annex B – Illustrations

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ANNEX A

CHECKLIST ON SAFE MANAGEMENT MEASURES FOR SAFE BUSINESS EVENTS FRAMEWORK

Updated as of 9 December 2021

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 and after the event	
1.1	Submit the official programme for STB's review before event commencement. Should there be changes to the approved event programme, inform STB at least 3 working days in advance for further review.
1.2	Communicate the SMM requirements to all participants ⁴ prior to the event, and implement signs reminding participants to practise safe distancing and good hygiene practices at the event.
1.3	Ensure the deployment and use of TraceTogether (TT)-only 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).
1.4	Remind all participants at the end of the event to monitor their health for COVID-19 symptoms ⁵ for 7 days and report to EOs within this period if any of them has displayed the symptoms, and to test for COVID-19 if they do have any such symptoms.
Develop procedures and protocols to ensure all participants are vaccinated	
1.5	Ensure that <u>all</u> participants entering or remaining in the event venue are fully vaccinated. An individual is considered fully vaccinated if he/ she is a) fully vaccinated (i.e. has received the full regimen of a WHO EUL vaccine ⁶ , with an additional two weeks for the vaccine to be fully effective), b) recovered from COVID-19, or c) has obtained a negative result on a Pre-Event Test taken in the past 24 hours before the expected end of the event.
1.6	EO must take all reasonably practicable steps to ensure an individual is able to present an Acceptable Document before entering the event venue. EOs must refuse entry if the

⁴ The total operating capacity per session will include all participants of the event, including exhibitors, media attending the event, speakers, participants' liaison officers, etc. EO staff who are also participating in the event (e.g. as speakers, audience members, etc.) are included in the total operating capacity. All other EO staff and external service providers are excluded. The number of children aged 12 years and below is capped at 20% of the total number of participants, rounded down.

⁵ COVID-19 symptoms are fever, coughing, sneezing, breathlessness, a runny nose, or losing one's sense of smell.

⁶ Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH's national IT systems. Hard copy overseas vaccination certificates are not recognised for vaccination-differentiated SMMs. Please refer to MOH's Post Vaccination Matters website for more information: <https://www.moh.gov.sg/covid-19/vaccination/faqs---post-vaccination-matters>



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individual refuses to show proof of an Acceptable Document. Refer to MOH's website⁷ for the list of Acceptable Documents.

- 1.7 EO must ensure that the identity reflected in the Acceptable Documents corresponds with the identity of the individual being checked for entry.
- 1.8 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 1.5 above, the date and duration of the MICE event restrictions, and that entry or remaining without being fully vaccinated 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 1.5 above when requested by the EOs.
- 1.9 Clearly delineate the boundaries of the 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.
- 1.10 Ensure that all participants on Controlled Itineraries (CI) have a valid negative COVID-19 Pre-Event Test (PET) result from an MOH-approved COVID-19 test provider within the Validity Period⁸, 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 website⁹ for more information.

⁷ <https://www.moh.gov.sg/covid-19/pet>

⁸ 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.

⁹ <https://www.moh.gov.sg/covid-19/pet>



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

- 2.1 Ensure all participants and EO staff (which includes contractors) maintain at least 1 metre spacing between individuals at all times.
- 2.2 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.
- 2.3 Ensure that there are no more than 500/1,000 participants (as the case may be) at any one time.
- 2.4 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).
- 2.5 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).

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

- 3.1 Limit number of participants in each zone¹⁰ to ≤ 100 pax.
- 3.2 Maintain composition of individuals within each zone throughout each event day or session (as the case may be), with no intermingling allowed¹¹ 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 500/1,000 participants (as the case may be) at a time (in zones of ≤ 100 pax at a time) must be adhered to for each session. i.e. where participants are predominantly seated or standing in a fixed position, the session must not exceed 1,000 participants at a time (e.g. meetings, conferences, conventions); where participants are predominantly non-seated and moving about, the session must not exceed 500 participants at a time (exhibitions, networking sessions).
 - (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 measures implemented to prevent mingling between participants of different sessions.
 - (iii) **[Updated 9 December 2021]** Individuals must remain within the same zone throughout the session.

¹⁰ Zone refers to the participants in one designated section of the event space.

¹¹ 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.



- 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 barricade tape are used to clearly demarcate at least 2 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 groups of participants at all times, please refer and adhere to STB's latest guidelines for sightseeing tours¹².

Speakers

- 3.6 Limit the number of unmasked speakers to be ≤ 10 pax at any one time with each speaker either standing or seated generally in a fixed position with at least 1 metre spacing between the unmasked speakers at all times. Participants otherwise must remain masked during public speaking sessions. Ensure there is no intermingling between the unmasked speakers and participants during the event. 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.
- 3.7 Implement a distance of at least 2 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 2 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 2 metres boundary.
- 3.8 Prohibit sharing of equipment by speakers (e.g. microphones, etc.). If this cannot be done, equipment should be cleaned and disinfected after every use.

Meals (where approved by MTI)

- 3.9 During networking sessions, food and beverages must not be served or consumed by participants as removal of masks when consuming food and beverages, combined with individuals speaking to each other, increases the risk of transmission.
- 3.10 **[Updated 9 December 2021]** For all meals (including tea breaks) where individuals are permitted to remove their masks, the following shall apply:
- (i) A distance of at least 1 metre between participants must be maintained at all times even at meals. The number of participants in each group for a meal must not exceed 5.
 - (ii) Meals must only be provided in individual servings (e.g. no buffet).
 - (iii) Meals only be consumed when participants are and remain seated.
 - (iv) There must be no cheering or other verbal exhortations accompanied by toasting or other rituals;

¹² <https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html>



- (v) Individuals must remain in the same table where a meal is consumed throughout the meal duration;
- (vi) Each table of participants must not intermingle with any individual of another table while the meal is being served/consumed; and
- (vii) Where there are live speeches, talks, presentations and/or panel discussions taking place, individuals must remain in their seats during this period. EOs should avoid facilitated/organised discussions amongst participants during live speaking.

3.11 Meals 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 must remain masked when not consuming food and beverages.

[Updated 9 December 2021] Live Performances

3.12 Ensure that there are no live performances at MICE events.

Photography

3.13 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 if the photos are 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. Participants cannot unmask if photos are taken by the EO, other participants etc.

Registration

3.14 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.

3.15 All participants must be registered to take part in the event.

Audience participation

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

Exhibitions

3.17 For events with an exhibition component:

- (i) Without prejudice to para 3.1, separate the exhibition space into distinct exhibition sections¹³ with each section providing for not more than 100 individuals to be present,

¹³ Exhibition section refers to an area of exhibition space where only 100 individuals are allowed to occupy at any one time. One event can have multiple exhibition sections.

whether exhibitors or visitors¹⁴. Please refer to **Annex B** 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 barricade tape are used to clearly demarcate at least 2 metres spacing between zones. Ensure that participants of different exhibition sections cannot intermingle at all times.
- (iii) 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.

4 Ensure a safe and clean environment for participants

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 the latest advisory¹⁵ from NEA as well as the SG Clean MICE Venues checklist¹⁶
- 4.2 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 and before and after use.
- 4.3 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.
- 4.4 Ensure entry is refused to any individual who is known to be under an Isolation Order (IO), Stay-Home Notice (SHN) or received a Health Risk Warning (HRW)¹⁷.

¹⁴ E.g. Where an exhibition section has 10 exhibitors, only 90 visitors are permitted to occupy the exhibition section at any one time, so as to remain within the capacity limit of 100 individuals per section.

¹⁵ <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>

¹⁶ <https://www.sgclean.gov.sg/join/for-owners/assessments/#mice>

¹⁷ <https://www.covid.gov.sg/exposed/hrw>



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5. Prepare for any emergencies relating to COVID-19

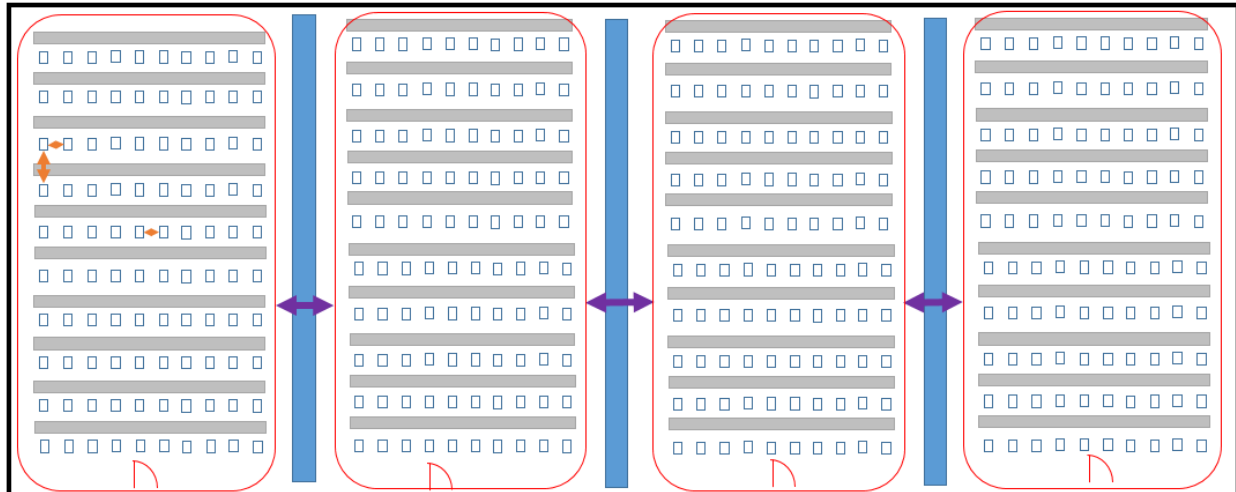
Have an overall emergency preparedness/response plan covering the below areas:


- 5.1 (i) 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 and
(ii) Appoint a lead officer, who may be the Safe Management Officer (SMO), to oversee the development and implementation of the SMM plans, liaise with STB for review, and ensure awareness and compliance of SMMs throughout the event.
- 5.2 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.
- 5.3 Adhere to NEA's latest guidelines¹⁸ for environmental cleaning and disinfection of areas exposed to confirmed case(s) of COVID-19 in non-healthcare premises.
- 5.4 Inform STB immediately of any participant (whether local or foreigner) or EO staff confirmed to have COVID-19 (up to 7 days after attending the event).
- 5.5 Provide training for staff to ensure they are able to respond to situations and carry out procedures relating to COVID-19.


¹⁸<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/cleaning-and-disinfection/guidelines/guidelines-for-environmental-cleaning-and-disinfection>


ANNEX B


Illustration of a MICE event for zones of 100 pax in a function room/ ballroom




 Ballroom

 Zone: No. of attendees (≤ 100 pax) 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 2m spacing between zones.

 Maintain at least 1m spacing between individuals at all times.

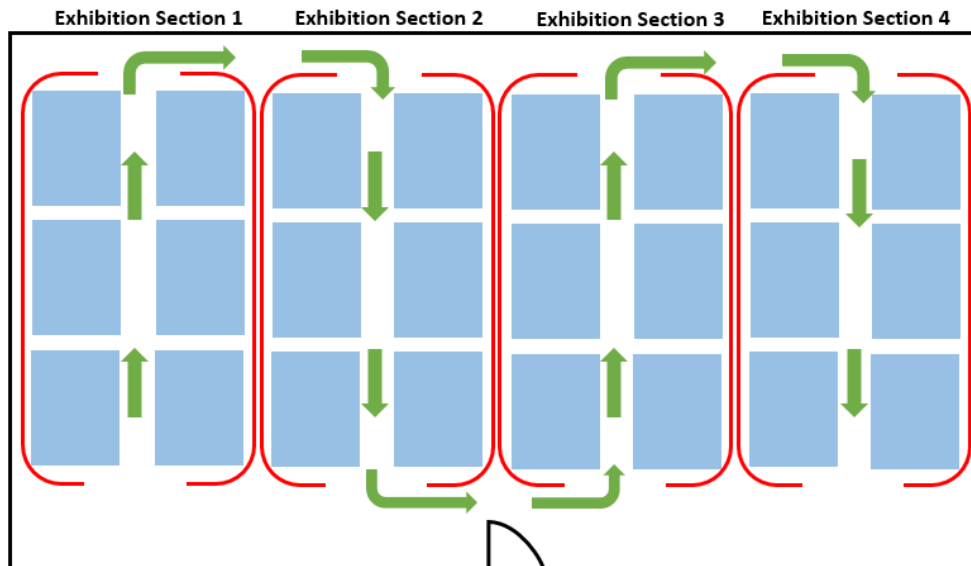


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Illustration of a safe tradeshow floor

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 400 individuals, including exhibitors and customers