

# THE GUIDELINE ON IMPLEMENTATION OF CLEANLINESS, HEALTH, SAFETY, AND ENVIRONMENTAL SUSTAINABILITY IN ORGANIZING MEETING, INCENTIVE, CONFERENCE, AND EXHIBITION (MICE)

IN ORDER TO IMPLEMENT HEALTH PROTOCOLS FOR PRODUCTIVE MEMBERS OF SOCIETY TO PREVENT AND CONTROL CORONA VIRUS DISEASE 2019 (COVID-19).





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MINISTRY OF TOURISM AND CREATIVE ECONOMY /  
TOURISM AND CREATIVE ECONOMY AGENCY  
THE REPUBLIC OF INDONESIA





# PREFACE

The Guideline on Implementation of **Cleanliness, Health, Safety and Environmental Sustainability (CHSE)** or hereinafter referred to as the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability in Organizing Meeting, Incentive, Conference, and Exhibition (MICE) is an operational guideline based on Decision of Minister of Health Number HK.01.07/Menkes/382/2020 on Health Protocols for Society in Public Places and Facilities to Prevent and Control Corona Virus Disease 2019 (COVID-19). The guideline is tailored to Meeting, Incentive, Conference and Exhibition (MICE) context and serve as a guidance for business owners, managers and employees to meet business tourist's needs in clean, hygienic, safe and eco-friendly products and services during the COVID-19 pandemic. The guideline can also be a reference for Provincial Government, Regional/City Government, and business and professional associations related to MICE to organize socialization (dissemination), tutorial/education, simulation, trial, accompaniment (assistance), coaching, monitoring, and evaluation in implementing cleanliness, health, safety, and environmental sustainability. Therefore, this will help to regain the confidence of many stakeholders, to recover MICE business, and to rebuild tourism destination's reputation.

The provisions contained in the guideline refers to the protocols and guidelines determined by Indonesian Government, World Health Organization (WHO), World Travel and Tourism Council (WTTC), International Congress and Conference Association (ICCA), The Global Association of the Exhibition Industry (UFI), The International Association of Convention Centres (AIPC), and Indonesian Exhibition Companies Association (IECA), to prevent and control COVID-19 in MICE in Indonesia.

The preparation of the guideline involves various parties, namely Indonesian Convention & Exhibition Bureau (INACEB), Indonesian Exhibition Companies Association (IECA), Indonesian Congress and Convention Association (INCCA), Bali Convention and Exhibition Bureau (BaliCEB), Jakarta State Polytechnic (PNJ), and other parties related to MICE industry.

We express our gratitude to all parties who have contributed so the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability in Organizing Meeting, Incentive, Conference, and Exhibition (MICE) can be completed. We expect the guideline to be able to contribute the recovery of Indonesia's tourism industry as well as to enhance its quality to be more sustainable and resilience

September 2020  
MINISTER OF TOURISM AND CREATIVE ECONOMY/  
HEAD OF TOURISM AND CREATIVE ECONOMY AGENCY  
THE REPUBLIC OF INDONESIA

[sealed, signed]

WISHNUTAMA KUSUBANDIO



## FOREWORD

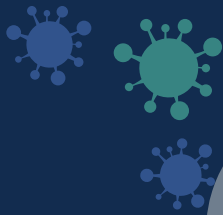
- The COVID-19 outbreak in Indonesia has proven impactful to raise more awareness on cleanliness, health, safety, and environmental sustainability. This awareness, as a result, has also raised the demand to improve the quality of tourism services and products in Indonesia.
- The economic recovery due to COVID-19 outbreak in tourism sector, particularly in **Meeting, Incentive, Convention, and Exhibition (MICE)** industry, needs to be done in compliance with the governmental laws and regulations and international guidelines related to the organizing of MICE.
- It requires a practical guideline for tourism industry, especially MICE, to be able to prepare events, products, and services in accordance with relevant regulations.
- This guideline emphasizes the implementation of standard operational procedure in organizing MICE event. More technical/specific procedure can be adopted from other guidelines prepared by other MICE related association/business as long as it does not violate this guidelines or other protocols issued by the Ministry of Health of the Republic of Indonesia or other national or international authorized body.
- These guidelines will be updated in correspond to the latest condition of COVID-19 outbreak in Indonesia and may be adjusted to the latest public health policy as well as national and international guidelines on MICE.
- This guideline also encourages the application of local wisdom and the implementation of environmental and cultural sustainability in MICE event to become the key features of each MICE destination.

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# ABOUT THE GUIDELINE



## WHY WE NEED THE GUIDELINE

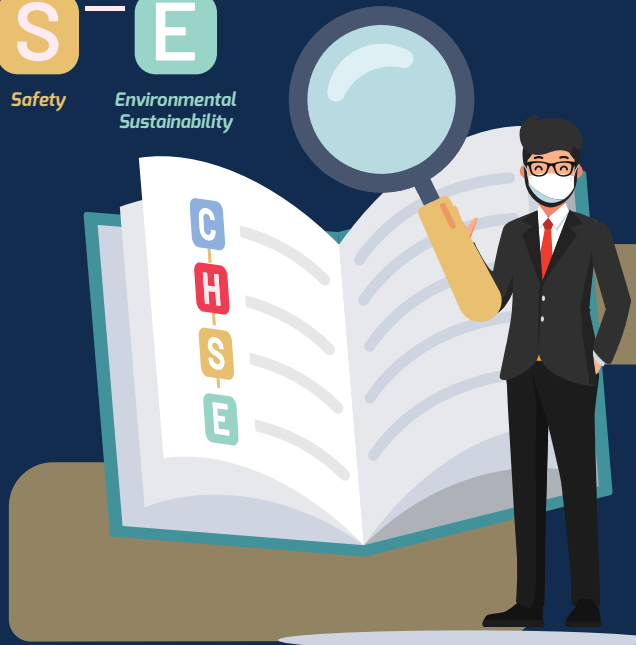
- The Ministry of Tourism and Creative Economy/Tourism and Creative Economy Agency has to issue a guideline to implement adaptation of new habits for entrepreneurs/business managements and other related parties in organizing MICE.
- In organizing MICE events, MICE industry should also refer to the Guidelines set by the Ministry of Tourism and Creative Economy in the implementation of Cleanliness, Health, Safety and Environmental Sustainability as well as to be in compliance with the laws and regulations of local and national government and international institution guidelines.

# HOW TO READ THE GUIDELINE

The Guideline consists of 2 (two) sections :

1. **General Guideline** consists of 2 (two) sub-sections, namely:
  - a. **Governance (Event Management)**, contains a guideline that refers to overall elements of CHSE;
  - b. **MICE**, contains a guideline that applies in all activities of Meeting, Incentive Travel, Conference, and Exhibition;
2. **Specific Guideline** consists of 3 (three) subsections, namely:
  - a. **Meeting and Conference**, contains a guideline that applies in meeting and Conference;
  - b. **Incentive Travel**, contains a guideline that applies in incentive travel;
  - c. **Exhibition**, contains a guideline that applies in exhibition.

The guideline is arranged by adjusting the structure of guideline:



# WHAT FOR?



## PREVENTION

The efforts taken to prevent and anticipate the spread of COVID-19 in MICE.



## DETECTION

The process of identifying and assessing the condition of people suspected to be exposed to COVID-19 to prevent further transmission in MICE.



## HANDLING

The efforts of quick response in handling people identified/exposed to COVID-19 in MICE in accordance with health protocols.

# FOR WHOM?



## EVENT ORGANIZERS

Organizers from corporates, professional and business associations, government organizations, other community organizations.



## EVENT AGENTS (PLAYERS)

Event executors, event venue management, and all MICE supporting parties (of MICE)



## PARTICIPANTS/VISITORS AND PERFORMERS IN MICE

People, legal entities/community companies, and other companies that participate and are in the event venue, either only visiting or directly participating (contributing) in MICE.



## REGIONAL GOVERNMENT

This guideline also serves as a guidance for local government in MICE policy-making, i.e. it can be adjusted to local context, particularly in the application of local wisdom and the implementation of sustainable environment.



# GENERAL GUIDELINE

The General Guideline contains the guideline that refers to the elements of CHSE applicable in all activities of Meeting, Incentive Travel, Conference, and Exhibition.

# GOVERNANCE (EVENT MANAGEMENT) SUBSECTION

The scope of discussion in Governance (Event Management) Subsection contains the guideline that refers to overall elements of CHSE.

# GOVERNANCE (EVENT MANAGEMENT)

Organizers, Executors, and all related parties in the implementation of MICE, are requested to:



Cleanliness

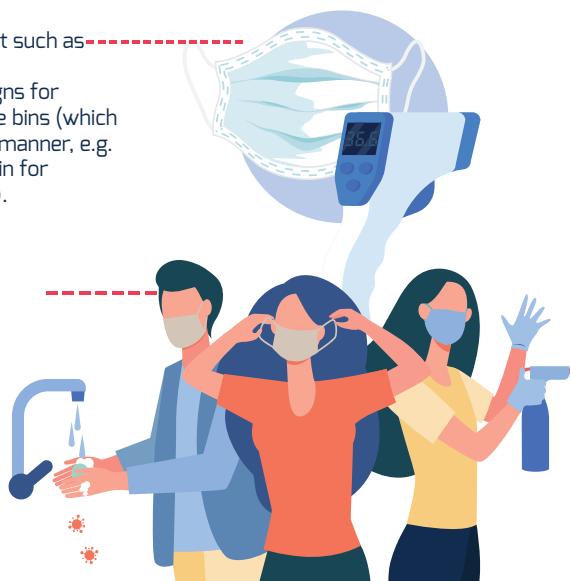


- 1 Ensure the availability of health and safety tools in the venue in accordance with the technical guideline on occupational health and safety (OHS).
- 2 Provide and ensure microphones for MICE activities are disinfected, clean, and safe when they are used.
- 3 Provide mask container to help keeping the visitor/participant/speaker's mask clean and ready to be reused after being put off.



Health

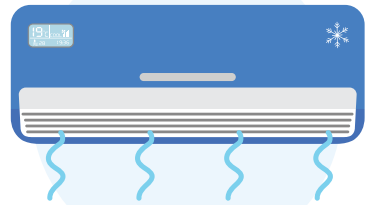
- 4 Provide clean and hygienic equipment such as mask, hand gloves, calibrated digital thermometer, first aid box, visual signs for physical distancing, and closed waste bins (which being able to use them in non-touch manner, e.g. with a foot pedal) or special waste bin for personal protective equipment (PPE).
- 5 Everyone in the venue and who has activities in the venue should follow the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability.



# GOVERNANCE (EVENT MANAGEMENT)

Organizers, Executors, and all related parties in the implementation of MICE, are requested to:

- 6 Comply with the following regulations:
- Wear mask;
  - Check the body temperature provided that it must be below  $37.3^{\circ}\text{C}$ ;
  - Routinely wash the hands with running water and soap or use hand sanitizer;
  - Avoid touching eyes, nose, and/or mouth before washing hands/using hand sanitizer;
  - Avoid physical contact such as handshaking or hugging and maintain safe distance of minimum 1 meter;
  - Practice the ethic of sneezing and coughing in public areas. Use handkerchief/tissue/inner upper arm when you are about to cough or sneeze, when taking off the mask;
  - Bring your own prayer kit.



- 7 Forbid anyone who has COVID-19 symptoms such as fever, cough, cold, sore throat, and/or asphyxiation to enter or stay at the venue.



- 9 Ensure good ventilation, maintain the inflow of fresh air and sunlight at the venue.

- 10 Coordinate with competent institutions such as Department of Health, Regional Agency for Disaster Countermeasure, local COVID-19 Task Force, Fire Department, and local Police to prevent and handle COVID-19 emergency conditions.

- 8 Remind people with or prone to comorbid diseases such as diabetes, pulmonary disorder, heart problem, kidney problem, immunocompromised condition/autoimmune, and vulnerable people such as pregnant woman, elderly people, toddler, etc to be more careful when they are in venue.



# GOVERNANCE (EVENT MANAGEMENT)

Organizers, Executors, and all related parties in the implementation of MICE, are requested to:



## Safety

**11** Observe current information, appeal and instruction from central government and local government related to COVID-19 in the area. Information can be accessed periodically on website <https://infeksiemerging.kemkes.go.id>, [www.covid19.go.id](http://www.covid19.go.id), and policy of local government.

**14** Communicate and disseminate the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability

**15** Monitor and evaluate the implementation of standard operational procedure (SOP) on Cleanliness, Health, Safety, and Environmental Sustainability in MICE.

**16** Minimize the practice of sharing equipment or tools such as microphone, desk, chair, stationery, laser pointer, interpreter device, and cutlery. All equipment or tools must be routinely disinfected using safe materials disinfectant and in compliance with health and safety procedure.

**17** As a part of risk assessment, participant, visitor, all parties at the venue are required to fill risk self-assessment COVID-19 form or Indonesia Health Alert Card (e-HAC) when making reservation or registering. If the result of risk-self assessment/ e-HAC shows high risk of COVID-19, they are not allowed to take part in the event.

**12** Provide and display information related to a clean and healthy lifestyle which in compliance with the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability and government's appeal concerning the prevention and handling of COVID-19 at strategic locations in the venue

**13** Organize trainings on prevention and handling of COVID-19 based on standard operational procedure (SOP) related to the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability.



# GOVERNANCE (EVENT MANAGEMENT)

Organizers, Executors, and all related parties in the implementation of MICE, are requested to:

- 18 It is suggested to all parties involved in MICE event to check their health condition in accordance with government regulation/referring to applicable health regulations to ensure that they are healthy and not exposed to COVID-19.



## E

*Environmental Sustainability*

- 19 Implement 4R system, namely reduce, reuse, recycle, and replace, in MICE as an effort of environment pollution countermeasure, among others by reducing single plastic use during MICE events.



- 20 Ensure that the processing of garbage and liquid waste in MICE activities is carried out correctly, thoroughly, and healthily, so that the environment is protected and to prevent new emerging COVID-19 cluster.
- 21 Keep the environment green, clean and comfortable.





# MICE SUBSECTION

The scope of discussion in MICE Subsection manages all related parties in organizing Meeting, Incentive Travel, Convention, and Exhibition as host, organizer, agency, event venue manager, convention bureau, destination management company, participant/visitor/exhibitor, and other related parties

# MICE

## MICE EVENT ORGANIZER AND PLAYERS

The scope of discussion in MICE Subsection manages MICE event organizers and players, among others Professional Conference Organizer (PCO), Professional Exhibition Organizer (PEO), and Destination Management Company (DMC). The parties are required to:

**1** Event organizer, event supporting partner, and event venue manager, who have the responsibility to supervise the implementation of the provisions of the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability form the COVID-19 prevention and handling task force and coordinate with related parties in COVID-19 handling actions for monitoring people flows in and around and managing the crowd

**2** If there is a COVID-19 suspect, the Task Force should evacuate him/her to isolation room or transit room for further examination or treatment. Medical personnel must use Personal Protective Equipment (PPE) and conduct examination in accordance with health protocols and procedures issued by the Ministry of Health of the Republic of Indonesia.

**3** Perform a risk analysis and develop working plan related to health procedure plan, mitigation plan, evacuation plan for COVID-19 emergency specifically for each planned Meeting, Incentive, Conference, and Exhibition activity.



# MICE

## MICE EVENT ORGANIZER AND PLAYERS

4

Provide instruction and training regarding the Guidelines for Cleanliness, Health, safety and environmental sustainability to MICE host or organizer.

5

Ensure all parties, including stand designer, food and beverage supplier, audio visual supplier, and other supplier involved in MICE events implementing the Guidelines of Cleanliness, Health, Safety and Environmental Sustainability during the preparation of MICE event, MICE event, and post-MICE event for the prevention and handling the COVID-19 incident.

6

Consider the use of digital and technological innovations to lessen physical contact in MICE activities, including registration (registration / reservation) systems, promotional media, and cashless payments.

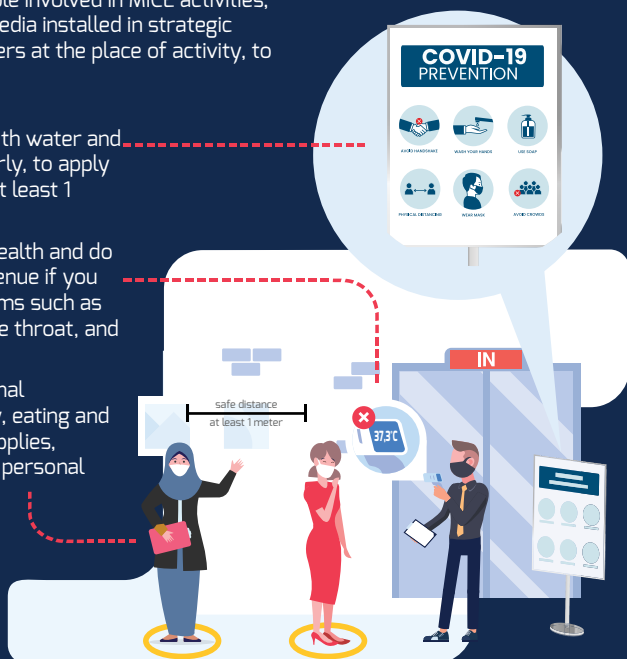


# MICE

## MICE EVENT ORGANIZER AND PLAYERS

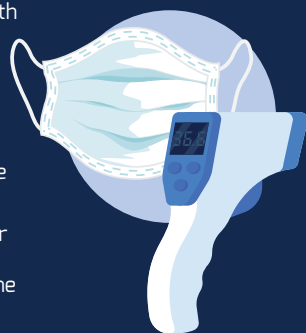
**7** Inform and recommend all people involved in MICE activities, whether through information media installed in strategic locations or by using loudspeakers at the place of activity, to comply and apply the rules:

- a. To wear mask, wash hands with water and soap or hand sanitizer regularly, to apply physical distancing, keeping at least 1 meter apart;
- b. Ensure that you are in good health and do not force yourself to come venue if you experience COVID-19 symptoms such as fever, cough, runny nose, sore throat, and / or shortness of breath.
- c. It is suggested to bring personal equipment such as stationery, eating and drinking utensils, religious supplies, personal medicine, and other personal necessities.



**8** Place personnel in each entry point or gate of the venue for body temperature checking and should be in accordance with the requirements as follows :

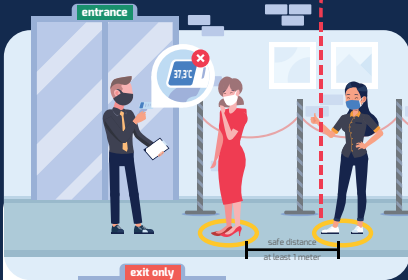
- a. wearing masks, face shields and gloves,
- b. using digital calibrated thermometer for checking the body temperature,
- c. body temperature checking applies for all who enters the venue,
- d. when one's body temperature is higher than 37,3°C (after being checked twice within 5 minutes), he/she is not allowed to enter the venue or be involved in the event. The personnel should report or coordinate with the Covid-19 Task Force for further examination or treatment.



# MICE

## MICE EVENT ORGANIZER AND PLAYERS

9



Conduct crowd manipulation technique to disperse crowd and minimize COVID-19 transmission at the venue by establishing regulation such as:

- a. using different doors to route people in and out.
- b. enforcing the queuing procedure by making a queue limit (marking) or a special sign on the floor and marker/signage maintain a minimum safety distance of 1 meter.

10



Coordinate with all MICE key players and stakeholders in providing facilities or performing actions in the implementation of the Guidelines of Cleanliness, Health, Safety, and Environmental Sustainability, such as :

- a. with the manager of the activity place (venue) to prepare evacuation/filtration routes, health rooms/posts, isolation rooms/transit rooms, and referral hospital information in an effort to deal with people identified/exposed to COVID-19. Meanwhile, supporting facilities in the health room/post and isolation room/transit room, health personnel, and ambulance cars are provided by the organizer/implementer of the activity,
- b. with transportation vendor to carry out cleaning procedure for all types of transportation, i.e. land, sea and air transportation, in full compliance with the provisions regulated by the Ministry of Transportation and / or the Ministry of Health,
- c. with other key players when hosting or organizing MICE events to implement the Guidelines of Cleanliness, Health, Safety and Environmental Sustainability.

# MICE

## MICE EVENT ORGANIZER AND PLAYERS

11 Ensure journalists who attend MICE events to disinfect their equipment, such as photo and video camera, tripod, microphone, etc., in the place provided by organizer.

12 Inform journalists that during COVID-19 pandemic door-stop interview is not allowed in MICE events in order to minimize physical contact and prevent a huddle.



# MICE

## VENUE

The scope of discussion in this MICE sub-section regulates Venue managers who are required to:

- 1 Provide health and safety tools and equipment which must be compliant with the standard of the building or Health and Safety technical guidance issued by the Ministry of Public Works and Housing or the Ministry of Tourism and Creative Economy, the minimum standard is to provide:
  - a. first aid kit equipped with accident handling equipment;
  - b. smoke detector and alarm system periodically inspected to ensure their proper functions;
  - c. several types of fire extinguishers that are functioning properly, validated, and with usage information;
  - d. bilingual emergency exit signage, which must be clearly visible;
  - e. standard emergency exits (if possible) and emergency stairs (for multi-story buildings);
  - f. written information regarding procedures of the natural disaster and fire emergency responses;
  - g. Map of assembly points and evacuation routes in the building;
  - h. Written information on important telephone numbers: fire brigade, nearest police station, and nearest healthcare facility.



- 2 Prepare and disinfect the whole venue during preparation of MICE event, MICE event, and post-MICE event.

- 3 Frequently clean high-touch surfaces such as elevator buttons, door handles, banisters, escalators handrails, and other areas.

- 4 Provide adequate amount of hand wash stations with soap or hand sanitizer at strategic location, public area, driver's waiting room and gates.



# MICE

## VENUE



**5** Maintaining air quality by optimizing the circulation of fresh air in the room/venue.

**6** Provide an isolation room/transit room with the least requirements as follows :

- Having air circulation that is separate from the main building/building where the activity takes place.
- Having direct access for ambulance (evacuation route).



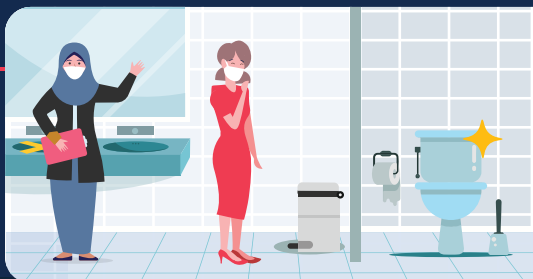
**7** Provide waste bins that meet the following standards:

- Closed waste bins for organic, non-organic and special toxic (potentially toxic / health hazard) waste.
- Closed waste bins for personal protective equipment / equipment (PPE) such as masks and gloves.



**8** Manage room capacity for MICE event to be compliant with 1 meter safe distance rule.

**9** Adjust the capacity of places of worship, toilets and waiting rooms used for MICE activities to allow a minimum distance of 1 meter.



# MICE

## TEMPAT KEGIATAN (VENUE)

**10** Provide promotional media related to the Guidelines for the Implementation of Health, Cleanliness, Safety and Environmental Sustainability and building plans, from the parking area, elevator, lobby, activity space, and to other strategic points.



**11** Control the use of vertical mobility tools, such as:

- a) limit the number of people who use lift or elevator by using safe distance floor marks,
- b) set a minimum safety distance of 1 meter in elevators / elevators, stairs, and escalators by making a standing position marker,
- c) set one-way routing scheme at stairs.



**12** Coordinate with event organizer to decide access route for people and logistics during pre-MICE event, MICE event, and post-MICE event in order to implement health protocol.



**13** Manage the flow of traffic for departure and arrival, parking, loading and unloading logistics in order to keep 1 meter safe distance.

# MICE

## SUPPORTING INDUSTRIES

The scope of discussion in this MICE sub-section regulates supporting industries such as stand contractors, audio visual suppliers, and other suppliers:

- 1 Ensure workers implement health protocols and occupational safety and health (K3) technical guidelines during work activities at the activity site, such as using masks, face shields, gloves and other work safety equipment.
- 2 Coordinate with the event organizer and the venue manager to regulate loading and unloading (operation) time in order to avoid congestion in docks area.



- 3 Disinfect all production materials before entering the room at the venue.
- 4 Provide waste bins for material production waste from the construction and dismantling of the pavilion stands

# MICE

## TALENT SUPPORT

The scope of discussion in this sub-section of MICE regulates the performers, artist management, and entertainment crew (detailed guidance on performing arts and musical performances refers to the **CHSE handbook for the Creative Economy sector**) which are required to:

- 1 Implement cleaning procedure to all entertainment equipment with disinfectants/other cleaning fluids that are safe and in accordance with the type of goods used.
- 2 Minimize physical contact during preparation (such as during set-up and testing/rehearsal), execution, and ending of activities (dismantling performance stage, equipment, etc.).



- 3 At least wear a mask, face shield, and gloves and keep a safe distance of at least 1 meter for the workers/team who perform the event during preparation, implementation and ending of activities.
- 4 Performers have the exception of not wearing masks only when on stage. However, it is highly recommended to do preventive actions such as to keep physical distance, use face shield, barrier and other innovation to protect themselves and other people around them.
- 5 Pengisi acara menggunakan *microphone* dengan menerapkan aturan, diantaranya menggunakan penutup (*cover mic*), dan tidak digunakan bersama-sama atau bergantian.
- 6 Keep safe distance at least 1 meter including the choreography or make technical manipulation that complies with the Guidelines of Cleanliness, Health, Safety and Environmental Sustainability.

# MICE

## MEDIA/JOURNALIST

The scope of discussion in this MICE sub-section regulates journalists, either for print, electronic and online media who are required to;

- 1 implement cleaning procedure to all tools and equipment used in the reportage of MICE events, such as photo and video camera, tripod, microphone, etc., in the area provided by organizer.
- 2 Wear an official identity from registered media and must wear an ID card provided by the organizer during the event and at the venue.
- 3 Wear a mask, apply a minimum safety distance of 1 meter, and regularly wash your hands with soap/hand sanitizer while at the venue.
- 4 Stay in the place that has been provided by the event organizer.
- 5 Using a cover on the microphone when interviewing the interviewee.



# MICE

## FOOD & BEVERAGE

The scope of discussion in this sub-section of MICE regulates the management of activities that provide food and beverages in required MICE activities to:

**1** Ensure that all tools and equipment are clean, sterilized, and safe to use.

**2** Serve food and beverages in a served buffet manner to prevent the use of serving utensils in turn.



**3** Put cutlery in container or put them upended and wrapped in clean napkins. Let attendees open or unwrap it by themselves.

**4** Ensure that servants to wear at least a mask, face shield and gloves, when serving foods and beverages.



# SPECIFIC GUIDELINE

This section discusses the applicable guidelines in organizing MICE activities in accordance with the specifics of Meeting/Convention, Incentive Trip, and Exhibition activities. This section is used as a complement to general guidelines.

**Please read the general guidelines first.**

# SUB-SECTION MEETINGS & CONVENTIONS

The scope of discussion in this sub-section of Meetings and Conventions regulates all parties involved in the activities of the Meeting, Conventions and other related parties. This subsection is used as a complement to the general guidelines.

**Please read the general guidelines first.**

# MEETINGS & CONVENTIONS

## DELEGATIONS & SPEAKERS (DOMESTIC AND FOREIGN)

The scope of discussion in this subsection of Meetings and Convention regulate delegates and speakers who are required to:

**1** Before applying for registration/ reservation, the delegations/speakers check the health requirements and guidelines imposed by the organizers/ agents and the government at the destination where the activities are held.

**2** Notify the health condition to the organizer if during the activities experiencing health problems (fever, cough, runny nose, sore throat, and/or breath difficulties).



**3** Bring personal equipment such as medicines, stationery, and prayer kit.

**4** Sit only at the assigned seat during the activities. The attendees are not allowed to change their seats.



# MEETINGS & CONVENTIONS

## OUTSOURCE

The scope of discussion in the subsection of the Meeting and Convention deals with outsourcing who are required to:

- 1 Ensure that you are in good health before participating in activities at the venue and do not force yourself if you experience symptoms of cough, runny nose, sore throat, and/or shortness of breath, and report your absence immediately to the organizer.



- 2 Participate in briefings and trainings regarding the provisions of implementing the Guidelines on the Implementation of Cleanliness, Health, Safety and Environmental Sustainability, standard operating procedure (SOPs) for freelancing and crowd management.



- 3 Implement standard operating procedures (SOPs) for the implementation of activities and guidelines for handling COVID-19 prepared by organizer.



- 4 Wear ID card during the activity.

- 5 Remind participants if they do not comply with the rules stated in the Implementation Guidelines for Health, Cleanliness, Safety and Environmental Sustainability.



# SUB-SECTION INCENTIVE TRAVEL

The scope of discussion in this sub-section of Incentive Travel regulates restaurant & Special Venues, Transportation Vendor, Travel Agency, and Hotel. This subsection is a complementary to the general guidelines, and it also refers to other guidelines set by the Ministry of Tourism and Creative Economy/Tourism and Creative Economy Agency.

**Please read the general guidelines first.**

# INCENTIVE TRAVEL

## RESTAURANT & SPECIAL VENUE

The scope of discussion in this sub-section of Incentive Travel regulates restaurants (detailed guidelines refer to the Restaurant CHSE Handbook) & special venues which are required to:

**1** Provide information related to the Guidelines for the Implementation of Health, Hygiene, Safety, and Environmental Sustainability as well as standard operating procedures (SOPs) in restaurant areas and special venues established by related institutions/agencies.

**2** Provide traffic flow and crowd management in restaurants and special venues.

**3** Provide handwashing stations with soap/ hand sanitizer, and tissue in the food and beverages service area, and a special area for the driver's waiting room, while maintaining a minimum safety distance of 1 meter.

**4** Perform cleaning procedure for high-touch surfaces with disinfectants/cleaning fluid regularly, at least 3 times a day.

**5** Clean the belongings of guests/ employees with safe and appropriate disinfectant/cleaning fluid, before they enter the dining and drinking service area.

**6** Provide area and equipment to check the body temperature and health conditions of guests and employees.

**7** Direct and assist guests or employees whose body temperature is equal to or more than 37.3 °C to be examined at a health care facility.

**8** Manage queuing in and out of the dining and drinking service area and arrange seats to comply with a minimum safety distance of 1 meter.

**9** Provide a special marker as a to mark a minimum safety distance of 1 meter on the floor/table/chair or perform technical engineering such as installing partitions and/or arranging guest entry flow.



# INCENTIVE TRAVEL

## RESTAURANT & SPECIAL VENUE

The scope of discussion in this sub-section of Incentive Travel regulates restaurants (detailed guidelines refer to [the Restaurant CHSE Handbook](#)) & special venues which are required to:

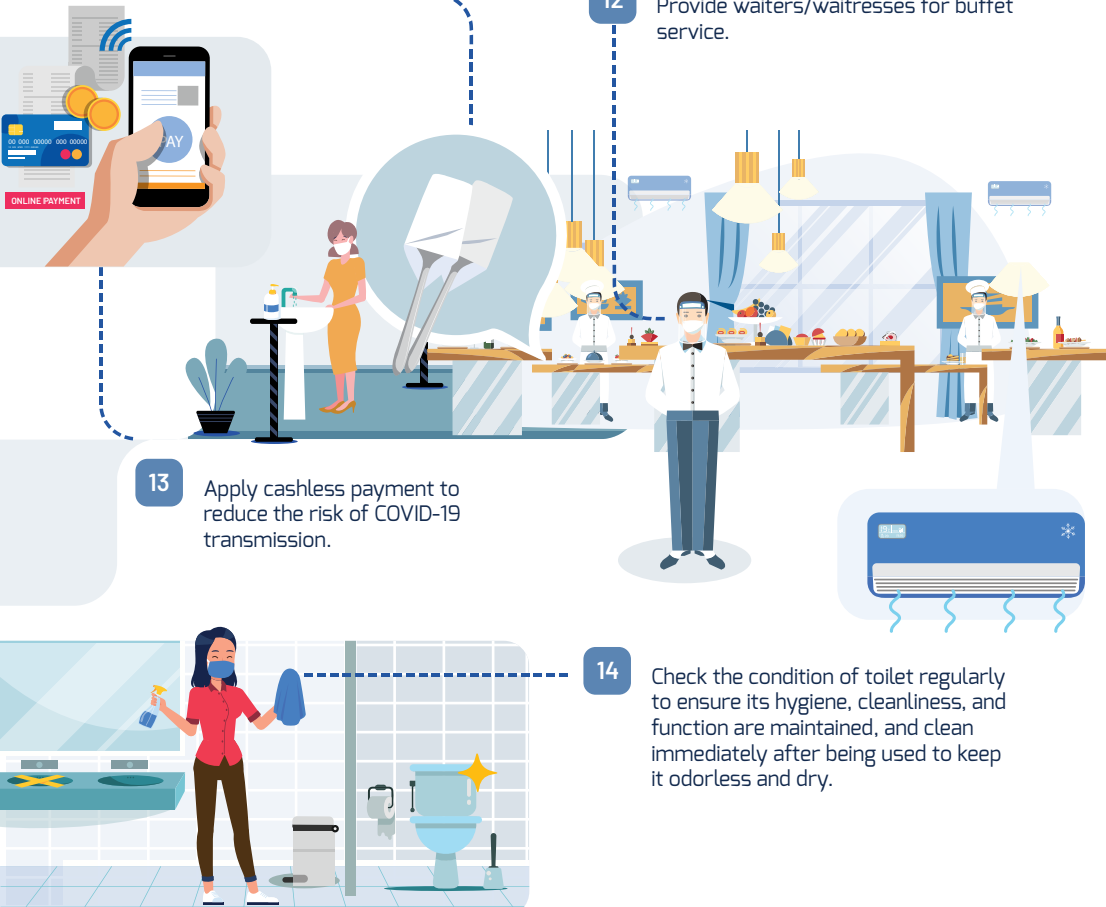
**10** Cleanly wash the eating and drinking utensils and cover them (for example with tissue napkins) before putting them on the table.

**11** Provide menu using tools that minimize physical contact.

**12** Provide waiters/waitresses for buffet service.

**13** Apply cashless payment to reduce the risk of COVID-19 transmission.

**14** Check the condition of toilet regularly to ensure its hygiene, cleanliness, and function are maintained, and clean immediately after being used to keep it odorless and dry.



# INCENTIVE TRAVEL

## RESTAURANT EMPLOYEES

The scope of discussion in this sub-section of Incentive Travel regulates restaurant employees (detailed guidelines regarding restaurant employees refer to [the Restaurant CHSE Handbook](#)) who are required to:

1 Ensure that you are in good health before leaving for work and do not force yourself if you experience symptoms of cough, runny nose, sore throat, and/or shortness of breath and report to the manager about your absence because of this.

2 Follow the Guidelines on the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability as well as Standard Operating Procedures (SOPs) for employees established by the restaurant managers.



3 At least wear a mask, face shield, and gloves and keep a safe distance of at least 1 meter when working to serve guests or interact with fellow employees.

4 Remind guests to always follow the Guidelines on the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability.

# INCENTIVE TRAVEL

## RESTAURANT GUESTS

The scope of discussion in this sub-section of Incentive Travel regulates restaurant guests (detailed guidelines regarding restaurant employees refer to [the Restaurant CHSE Handbook](#)) who are required to:



- 1 Wash the hands with soap/use a hand sanitizer before entering the dining/drinking service area, before and after eating/drinking, and before leaving restaurant.

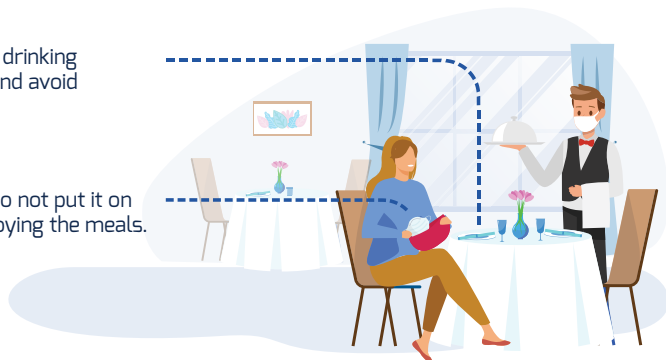
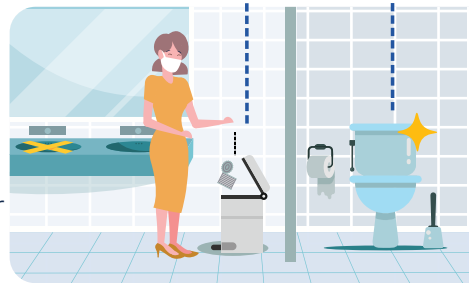
- 2 Maintain a safe distance of at least 1 meter when queuing at the entrance/exit, in the dining/drinking service area, in the toilet and other public spaces at the venue.

- 3 Use the eating and drinking utensils provided and avoid shared utensils.

- 4 Stow masks, and do not put it on the table while enjoying the meals.

- 5 Keep the toilet clean and hygiene and ensure it is odorless and dry when leaving the toilet.

- 6 Dispose of garbage in closed waste bin.



# INCENTIVE TRAVEL

## HOTEL MANAGEMENT

The scope of discussion in this subsection of Incentive Travel regulates hotel management (detailed guidelines regarding hotel managers refer to [the CHSE Hotel Handbook](#)) who are required to:

- 1 Provide training for employees regarding the implementation of the Guideline on Implementation on Cleanliness, Health, Safety and Environmental Sustainability as an effort to prevent and handle COVID-19 by involving related agencies.
- 2 Ask employees who have COVID-19 symptoms such as fever, cough, runny nose, sore throat, and/or shortness of breath to stay at home and require employees to fill out a COVID-19 risk self-assessment form before returning to work and having their body temperature checked.



- 3 Ask employees, suppliers, vendors, contractors, and guests to at least use personal protection in the form of masks, face shields and gloves when doing work.



- 4 Ensure supplier/vendors in compliant with the Guideline on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability in the process of receiving goods.



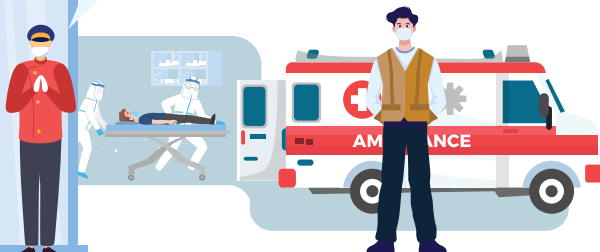
- 5 Require the contractor to clean and sanitize (the final) work using s disinfectant/other cleaning fluid that is safe and appropriate.

# INCENTIVE TRAVEL

## HOTEL MANAGEMENT

The scope of discussion in this subsection of Incentive Travel regulates hotel management (detailed guidelines regarding hotel managers refer to [the CHSE Hotel Handbook](#)) who are required to:

- 6 Provide sufficient and easily accessible Handwashing stations with soap and hand sanitizer in the hotel area.
- 7 Use integrated technology to reduce interactions (contactless) between employees and hotel guests, such as using applications for check-in process, payment process, and other activities.



# INCENTIVE TRAVEL

## HOTEL EMPLOYEES

The scope of discussion in this subsection of Incentive Travel regulates hotel employees (detailed guidelines regarding hotel managers refer to [the CHSE Hotel Handbook](#)) who are required to:

- 1 Disinfect all tools and equipment using disinfectants/other cleaning fluids that are safe and appropriate.

- 2 Inform hotel management if they experience, and/or find guests experiencing symptoms of COVID-19 such as fever, cough, runny nose, sore throat, and/or shortness of breath.

- 3 Comply with and implement standard operating procedures (SOPs) in hotels.

- 4 Participate in a simulation of natural disaster risk responses and COVID-19 emergency response by involving related agencies.



# INCENTIVE TRAVEL

## HOTEL GUESTS

The scope of discussion in this subsection of Incentive Travel regulates hotel guests (detailed guidelines regarding hotel managers refer to [the CHSE Hotel Handbook](#)) who are required to:

- 1 At least wear a mask/face shield and always keep a safe distance of at least 1 meter.

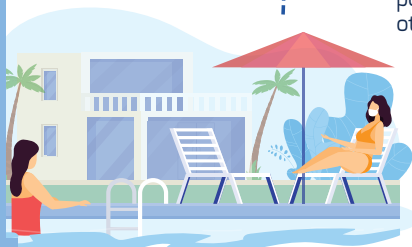
- 2 Routinely wash the hands with soap/use a hand sanitizer before and after using hotel facilities.



- 3 Notify the hotel about your health condition, if you experience health problems or symptoms of COVID-19 during your stay, such as fever, cough, runny nose, sore throat, and/or shortness of breath

- 4 Keep the room, facilities, and public areas in the hotel clean and hygienic.

- 5 Check with the hotel before using hotel facilities such as swimming pools, gym, restaurants, bars, and others.



# INCENTIVE TRAVEL

## TRANSPORTATION VENDORS

The scope of discussion in this sub-section of Incentive Trips regulates the **Transportation Vendors** who are required to:

**1** Provide information related to implementation of the provisions of the Guidelines on the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability.

**2** Equip the vehicle with hand sanitizer.

**3** Conduct body temperature checks on all drivers before using the vehicle in accordance with the Guidelines on the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability

**4** Require drivers to wear appropriate personal protective equipment, wearing at least a mask.

**5** Ask guests to clean their hands using a hand sanitizer when entering the vehicle.

**6** Ensure that participants/guests implement the provisions of the Guidelines on the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability before entering the vehicle.

**7** Ensure all areas, including the interior of vehicle, are clean and hygienic by implementing cleaning and disinfection procedures periodically before and after use, particularly at commonly touched surfaces in the vehicle such as door handles, seats, and window.

**8** Limit the passenger capacity and apply physical distancing while seating or when getting on/off the vehicle.

**9** Arrange luggage handling that prevents a huddle and helps passengers maintaining a safe distance of at least 1 meter.



# INCENTIVE TRAVEL

## TRAVEL AGENCIES

The scope of discussion in this sub-section of Incentive Travel regulates the **Travel Agencies** who are required to:

**1** Give a thorough briefing and training on the Guidelines on implementation of Cleanliness, Health, Safety, and Environmental Sustainability as well as standard operating procedures (SOP) for incentive trips to the guide who handles incentive trip.

**2** Provide sufficient hand sanitizers and first aid kits for participants during the trip.



**3** Provide health and safety equipment including masks, face shields, and gloves to be carried/used by guides while working.

**4** Provide emergency contact/information on medical facilities and referral hospitals for handling people identified/exposed to COVID-19 in the area where the activities are carried out.



**5** Require the guides to:

- Make sure you have a body temperature of less than 37.3 C before guiding the guests.
- Wear a mask, face shield, and gloves.
- Write travel activity report .
- Remind participants/guests to keep a physical distance of at least 1 meter during the activity.
- Provide treatment in accordance with the Guidelines on Implementation of Cleanliness, Health, Safety, and Environmental Sustainability in Organizing MICE, if there is a participants/guests showing symptoms of COVID-19.





# SUB-SECTION EXHIBITIONS

The scope of discussion in this sub-section of the Exhibition regulates exhibitors, exhibition participants, stand contractor, and freight forwarders involved in Exhibition activities. This subsection is a complement to the general guidelines.

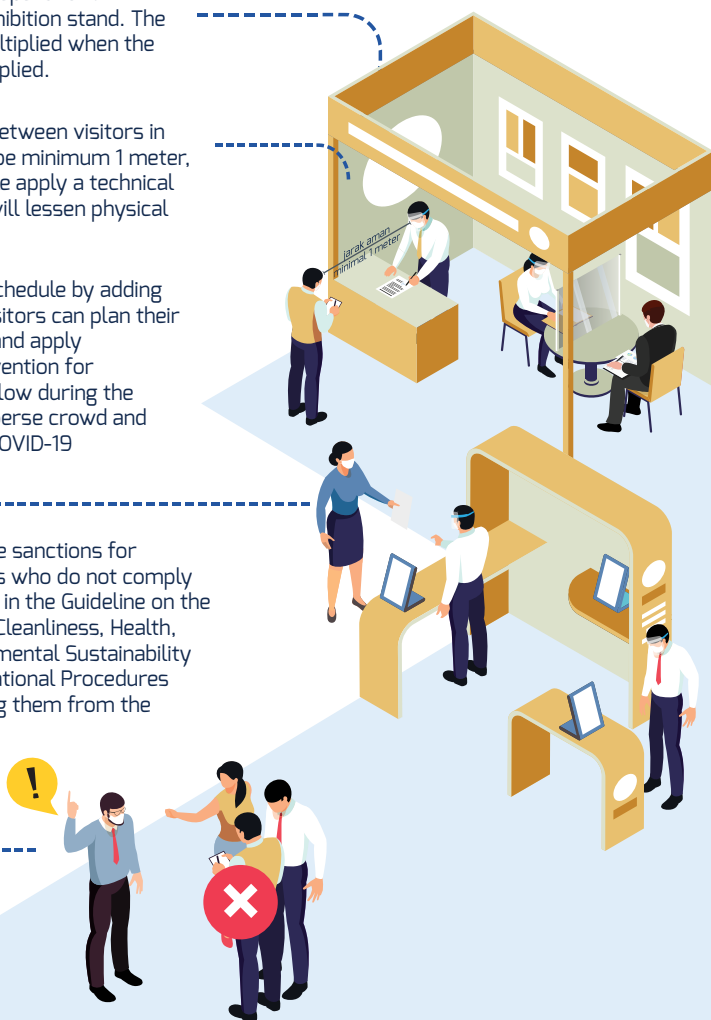
**Please read the general guidelines first.**

# EXHIBITIONS

## EXHIBITION ORGANIZERS

The scope of discussion in Exhibition Subsection manages the specific points regarding Professional Exhibition Organizers (PEO) that are required to

- 1 Place 2 people as the maximum number of stand keepers for a 9-square-meter exhibition stand. The number may be multiplied when the stand's size is multiplied.
- 2 Limit the distance between visitors in exhibition stand to be minimum 1 meter, or if it is not possible apply a technical manipulation that will lessen physical contact.
- 3 Provide visit time schedule by adding time slot so that visitors can plan their arrival in advance, and apply technological intervention for monitoring visitor flow during the exhibition as to disperse crowd and reduce the risk of COVID-19 transmission.
- 4 Event organizer give sanctions for participants/visitors who do not comply with the provisions in the Guideline on the Implementation of Cleanliness, Health, Safety and Environmental Sustainability and Standard Operational Procedures (SOPs) by removing them from the exhibition.



# EXHIBITIONS

## STAND CONTRACTORS & FREIGHT FORWARDERS

The scope of discussion in Exhibition Subsection manages the specific points regarding Stand Contractors and Freight Forwarders that are required to:

- 1 Disinfect the property before entering the event venue.



- 2 For stand contractors, use partition to limit interaction, and may be adjusted accordingly.

- 3 For stand contractors, gangway between stands shall be of 3 meters in minimum.

# EXHIBITIONS

## EXHIBITORS

The scope of discussion in Exhibition Subsection manages the specific points regarding Exhibitors that are required to:

1 Exhibition stand keepers wear at least mask, face shield, and gloves.

2 Comply with the provision that the maximum number of stand keeper for 9 -square-meter stand is two people, and it may multiple when the size of stand is multiplied.



3 Provide hand sanitizer in each exhibition stand.

4 Remind the visitors to use hand sanitizer when visiting the stands, before and after touching/holding the showpieces, and when exiting the stand area.

5 Disinfect all displays and promotional materials in the exhibition stands.

6 Provide closed lid waste bin in each exhibition stand.

7 Throw all waste in the waste bins provided by venue management .





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# GENERAL DEFINITIONS

## Alarm System

A system designed to detect intrusion into a place or building.

## Assembly point

A designated place at the restaurant where people gather in the event of a fire or other emergencies.

## Buffet

A service system where all types of food are served on a large table, and guests are welcome to choose their own favorite food.

## Cashless Payment

An online payment system without using physical money (banknotes and coins), such as using a debit card, credit card, and other online payment methods.

## Convention

An official meeting on a large scale attended by representatives or delegates (government, association, or industry) to conduct discussions, exchange information or act on specific issues of mutual concern.

## COVID-19

The disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease can cause respiratory system problems, starting from mild symptoms such as flu, to pulmonary infections such as pneumonia.

## Crowd Management

Organized and directed planning used to manage a large crowd.

## Destination Management Company

A company that provides services, resources and expertise specializing in local knowledge for events, activities and tours for other companies/ prospective clients.

## Disinfection

A cleaning process using disinfectant. In the implementation, it can use some methods, such as spraying and wiping.

## Disinfectant

A type of chemicals used to hamper and kill microorganisms such as bacteria, virus, and fungi, except bacterial spores) on the surface of non-living things such as floor, furniture, and room.

## Emergency Exit

A designated way out of a venue to be used for an escape in the event of an emergency, such as fire, earthquake, and other events that can cause human casualties.

### **Event Organizer**

The parties appointed to carry out MICE activities, such as PCO, PEO, DMC.

### **Exhibition**

An organized event where objects are displayed to the public which can be in the form of business to business trade shows or exhibitions for end consumers.

### **Exhibition Contractor Services**

A company with a wide range of services in design, installation and dismantling booth stand, booth furniture leasing, and stand building contractor.

### **First Aid Kit**

A box containing equipment and medicine needed to give immediate medical help in an accident

### **Freight Forwarder**

An agency or enterprise which provides an intermediary service of freight collection and delivery through land, sea, and air transportation. The service may include collection, storage, sorting, packing, measurement, weighing, document settlement, issuance, airway bill, bill of lading, cost calculation, transportation, shipment insurance claim, invoice settlement and all the expenses related to the delivery of the freight until it is received by the client.

### **Gangway/Aisle**

An area for audience traffic movement between booths in an exposition or exhibition.

### **Hand Sanitizer**

Alcohol-based hand cleaning product that can be in form of gel or liquid used to clean the hands to be free from virus and bacteria, and contains at least 60% alcohol.

### **Health Protocol**

Provisions set by the Ministry of Health in the context of preventing and controlling the transmission of Corona Virus Disease (COVID-19).

### **Hygienic**

Related to or in accordance with health science; clean; free of diseases.

### **Incentive Trip**

A global management tool that uses great travel experiences to motivate and / or provide recognition to participants with the aim of enhancing their work performance (as to support the organization to accomplish its goal).

### **Local Wisdom**

Local wisdom can be understood as local ideas, values, the point of views or knowledge embedded and followed by its community members in answering multiple life's problems or challenges. This common knowledge is local because acquired from the interaction with physical surroundings, and hence it can be different from one community to another.

### **Mask**

A personal protective equipment is used for protecting the mouth, nose and face either from airborne pathogens or infectious droplets.

**Meeting**

A gathering of two or more people held for the purpose of achieving common goals through verbal interaction, such as sharing information or reaching an agreement, which can be in the form of presentations, seminars, workshops, training, team building or other organizational or company events.

**Professional Congress/Conference/Convention Organizer (PCO)**

The service of organizing conventions, incentive trips, and exhibitions, which its main business and activity is to provide services for a meeting of groups of people / statesmen, entrepreneurs, intellectuals, etc. to discuss issues related to common interests.

**Professional Exhibition Organizer (PEO)**

A legal entity or individual / group of people whose job it is to plan, prepare and carry out an exhibition professionally.

**Regional Government**

The administration of governmental affairs by the regional government and the regional people's representative council according to the principle of autonomy and duty of assistance with the broadest possible autonomy principle in the system and principles of the Unitary State of the Republic of Indonesia as referred to in the 1945 Constitution of the Republic of Indonesia.

**Restaurant**

A business that prepares and serves food and drinks to customers equipped with tools for preparing, storing and serving foods and beverages, and typically takes place in a permanent place.

**Sanitation**

Efforts to develop and create a good condition in the health sector, especially public health.

**Smoke Detector**

A type of sensor that detects a plume of smoke.

**Special Venue**

Any location that has the potential to be utilized as a place to hold activities, including the provision of food and drink activities, such as museums, fashion houses, resorts, glamping areas, mansions, movable venues, etc.

**Standard Operating Procedure (SOP)**

A series of written instructions standardized by the manager of the activity venue regarding the process of implementing cleanliness, health, safety and environmental sustainability in the place of activity, including how, when, where and by whom it is carried out.

**Supplier / Vendor**

Institutions, individuals or third parties that provide materials, services, products to be processed or resold or needed by the company to improve company performance.

**Tour guide**

A person who provides guidance, explanation and information about tourist objects, and necessary assistance for tourists.

**Tourism Industry**

Tourism businesses that are interrelated in providing products and/or services to meet the needs of tourists.

**Transportation Vendor**

Land transportation, sea transportation, and air transportation services required for MICE activities.

**Travel Agent Business**

Professional service companies specifically for licensed tour activities, such as travel offices and travel agents.

**Venue**

The location of a meeting, incentive trip, conference and exhibition activity.

- Q** : What is the legal basis for the preparation of the Guidelines for the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability in this MICE Activity?
- A** : It is the Decision of the Minister of Health Number HK.01.07/Menkes/382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (COVID-19).
- Q** : Who are the parties with an interest in the Implementation Guidelines for Cleanliness, Health, Safety and Environmental Sustainability in this MICE activity?
- A** : MICE stakeholders involved in the implementation of MICE activities.
- Q** : Why do all MICE stakeholders have to execute the Implementation Guidelines for Cleanliness, Health, Safety and Environmental Sustainability in this MICE Activity?
- A** : To ensure customers that the services and products given during MICE event are clean, hygienic, safe and environmentally sustainable, to prevent COVID-19 transmission from one person to another, and to maintain Indonesia's reputation and credibility as a safe MICE destination.
- Q** : Do these guidelines have any correlation with other industries' guidelines on CHSE ?
- A** : Yes, the CHSE guidelines on Organizing MICE correlates with other CHSE guidelines, such as the CHSE Guideline on Hotel, the CHSE guideline on Restaurant, the CHSE guideline on Creative Economy.
- Q** : Do the CHSE guidelines on Organizing MICE have any correlation with the guidelines issued by MICE associations?
- A** : Yes, the CHSE guidelines in Organizing MICE refers to the guidelines issued by MICE related associations such as UFI, ICCA, AIPC, ASPERAPI and INCCA.

## FREQUENTLY ASKED QUESTIONS





- Q** : Does the Guidelines for the Implementation of Cleanliness, Health, Safety, and Environmental Sustainability in this MICE Activity govern the restrictions on the number of participants allowed?
- A** : This guide does not set any restrictions on the number of participants in MICE activities. Limiting the number is the policy of the organizer)and/or manager of the place where their respective activities are carried out. Yet it is highly important to (maintain) safe distances and apply technical manipulation which comply the health protocol and other provisions stipulated by the Ministry of Health, Local Government, and the Regional COVID-19 Task Force.
- Q** : What should be done by the Regional Government (Province and Regency / City) to support the implementation the Guideline on Implementation of Cleanliness, Health, Safety and Environmental Sustainability in Organizing MICE Activities?
- A** : Updating information related to COVID-19 and conveying it to all MICE stakeholders and parties including the community; conduct dissemination, training / education, simulation, testing, mentoring, coaching, and monitoring and evaluation of the implementation of the Guidelines for Cleanliness, Health, Safety and Environmental Sustainability in Organizing MICE Activities.
- Q** : What are the things to be prepared by the place (venue) to carry out MICE activities which complies to this guideline?
- A** :
- Standard Operating Procedures (SOPs) which refers to the Guidelines on Implementation of Cleanliness, Health, Safety and Environmental Sustainability in Organizing MICE activities, as well as health protocols and other provisions that have been established by the Ministry of Health, Local Government, and the Regional COVID-19 Task Force;
  - Employees who are trained in providing the best service in accordance with the applicable SOP for each of MICE activity;
  - Supporting facilities related to cleanliness, health, safety and environmental sustainability; and
  - Written information about the applicable SOPs for cleanliness, health, safety and environmental sustainability at the place where MICE activities are held .

- Q** : What can all MICE stakeholders do to support the implementation of the Guidelines on Implementation of Cleanliness, Health, Safety and Environmental Sustainability in Organizing MICE Activity?
- A** : Conducting outreach, training / education, mentoring, coaching, and monitoring and evaluation to its members.
- Q** : What information should be provided by participants to ensure their health condition before attending MICE Activities?
- A** : Travel history of participants in the last 14 (fourteen) days (attached with the COVID-19 risk self-assessment form / form 1), medical history, especially serious illnesses, and a health document that states negative COVID-19.
- Q** : How long is the validity period for the negative / inactive test results for COVID-19 from the Rapid Test and PCR?
- A** : The validity period of the Rapid Test and PCR refers to the latest health protocol provisions issued by the Ministry of Health.
- Q** : What should be done by business and/or organizers in organizing MICE activities and places of MICE activities in dealing with health problems experienced by guests and employees while on MICE activities?
- A** : Prepare SOPs to handle health emergencies and coordinate with the nearest health service facility.

## FREQUENTLY ASKED QUESTIONS



An illustration of a dark grey folder with a white document inside. The document has a purple header, several horizontal lines of text, and a small blue bar at the bottom right. The folder and document are centered on a dark blue background. There are two yellow L-shaped corner brackets, one on the left and one on the bottom right, framing the central content.

# ATTACHMENT

Form 1

**SELF ASSESSMENT INSTRUMENT  
COVID-19 RISK**

Name : .....

ID Card Number : .....

Address : .....

Occupation : .....

Date : .....

For the sake of mutual health and safety, please be TRUTHFUL in answering the questions below.

In the last 14 days, have you experienced any of the following:

No.	QUESTIONS	YES	NO	IF YES, SCORE	IF NO, SCORE
1	Apakah pernah keluar rumah/ tempat			1	0
2	Have you ever used public transportation?			1	0
3	Have you ever traveled outside the city/ international? (affected area/red zone)			1	0
4	Do you participate in activities that involve large numbers of people?			1	0
5	Do you have a history of close contact with people who have been declared ODP, PDP or have confirmed Covid-19 (shaking hands, talking, or being in one room/one house)?			5	0
6	Do you have fever, cough, runny nose, sore throat, and / or shortness of breath?			5	0
TOTAL NUMBER					

0 = Low Risk  
 1 - 4 = Medium Risk  
 ≥ 5 = High Risk

FOLLOW-UP :

There is a high risk and temperature checks > 37.3 ° C are not allowed, so further examination is recommended and consultation with health professionals is recommended.

This form refers to the Annex to the Decision of the Minister of Health of the Republic of Indonesia Number HK.01.07/MENKES/ 382/2020 concerning Health Protocols for Communities in Public Places and Facilities in the Context of Prevention and Control of Corona Virus Disease 2019 (COVID-19).

# THANK YOU NOTES



## CONTACT INFORMATION

Ministry of Tourism and Creative Economy / Tourism and Creative Economy Agency  
Gedung Sapta Pesona, Jalan Medan Merdeka Barat No. 17 Jakarta  
Telephone : 021-3838899  
Email : [info@kemenparekraf.go.id](mailto:info@kemenparekraf.go.id)  
Halo Wonderful Service : [halo.kemenpar.go.id](http://halo.kemenpar.go.id)  
Website : [www.kemenparekraf.go.id](http://www.kemenparekraf.go.id)  
[www.pedulicovid19.kemenparekraf.go.id](http://www.pedulicovid19.kemenparekraf.go.id)  
PPID : [www.ppid.kemenparekraf.go.id](http://www.ppid.kemenparekraf.go.id)

Contact Center : 0811895676  
Operational Hours :  
Monday – Thursday (08.00 – 16.00)  
Friday (08.00 – 16.30)  
Outside operating hours, you can contact via WhatsApp (WA).

Social Media:  
Instagram : [@kemenparekraf.ri](https://www.instagram.com/kemenparekraf.ri)  
Facebook Fan Page : Kementerian Pariwisata dan Ekonomi Kreatif  
Twitter : [@Kemenparekraf](https://twitter.com/Kemenparekraf)  
Youtube : [Kemenparekraf](https://www.youtube.com/Kemenparekraf)

