

SAFE MICE

Guidelines for MICE Event Organizers for Infectious Disease Control

Revised July 13, 2020





Guidelines for MICE Event Organizers for Infectious Disease Control

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Reasons for Creating These Guidelines

1.

The MICE industry is an engine for economic development and regional activity.

For the past several decades, MICE*¹ events (such as business exhibitions and academic conferences) have enthusiastically organized around the world. The MICE industry has generated business opportunities and innovation, advanced research and development, and created significant economic effects through event attendees' expenditures on transportation, food and drinks, and accommodations. MICE events thus carry out a vital role as a driving force in economic development and regional activity.

However, because of the coronavirus pandemic, the MICE industry has seen universal cancellations and postponements, creating a significant impact on the economy. For example, small and medium-sized businesses in manufacturing and other services and who present at exhibitions are facing enormous revenue loss. In addition, event organizations, hotels, caterers, and the tourism industry are grappling with critical operating conditions. Furthermore, although initiatives to move academic conferences online are gaining momentum, complete transition to online proves problematic and development in fields of research is similarly facing large setbacks.

Amid such circumstances, as the number of new infected patients gradually settles at a low level, the government has lifted the state of emergency. Hereafter, we need to work together to restart socio-economic activities while mitigating the risk of the spread of infection.

* 1: MICE is an acronym for the events industry indicating Meetings, Incentive tours, Conventions/ Conferences, and Exhibitions/ Events

Reasons for Creating These Guidelines

2.

For economic recovery from the coronavirus pandemic, it is time to lay out a path for the resumption of MICE events.

In Osaka prefecture, Osaka city, and at the Osaka Convention & Tourism Bureau, we place strategic significance on the economic vitalization of the MICE industry and believe that it is imperative we establish an environment where MICE events can restart while mitigating infection risk. Additionally, in order to also allow the economy ravaged by the coronavirus pandemic to recover, we believe business activities must be encouraged and MICE events with their large economic ripple effect must be restarted as soon as possible. Furthermore, because MICE events require extensive planning with their preparation and attracting attendees, many event organizers have expressed to us their strong desire for guidance, as soon as possible, on the best courses of action in their event planning.

We formulated these guidelines in the beginning of April and have since taken into careful consideration government policies, the voices of MICE organizers, and examples in other industries, and have closely monitored the reopening of the MICE industry around the world, all to further examine these guidelines so that they will become standards that are as practical as possible for the domestic environment. Furthermore, we have striven to ensure that organizers will be able to understand the important points of these infectious disease control measures and be able to adapt on-site to any unpremeditated situations and devise creative solutions.

Consequently, we have released these guidelines under the supervision of infectious disease experts, but will continue to monitor the pandemic situation and make revisions based on expert opinions. We hope that all event organizers will be able to take this time as an opportunity to advance the value of the MICE industry. We ask all organizers to utilize these guidelines to construct an event plan that ensures the peace of mind of event attendees.

It is our sincere wish that these guidelines will be used as an opportunity to spread awareness across Japan of how vital the MICE industry is, and that MICE events can once again be held in all regions and contribute to economic development.

These guidelines are in accordance with the Osaka prefectural government's policies for easing voluntary restrictions on businesses (the "Osaka model").

Continue to monitor Japan's visa and entry restrictions with information from the Ministry of Foreign Affairs: https://www.mofa.go.jp/ca/fna/page4e_001053.html

Items to Implement Pre-Event

Checkboxes ☒ added to use guidelines as a checklist.

1. Development of policies and structures for infectious disease control

- ☐ 1-1. Maintain accurate sources of information on the pandemic situation.
e.g.: Ministry of Health, Labour and Welfare (mhlw.go.jp), Osaka Prefecture (pref.osaka.lg.jp), Osaka City (city.osaka.lg.jp)
- ☐ 1-2. Establish decision criteria and procedures for postponements and cancellations.
e.g.: In cases when voluntary restrictions are requested based on the "Osaka model"
- ☐ 1-3. Clearly establish and document who is responsible for infectious disease control measures, as well as the structure and division of roles.

2. Collaborative preparation with venues and associate companies

- ☐ 2-1. Clearly establish and document the division of roles and areas of responsibility between organizer and venue.
- ☐ 2-2. Confirm that the below measures are being carried out at the venue, and in the event that they are believed to be insufficiently handled, prepare additional countermeasures or request that the venue do so.
 - A) Ventilation inside the venue (location, method, and frequency)
 - Keeping doors/ windows open in at least two places during meetings and seminars to create air flow
 - Partial opening of loading docks during exhibitions to create air flow
 - B) Cleaning and disinfection of communal facilities such as restrooms, as well as garbage removal (location, method, and frequency)
 - C) Instruction on infectious disease preventative measures for venue staff (including the venue's associate company)
- ☐ 2-3. Collaborate with the venue to create a list of emergency contact information (hospitals/ health centers in the area, etc.) for use if an attendee is suspected of having an infection. Also confirm with hospitals if they can accept foreigners.
- ☐ 2-4. Collaborate with the venue to create a network of emergency contact information.
- ☐ 2-5. Carry out preparations that apply to the above measures with any associate companies as well.

3. Spreading awareness to event attendees

Increasing attendee awareness is the best preventative measure,
so ensure that the following items are carried out.

- ☐ 3-1. Inform all attendees in advance on the homepage, etc. of the need to wear facemasks at the venue.
- ☐ 3-2. Request all attendees in advance to refrain from attending if any of the following applies to them:
 - A) Fever with a temperature of at least 37.5 °C
 - B) Symptoms such as cough or shortness of breath
 - C) Any underlying condition such as heart trouble, diabetes, high blood pressure, etc.
that carries a recognized increased risk of infection
 - D) Any suspicion that a cohabitant has pneumonia symptoms
 - E) History of traveling overseas within the government-designated period (at present, within the preceding two weeks.)
This also includes contact with anyone who has returned to Japan within that period.
 - F) Any other instance of feeling unwell (such as abnormal sense of taste or smell)

Items to Implement During the Event

(Including Set-up and Teardown)

Checkboxes ☒ added to use guidelines as a checklist.

1. Deny entry to those with fevers or who are unwell

- ☐ 1-1. Record body temperatures and carry out health checks on organizing staff and prevent those who are unwell with fevers, etc. from working. Request that the venue, associate companies, and exhibitors carry out the same measures on their staff.
- ☐ 1-2. Make a list of all attendees. (Record the contact information of all who came to the venue, as well as that of venue staff, exhibitors, and associate companies, upon entry and registration.)
After the conclusion of the event, if it is discovered that an attendee was infected, consult with a medical professional depending on their physical condition and contact the attendee. To reinforce this, post the QR code for Osaka prefecture's "Osaka COVID-19 Tracing System" and request attendees to register. (This contact tracing system provides communications from the Osaka prefectural government for attendees via e-mail.)
- ☐ 1-3. Set up quarantine space near the venue entrance, and if possible, station doctors or nurses there.
- ☐ 1-4. Upon entry and registration, carry out body temperature checks using non-contact thermometers. Immediately lead any person with a fever over 37.5 °C to the quarantine space and contact emergency personnel. Comply with the instructions of medical personnel.

2. Maintain a hygienic environment

- ☐ 2-1. Place disinfectant dispensers at the entrances to the venue, dining areas, and restrooms, and encourage attendees to use them.
- ☐ 2-2. Strongly request that attendees wear face masks. Prepare plenty of disposable masks for those who do not bring their own.
- ☐ 2-3. Periodically disinfect common-use surfaces such as toilets and doorknobs.
For exhibitions: After the end of the event, sufficiently disinfect the hallways and communal facilities.
For seminars, conferences, events, etc.: At break times, frequently disinfect surfaces that are used by many people, such as tables and chairs.
- ☐ 2-4. Advise all participants to exercise caution in avoiding infection risk and to consistently wash hands and disinfect fingers. (Announce this via the official homepage, in-venue broadcasting, signboards, etc.)
- ☐ 2-5. Minimize the sharing of microphones and frequently disinfect them.
- ☐ 2-6. Use handheld megaphones and avoid giving instructions or making announcements by shouting.

3. Prevent closed spaces

- ☐ 3-1. Be diligent in ventilating the venue, and keep all entrances, windows, loading docks, emergency exits, etc. open if possible.
- ☐ 3-2. Based on the venue's construction, if the above point 3-1 is not possible or the ventilation is believed to be insufficient, implement measures to create air flow (such as by installing air circulators at entrances, etc.)

Items to Implement During the Event (Including Set-up and Teardown)

Checkboxes ☒ added to use guidelines as a checklist.

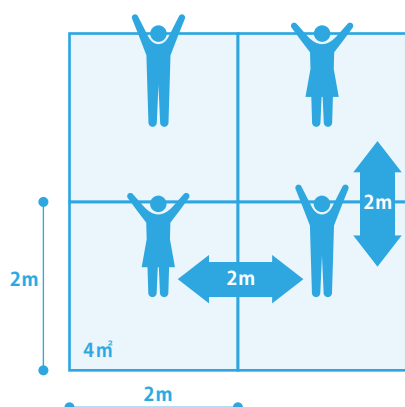
4. Prevent crowded places

- ☐ 4-1. Create systems to reduce lines at venue reception by encouraging pre-registration online for participants and sending entry badges in advance or allowing participants to bring printed passes.
- ☐ 4-2. At places where lines are anticipated such as reception or restaurants, ensure attendees line up while maintaining a distance of around 2 meters (no less than 1 meter) from the person in front of them, such as by displaying signs on the floor, etc.
- ☐ 4-3. **Exhibitions:** Consistently monitor crowding within the venue and implement venue entry restrictions when attendees do not seem to be maintaining social distance (about 2 meters, no less than 1 meter.) If possible, determine an estimated venue capacity*², flexibly alter this number depending on crowding, and recommend the tightening or relaxing of entry restrictions. Provide enough space at the waiting area to prevent crowding. Carry out the same measures when both setting up and tearing down the event.
- ☐ 4-4. In cases when crowding is expected even with implementation of the above point 4-3, create a system to prevent large numbers of people from entering at the same time, such as by separating entry times through a reservation system.
- ☐ 4-5. **Exhibitions:** Ensure a path width of at least 4 meters and create paths that adhere to fire safety laws.
- ☐ 4-6. **Seminars, conferences, events, etc.:** Limit attendee numbers to allow intervals of at least one meter between people.*³

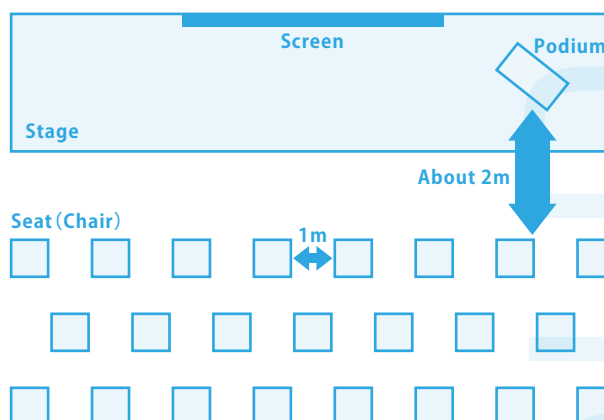
5. Prevent close-contact settings

- ☐ 5-1. Encourage all attendees to avoid handshakes, hugging, cheek kissing, and other close contact settings, and promote distancing during talks and discussions. (Announce via the official homepage, in-venue broadcasting, signboards, etc.)
- ☐ 5-2. Enact measures to prevent the spread of droplets such as placing a transparent partition at reception and other places where attendees may come into contact with each other.
- ☐ 5-3. Request exhibiting companies to enact similar measures as the above point 5-2 (at the discussion table, etc.)

*2: Estimates should be determined on a case-by-case basis, but as an example, in order to keep the government's recommended distance of 2 meters in all directions, set a requirement for all attendees to maintain a 4-square-meter area (as illustrated below.) Set a capacity limit in the venue based on this requirement. Keep count of the people entering and exiting the venue and implement entry restrictions if the number of people exceeds the capacity limit.



*3: Layout example: Leave space between the podium and the audience. Leave at least one seat between audience seats and alternate seats so that no one is directly in front or behind a seat. (as illustrated below.)





Support for MICE Organizers from the Osaka Convention & Tourism Bureau

We understand that event organizers can face many unforeseen challenges when hosting events under these unprecedented circumstances. At the Osaka Convention & Tourism Bureau, we have begun offering the following services and will provide as much assistance as possible. Please feel free to reach out to us for consultation on any of our services.

- Information on health centers and medical facilities in the vicinity of the venue
- Introduction to mask and hygiene product suppliers or thermal camera and thermometer rental service providers
- Guidance on emergency call centers and websites with emergency information
- Any and all other information

For inquiries regarding these guidelines:

Osaka Convention & Tourism Bureau MICE Promotion Department

TEL: 06-6282-5911 Email: convention@octb.jp

Osaka MICE Official Website: <https://mice.osaka-info.jp/>