THE REOPENING OF LIVE EVENTS

STANDARD OPERATING PROCEDURES AND KEY CONSIDERATIONS FOR THE REOPENING OF LIVE EVENTS IN MALAYSIA.

DECEMBER 2020
DISCLAIMER

Subject to the all applicable rules, regulations and/or by-laws ("the Law") by the Malaysian National Security Council, Ministry of Health, or any other relevant government bodies ("the Authority"), the guideline may be revised from time-to-time and the Venue Operators and Event Organisers are advised at all times to keep updated with the applicable Law. CENDANA shall not be liable for any losses, damages, costs, or liabilities incurred directly or indirectly due to such non-adherence of the guideline or any outdated information provided in this booklet. For avoidance of doubt, this booklet serves the current information as at the time it is published. Should there be any contradicting information provided in this booklet with the Law, the Law shall prevail.
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OVERVIEW

The procedures listed is a collective work between the government, event promoters, event organisers, venue operators & ticketing service providers on how to reopen the live events industry in Malaysia. The Coronavirus disease (COVID-19) creates different challenges depending on countless factors, including the size of the event, its geographic location, the physical space, and the anticipated attendees, to name just a few. In the order one would plan an event, we have identified reasonably foreseeable health risks and suggested options to mitigate them.

Our goal is to provide enough information so each user can make reasonable choices under their own circumstances.

The procedures outlined in this document have been updated according to the current guidelines set by the Malaysian National Security Council and is subject to change depending on the Covid-19 situation in Malaysia and any regulations made by the Government.
INTRODUCTION

The Reopening of Live Events document is a collective work by event industry professionals and the Malaysian National Security Council to help our peers who are planning to reopen during the country’s recovery phase of the COVID-19 pandemic. As Covid-19 creates different challenges depending on countless factors, including the size of the event, its geographic location, the physical space, and the anticipated attendees, to name just a few. In the order one would plan an event, we have identified reasonably foreseeable health risks and suggested options to mitigate them.

Our goal is to provide enough information so each user can make reasonable choices under their own circumstances. The guidelines contained in this document will need to be adapted to suit your own venue, event configuration and operating requirements. For example, in some circumstances, opening a venue earlier than usual to allow more time to get patrons into the venue and seated may be appropriate, whereas for other venues, limited foyer space and direct street frontage may indicate that venues should be opened simultaneously to the house opening.

This document also does not take audience sentiment into account. For example, temperature testing on entry may either provide a level of comfort for your audience members, or conversely, may dissuade attendance. Regardless, with the health and safety of all persons visiting or working in your venue at the forefront, inducing a sense of comfort in attendance should not result in any change of behaviour or a relaxed approach to observing physical distancing and other control measures in place.
DUTY OF CARE:

Venues and event organisers are required to observe the guidelines set by the National Security Council and the Ministry of Health and use all reasonable endeavours to ensure a safe environment for both workers and patrons, minimising the risk of transmission of COVID-19 as much as possible. All staff are empowered - within the extent of their usual authorities - to monitor the behaviour of any person within the building, and discuss with the management regarding appropriate methods to monitor/respond to any instances of non-observance of social distancing measures, or any other control measures you have put in place. This must also include instruction/training on managing the escalation of incidents.

Taking the steps outlined in this document will help mitigate the risk of transmission, demonstrate to stakeholders and the government that you have undertaken appropriate steps, and provide compelling evidence that you did not breach your duty of care to provide reasonably healthy and safe premises for the reopening of live events.

OWNERSHIP

Venue operators and event organisers are both urged to appoint a Risk Mitigation Coordinator - a member of their management teams to own the entry, crowd management and screening process of the venue and event – if it’s not monitored, it’s not managed. This experienced team member must take responsibility for the ongoing delivery of screening services in adherence with clear deliverables and time-frames set out. Both parties should also keep in mind that the audience’s experience at the venue should match the health guidelines they consistently receive beginning with their first ticketing or social media engagement.
PRE-EVENT SOP

Venue Risk Mitigation Coordinator - This individual should be responsible for the following aspects of the entry and screening process:

- Coordinating and communicating with the other venue departments. (Eg. Security, Technical, Front of House, etc.)
- Ensure that existing venue safety plans are modified for compatibility with new health plans.
- Help create staff training that applies current information about hazards and infection control measures, including social distancing, handwashing, temperature checking, and disinfecting high-touch surfaces.
- Checking of consumables (hand sanitiser, etc), equipment (temperature scanners, automatic hand sanitisers, etc) and systems (scanning & declaration) required for the venue entry process.
- Working together with the organiser to design and approve of the entry overlay and layout according to the event space (signage, barriers, search tables, prohibited items bin, etc) and ensuring that everything is in place prior to doors on event day.
- Management of the entry system including monitoring of flow rates.
- Signing and submission of COVID-19 declaration forms

Event Organiser Risk Mitigation Coordinator - This role is essential during this pandemic, and it should be incorporated into health and safety plans and training. The Risk Mitigation Coordinator should have the following functions.

- Coordinate with the venue, production team, local council, police, etc, communicate, and help implement public health guidelines.
- Work closely with the venue risks mitigation coordinator to develop and implement event layout (entry, exit, seating, etc) according to the venue capacity and health plans.
- Ensure that existing safety plans are modified for compatibility with new health plans.
- Checking of consumables (hand sanitiser, wristbands, tags, etc), equipment (event temperature scanners, hand held metal detectors, search sticks, etc) and systems (scanning & health declaration) required for the entry process.
- Determine, in conjunction with the venue if a worker or patron may safely enter the event space when there is a health concern.
PRE-EVENT SOP

MONITOR LOCAL INFECTION RATES:

Practice regular tracking of local infection rates and clusters – via Ministry of Health (MOH). Venue operators and event organisers need to be fully aware of the infection rates and cluster origins within their local area. By having a very clear understanding of the numbers, cluster origins and demographics of new and existing infections, they would be able to make informed decisions regarding the risk of virus transmission associated with organising events in conjunction with newly introduced mitigation measures.

Keeping a log of daily infection and clearance rates, as well as origin and locations of the clusters, will quickly help venue operators and event organisers assess the readiness of their venue and operations team and determine the safe reopening of the live events industry.

GATHER AND REVIEW INFORMATION:

Gather plans and information on the type of event and venue it would take place in. Information such as the number of attendees and venue layout & capacity should be taken into consideration when planning an event, as it would help determine the ingress, on-site and egress of an event while ensuring safe distancing and cleaning measures are taken.

EVENT APPROVALS:

Event Promoters/Organisers are required to obtain approvals and licensing for the events from the local authorities. Local authorities include:

- Local district Police
- Local National Security Council
- Local City Council
- PUSPAL (Approval body for filming and performance by foreign artists)

Each event is different and the specific approvals required will depend upon the type of event. Event promoters/organisers must consult with local government to determine all of the required approval documents for their area.

Once it has been approved, Venue owners/management should request for a copy of the license and approvals as a confirmation that the event has met the guidelines of the local authorities.
**PRE EVENT SOP**

**EVENT DURATION:**

Under normal circumstances, most live events would usually run for a duration of at least 60mins - 90mins with some even going up to 3 hours with intermissions. However due to the Covid-19 pandemic, Event Promoters/Organisers are encouraged to shorten the duration of an event by reducing the intermission time or by continuing without a break, as prolonged, close contact is thought to further spread the virus.

**SEATING LAYOUT:**

Another important point when planning an event during a pandemic is to configure a seating plan that satisfies the local guidelines on social distancing. The venue risk mitigation coordinator would need to work together with the event organiser to identify the ideal seating plan for the event while considering the size of the venue and number of seating available to ensure appropriate social distancing is maintained during the live performance.

In venues with reserved seating, there is likely to be some flexibility in the number of seats to remove or kill in order to maintain social distancing between patrons. Flat floor venues will be required to expand the distance between their seating set-up. An example of a socially distanced seating layout would be the Checkerboard seating configuration which mimics the grid used by the games of checkers and chess, it staggers individuals throughout rows, distancing them to a horizontal distance of three feet at minimum. The design relies on the understanding that transmission of droplets (which carry potential pathogens from one individual to another – when they sneeze, for example). Research says that the amount and size of droplets decreases exponentially after three feet. And in a theatre-seating scenario, patrons are not facing each other, which further reduces the risk of transmission.

Other expected mitigation strategies could include:

- Extra Ushers and security personnel with the proper protective gear to manage the audience.
- Providing sanitisation tissues for each seat
- Displaying a safety information guide or “Code of Conduct” outlining key information and audience behaviour expectations on the screens available in the event hall.
EXAMPLE OF SEATING LAYOUT - AUDITORIUM:

Auditorium Seating Sample: 2,048 seating capacity = 512 sellable seats (green seats) after safe distancing seating configuration (1m space between each seat on a row, 1m space between rows - alternating rows)

CHECKERBOARD SEATING CONFIGURATION
“checkerboard seating,” a concept that explores a “seating distancing system that greatly reduces the likelihood of transmission of communicable diseases by distancing people in a seating arrangement”

EXAMPLE IMAGE COURTESY OF THE KUALA LUMPUR CONVENTION CENTRE.
**Pre Event SOP**

**Example of seating layout - flat floor venue:**

Socially distance Seating Sample: 262 sellable seats after safe distancing seating configuration (1m space between each row of tables, alternating seats at each table with 1m space between each row of seats.

*Example of seating layout for Live Support Band Nite
**PRE EVENT SOP**

**SEATING LAYOUT EXAMPLES:**

*Example of a socially distance seating layout at the Live Support Event (flat floored venue)*

*Example of an Auditorium Seating Layout*
MySejahtera Check In

MySejahtera Check-In is an extension of MySejahtera where it registers and manages the entry of visitors into a premise in a structured and standardized manner. The MySejahtera Check-In aims to assist the Government in managing the COVID-19 outbreak and empowers small businesses, restaurants, shops, agencies, construction sites, companies, schools, hotels and all types of premises to follow standard operating procedures (SOPs) developed by the government in view of COVID-19 outbreak in Malaysia.

Event organizers and Venue Operators are fully encouraged to use MySejahtera Check-In as it is endorsed by MOH and ensures the security of user’s data. Registration for a QR code check in can be done easily through the MySejahtera website. The QR code generated must be placed at all entrances to the venue/event hall. Venue operators and event organizers must ensure that all patrons entering the premise has checked in using the QR code. Once scanned the user’s data is only stored for 90 days and would be purged thereafter.
PRE-EVENT SOP

MYSEJAHTERA CHECK IN: REGISTRATION INFOGRAPHIC FOR PREMISE OWNER

Step 1: Sign up at mysejahtera.my/mycheckin

Step 2: Enter your mobile number or email and Click Register

Step 3: Fill in your premises registration details and press Submit

Step 4: You will receive a unique OTP Code for your premises. Place the MySejahtera QR Code at the entrance to be scanned by visitors.

Visit mysejahtera.my/mycheckin and download the app at:

LIVE EVENTS REOPENING SOP

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PRE-EVENT SOP

MYSEJAHTERA CHECK IN: LOG IN FOR PREMISE OWNER

Step 1: Log in at https://mysejahtera.my/login
Step 2: Enter your mobile number or e-mail and click 'Login'
Step 3: Enter the OTP (if you registered using phone number) or click on the link e-mailed (if you registered by email)
Step 4: You can now update your premises information

Visit mysejahtera.malaysia.gov.my and download the apps at...
PRE-EVENT SOP

CONTACT-LESS TICKETING SOLUTIONS:
Event organizers must implement electronic ticketing solutions for events such as online ticket sales, by-invitation/pre-registration forms for events. Over the counter sales should be reduced or if possible avoided to minimize physical interactions. These steps will help minimize physical contact and also aid the organizers and authorities in contact tracing should a patron be tested positive for Covid-19 after attending the event.

Ticket verification must also be conducted through touch-less mode such as placing bar-code/QR code scanning turnstiles at the entrance or RSVP through email.

DATA COLLECTION:
A crucial factor in controlling the transmission of the Covid-19 virus is the effective identification of new clusters and contact tracing. As countries around the world gradually reopen, most have developed and are using contact tracing methods such as tracing apps, QR codes, manual registrations, etc. to enable health authorities to quickly track who has been to an event or location if an outbreak flares up. They are then contacted and instructed to seek medical advice at the earliest opportunity. As a result, detailed information regarding patrons, suppliers, visitors, etc. must be recorded and administrated to achieve this level of tracing.

Venue Operators should request the following documents from the organizer:

- Complete crew list of both organizer’s team and production team, list to include name, ID and contact details of each crew member.
- Complete list of performers, list to include name, ID and contact details of each performer.
- Should there be any foreign workers involved organizer/production team must confirm the worker’s travel history, submit the proof of completion of their Covid-19 test, and present a valid work permit. (workers with no confirmation or proof will be denied entry).
PRE-EVENT SOP

DATA COLLECTION:

As with the venue operators, an Event Organizer has obligations to ensure that they are able to collect the necessary information needed for effective contact tracing.

- The organiser should update online booking pages/email invitations/pre-registration forms to include mandatory customer data such as:
  
a. Name of EACH attendee per ticket/pass/registration
b. Contact information and residence address
c. Include Age field to match ID at event venue (Patrons aged 12 and below and ages above 60 are not encouraged to attend the event.)
d. Travel history declaration for the preceding 14 days
e. Health screening & data collection procedure at venue shall be included as mandatory term of purchase to be accepted prior to finalising purchase/registration.
- Complete crew list from all parties involved (Eg. organiser team, venue team, production team, part timers, security & first aid). List should include full name, ID and contact details.
- Complete list of performers, list to include name, ID and contact details of each performer.

The data collected should only be used for contact tracing purposes and will be protected under the Personal Data Protection Act (PDPA) in Malaysia. The documents should be kept on file and surrendered on request to the local authorities in the event of a confirmed case at the venue/event.

Even though the MySejatera check in was developed with contact tracing purposes, it is important that venue operators and event organisers also have these records on hand as it is possible that the local authorities would request for these records as an additional measure taken during contact tracing.
PRE-EVENT SOP

SAMPLE ONLINE TICKETING BOOKING PAGE

NOTIFICATION

MANDATORY REQUIREMENT FOR PURCHASER TO COMPLETE AN ONLINE QUESTIONNAIRE

* purchase can only be finalised during check out if patron declaration is complete

SAMPLE ONLINE TICKETING PAGE

PATRON DECLARATION (SAMPLE)
PRE-EVENT SOP

IMPORTANT INFORMATION AND NOTIFICATIONS:

“We’re all in this together” describes the essential role patrons play in allowing live events to reopen safely. Because COVID-19 is highly contagious, everyone—patrons as well as workers—must do their part. This section focuses on ways to educate patrons to maximize health and safety compliance and minimize disruption of the event.

Widespread messaging by venue and event professionals can accomplish two essential goals:

(a) patrons will learn that the new rules are for their protection, which will eventually lead to greater compliance; and
(b) transparently showing new sanitary practices will coax nervous people back into public places.

What to Explain: Many events or venues already have codes of conduct with lists of prohibited items and behavior. Before reopening, they must add their new health procedures and expectations, such as social distancing, temperature checks and face covering requirements and longer wait times. This also includes turning away artists/staff/crew/audience with temperature higher than 37.5. There is no specific information that is best. Rather, as with all safety messaging, you should try to be positive, practical, and proportionate.

Where to Message: Here are some ways to reach patrons before they arrive at your point of ingress:

- **Web site** for the venue, event, organizer’s website or artist. The more prominently new rules and expectations are displayed, the more serious businesses appear about enforcing them, which will tend to gain greater compliance.
- **Social media channels** for the venue, event or artist. As with the web site, the more information appears on social media, the greater its impact.
- **Ticket purchasing sites** should link to health and safety rules. Online ticket purchases can require patrons to check a box affirming that they have read and agree to comply with posted rules, the way we affirm that we are not a robot before making an online purchase.
- **Emails and push notifications** reminding patrons of health rules and expectations can be sent at regular intervals from date of purchase through day of show.
DURING EVENT SOP

The Event Day phase is the most critical stage of the plan. Venue operators and Event organizers MUST work together to provide on-premise protocols that include disease supervision and prevention of transmission of infection according to standard. The Event Day Standard Operating Procedures (SOP) implementation recommendations covers the following:

- **Information**
  - Safety Practices
  - Contact Tracing
- **Ingress** - Develop an Ingress process that monitors temperature prior to entry
  - Audience
  - Staff/Crew
  - Seating - Seating of the audience and the Live Performance/Event procedure
- **Egress** - Develop a controlled Egress process
  - Audience
  - Staff/Crew
- **Cleaning, Disinfecting & Sanitation**

INFORMATION ON SAFETY MEASURES:

Information on safety measures to prevent the spread of Covid-19 should be displayed on screens, posters, boards and other relevant channels throughout the entire event space, public lifts and entrances. Ushers and volunteers station at various ingress points can also encourage and remind patrons to take safety measures.

The information on the preventive measures should also be displayed at the loading dock area, service lifts and backstage area to remind event crew/staff, suppliers, event contractors, artists to practice these safety measures.
DURING EVENT SOP

INFORMATION – SAFETY PRACTICES:

Safety Practices:

- **Practice Social Distancing**: Everyone should leave at least six feet (about two meters) to the person closest to them.
- **Hand Washing**: Frequent hand washing with soap or an alcohol base sanitizer is vital to help combat the spread of any virus.
- **Face Masks**: Physical respiratory protection such as a face mask should be worn whenever people are within six feet (two meters) of each other because (a) COVID-19 is spread through respiratory droplets and (b) a significant number of infected people will show no outward symptoms of illness.
- **Touching Your Face**: Everyone should avoid touching their eyes, nose, and mouth. Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.
- **Cough and Sneeze Etiquette**: Everyone should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.
- **Symptomatic Person**: If a person exhibits symptoms of acute respiratory illness upon arrival to work/the event, or becomes sick during the day, they must be separated from other workers and patrons and send them home or to the designated isolation area immediately.

However, implementing the control measures outlined in this document must not cause other unsafe working conditions for staff, patrons or visitors. For example, if equipment requires multiple people to lift it safely, it should continue to be done this way, while taking whatever steps possible to minimise physical contact or close proximity.

Organisations must, so far as is reasonably practicable:

- Provide and maintain safe systems of work.
- Ensure that the handling and storage of equipment, structures and substances does not pose risks to health and safety.
- Provide the necessary training, information, and supervision for workers, patrons and other visitors to protect against risks to health and safety.
- Provide adequate facilities for the welfare of workers, patrons and other visitors.
- Ensure that the health of workers and the conditions at the workplace are monitored for the purposes of preventing the transmission of COVID-19.
DURING EVENT SOP

EXAMPLE OF INFORMATION POSTER:

Procedures to prevent the spread of Covid-19

**Wear a mask.**
You may purchase the mask from your local pharmacy before attending the event. If you are unable to obtain a mask before the event, kindly seek out our staff for assistance.

**Cover your nose & mouth when coughing or sneezing.**
Cover your nose and mouth with a disposable tissue or flexed elbow when you cough or sneeze.

**Avoid touching your face.**
Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth.

**Wash your hands.**
Practice good hand hygiene by washing your hands regularly for 20 seconds with soap and water or an alcohol-based hand sanitizer.

**Follow the no contact policy.**
By avoiding handshakes, you can lower the risk of getting infected. So adopt alternative greetings instead.

#StopTheSpread
Procedures to prevent the spread of Covid-19

**Stay at Home if you’re sick.**
If you’re sick or suspect yourself to be sick, it’s best to stay at home in a designated room or area away from others. *If possible, have a designated toilet and bathroom as well.*

**Follow the Instructions.**
Please pay attention and follow the instructions provided by the event staff to ensure a safe and happy environment for everyone.

**Visit the medical counters available on site.**
If you have a fever, cough and difficulty breathing, or if you noticed another person exhibiting these symptoms, please report it to the medical counters on site. *If you are unable to locate the medical counters or require assistance, kindly seek out our staff on site.*

**Practice social distancing.**
When in public spaces, maintain at least a 6 feet distance between yourself and from others.

#StopTheSpread
DURING EVENT SOP

INFORMATION - CONTACT TRACING:

Through the ticketing/registration system develop a detailed list of attendees with their contact information for contact tracing to enable health authorities to track who has been to the event or location if an outbreak flares up.

Develop a similar detailed list with information on the event & venue staff, suppliers and volunteers from load in day, event day and load out day for the same purpose.

Registering for an event specific MySejahtera QR code and displaying it at all entrances of the venue including the loading dock and backstage area. All patrons and event staff/crew will need to download, register on the app and scan the QR code before entering the venue.

INGRESS:

A critical phase where the implementation of SOP will be essential to minimise the risks associated with COVID-19 and the challenges faced by the close proximity of patrons during entry to the Venue/Event Space. All control measures must also ensure that disability access is maintained, including maintaining sightlines/access to any new way-finding instructions when moving through the venue.

It is during this phase that the Risk Mitigation Coordinators appointed by the venue and organiser play the most vital role - as mentioned in the duty of care, this person must take responsibility for the on going screening services, the admission process, and crowd management of the event. They are also required to oversee and ensure that the safety guidelines and control measures issued by the government are properly implemented in the venue and through out the event process, and to respond to additional decision-making requirements regarding risk, safety and compliance.
Queue management:
Due to the current social distancing guidelines, the entry phase of the venue’s operation would be a challenge to approach. The venue team along with the event organiser must carefully consider the size of the event and space required to adequately screen and process their patrons, draft an effective queue management plan to ensure a safe environment for all patrons.

At sections where queue is expected (ie, wanding, bag check, ticket scanning, box office, merchandise stands and F&B) markers or guides for distancing of 1m - 1.5m between each person is required. The line waiting to enter can be managed using common methods such as lines marked on the ground, rope and stanchions or bike rack, in combination with workers who provide information about anticipated wait time and ingress procedure and also enforce social distancing. Moreover, should the queue lines run through public spaces it is important to separate pedestrians from vehicle traffic, and to preserve room for other pedestrians to pass.

*The following page shows examples of a queue management plan from the recent Live Support event held at the Kuala Lumpur Convention Centre.*
DURING EVENT SOP

INGRESS - AUDIENCE:

LIVE SUPPORT EVENT - EXAMPLE OF QUEUE LAYOUT PLAN
DURING EVENT SOP

INGRESS - AUDIENCE:

LIVE SUPPORT EVENT

OTHER EXAMPLES
Hand Sanitising Stations: While there is little substitute to eliminating the Covid-19 virus from your skin than thoroughly washing your hands, the use of an alcohol-based sanitiser is also a recommended alternative to further reduce the likelihood of contact transmission. Hand sanitising stations containing at least 60% ethanol or 70% isopropanol must be available and dispensed at the venue free of charge, and located at regular intervals along the patron journey to the performance space and other well-marked and illuminated locations throughout the venue. These stations should allow no-contact activation if possible. The risk mitigation coordinator or venue event supervisors must regularly confirm there are adequate supplies.

*Example of no contact automatic hand sanitiser dispensers

*Example of hand sanitising stations.
**DURING EVENT SOP**

**INGRESS - AUDIENCE:**

**Signage:** Provide signage, floor decals and information boards to indicate distancing requirements and safety measures in the foyers where queuing takes place, including the box office, bars, auditorium doors, washrooms, public lifts and merchandise stands. Detailed and clear directional signage should also be placed around the entrances and event space to assist the audience in locating their seating section, washroom, f&b stands, box office, etc.

*Example of Signage at the venue

**EXAMPLE IMAGES COURTESY OF THE KUALA LUMPUR CONVENTION CENTRE.**
**DURING EVENT SOP**

**INGRESS - AUDIENCE:**

**Scheduled Entry Timing:** Event organizers can also consider ways to schedule staggered ingress to ensure that the audience members do not arrive at the same time, this will help to minimize lines at expected queue areas. Virtual queuing is a modern version of the familiar concept of metered access to the front of a line.

**Temperature Screening:** A worker wearing the proper protective gear should be stationed at the entrances of the venue and event hall to take the temperature of every patron and conduct a brief visual screening for symptoms of fever or infection. Organizers & Venue operators can also opt for a touchless infrared thermometer or thermal scanners for the screening. People demonstrating high temperatures (above 37.5) or symptoms of the disease must be denied entry and advised to seek medical attention immediately or taken to the designated isolation area for the on-site medical personnel to examine further.

*Example of Temperature Screening at the entrance to the event hall during the recent Live Support Event

*Example of Temperature Screening at the main entrance of the venue using a thermal scanner.
**DURING EVENT SOP**

**INGRESS - AUDIENCE:**

**Security Check:** Even during a pandemic, it remains important for security reasons to keep prohibited items out of the venue. In order to avoid touching patron personal items, event organizers may wish to enforce a small clear bag policy in which patrons open their own bags for inspection. Alternatively, some event organizers may prohibit bags, although exceptions will likely be necessary for medicine or personal hygiene products. Walk-through magnetometers are effective at detecting metallic objects while allowing security personnel to maintain social distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security personnel to be closer than six feet (two meters) from the patron, hence it is important that the security personnel wears the proper protective gear when conducting the checks. Organizers should also communicate out the information on the list of prohibited items to the patrons before an event to reduce the chances of these items being brought to the venue by accident.

*Example of security check point and check point items*
**DURING EVENT SOP**

**INGRESS - AUDIENCE:**

**IMPORTANT NOTICE**

### Prohibited Items

For public safety, the following items are prohibited:

- Alcohol
- Ammunition
- Selfie Sticks
- Animals
- Balloons
- Bicycles and Pedicabs
- Hard Shell Coolers
- Explosives/Fireworks
- Glass Containers
- Illegal Firearms
- Laser Pointers
- Mace/Pepper Spray
- Structures (folding tables, chairs, tents, containers, etc.)
- Unmanned Aerial Systems
- Weapons
- Flag, Banner, Political Banners
- Professional camera or any recording device

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**SMALL BAG ONLY POLICY AT ENTRY:**

*ALL BAGS MUST BE NO LARGER THAN 14 INCHES X 14 INCHES X 6 INCHES*

*NO BACKPACKS ALLOWED*

*ALL BAGS, NO EXCEPTIONS, INCLUDES:*

- PURSES
- DIAPER BAGS
- MEDICAL BAGS
- ALL BAGS OF ANY KIND

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**CAN I BRING A BAG TO THE HALL?**

You are permitted to bring one small bag or handbag no larger than A4 size; anything bigger will not be allowed in.

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**CAN I BRING A CAMERA INTO THE HALL?**

No professional cameras are allowed including GoPro. Please note that flash photography, monopods, tripods, and drones are strictly prohibited at all times.

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**CAN I BRING AUDIO OR VISUAL EQUIPMENT INTO THE HALL?**

Professional video and audio recording devices are strictly prohibited. Tapes, films or other recordings may also be destroyed.

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**CAN I TAKE ANY PHOTOGRAPHS OR VIDEOS AT THE CONCERT?**

Only using mobile devices. The use of any image taken for commercial gain, public advertisement, display or any other purpose, except for private noncommercial purpose, is prohibited. PLEASE SILENT YOUR CELL PHONES AT ALL TIMES!

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**CAN I BRING ANY BANNERS OR FLAGS?**

No banners or flags are allowed into the hall.

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**WILL THERE BE FOOD AND DRINKS SOLD ON SITE?**

Yes, there will be F&B stalls stationed inside the ballroom, operating throughout the performance.

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**IS THERE ANYTHING ELSE I NEED TO KNOW?**

Mandatory Health and Hygiene Protocols

- No Mask No entry – access will not be allowed
- Sanitise your hands frequently
- No entry if you are experiencing symptoms, do not attempt to enter the Centre

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*Example of prohibited items list and event FAQ*
**DURING EVENT SOP**

**INGRESS - AUDIENCE:**

**Washrooms:** Ensure sufficient washrooms are available and limit occupancy of washrooms to ensure social distancing. The area where they are waiting will require monitoring to preserve (a) appropriate space between patrons and (b) an easily discernible line to avoid conflict about where the line begins. Regarding all social distancing measures, particularly restroom access and line control, organizers should consider posting new policies on all applicable websites, social media platforms, and physical signage inside the event space to avoid surprised patrons waiting impatiently in long lines.

*Example of washroom layout*

**F&B & Merch Stands:** Ensure there’s sufficient access to F&B and Merch supplies at the venue space for each “Zone” to limit or avoid “inter-zone” movement among patrons. Provide clear & detailed signage to indicate queue lines, distancing requirements and safety measures. No buffet services allowed. Menus or Merch List can be posted electronically or printed on single-use paper to avoid transmitting germs on reusable plastic menus/merch lists. Venue Owners or Event organizers are also encouraged to use QR code ordering and contactless payment for merch/F&B sales or to have pre-event online orders taken. Once the patron’s order has been placed using the QR code or during the pre-event purchase, the meal/merch will be delivered to their seat. POS terminals should be assigned to one staff where possible, and they should be sanitized between each user and before and after each shift. Event organizers should also encourage the use of contact-less payment (pay wave) for merch/F&B sales.

**High contact surfaces:** Avoid allowing patrons to handle opening and closing of doors to avoid contamination. Doors to be opened/closed by event staff with gloves & to be sanitised frequently.
**DURING EVENT SOP**

**INGRESS - AUDIENCE:**

**EVENT FLOWCHART**

Patrons arrive at the venue & queue at the main entrance while maintaining social distancing.

Proof of event registration

Venue Check in - Scan the Malaysian Government "MySejahtera" QR code for contact tracing

Temperature Check at main entrance of the venue - Must be below 37.5 degree celsius to enter, patrons must also be wearing a mask to enter.

Event check in - Scan the Malaysian Government "MySejahtera" QR code of the event for contact tracing

Additional temperature check at the entrance to the event hall - Must be below 37.5 degree celsius to enter, patrons must also be wearing a mask to enter.

Ticket Check In

Monitor Movement & ensure social distancing rule of 1 meter apart is followed

Enter Venue

Patrons with temperature above 37.5 will be denied entry & advised to seek medical attention immediately or taken to a designated isolation area for on-site medical personnel to examine further.
DURING EVENT SOP

INGRESS - EVENT STAFF/CREW:

Most of the front of house health guidance in the preceding sections applies equally to back of house operations, including touring and production workers. Event staff/crew must be briefed on the additional safety measures prior to the event load in.

These are to include:

- Advise that they must enter via the loading dock
- Daily temperature checks will be conducted at the entrance
- Advise that anyone displaying any symptoms must self isolate and won’t be allowed into the venue.
- On arrival complete the questionnaire & temperature screening. Once completed crew members must be tagged to indicate that they have completed all procedures at the check point.
- Scanning in using the MySejahtera QR code
- Washing and sanitization stations with masks and gloves to be available.
- Event staff/ crew must wash their hands thoroughly before handling the equipment.
- All event staff/crew are required to wear gloves and face masks before handling the equipment.
- Delivery personnel are required to follow social distancing practices

Social Distancing Artists/Performers: The authoritative guidance requiring not less than 1 meter of social distance may have to be expanded for singers, performers and musical instrument players. Musicians & performers often breathe deeply and expel aerosols further than people engaged in non-physical activities.

Hence, the organising production team with the assistance of the venue team should arrange and clearly mark the performance space, including on stage and in orchestra pits. Each position should be at least 1.5m apart to maximize social distancing while allowing at least some of the performers to perform together.
**INGRESS - EVENT STAFF/CREW:**

**EQUIPMENT HANDLING AND SOCIAL DISTANCING**

**Social distancing:** Social distancing rule of 1m applies to production crew working on the event as well. Workers should always wear face coverings and gloves when those do not interfere with essential work functions, particularly when they cannot maintain social distance. The general need for distancing should not cause other unsafe working conditions for technical and construction crew. For example, if a piece of equipment takes four people to lift, then each worker should protect themselves from infection to the best of their ability while lifting the load together. Organizers and crew can use signage to indicate the maximum number of persons permitted in each individual space at a time: dressing rooms, rehearsal and warm up rooms, green room, stage door, loading dock, bio box/control room etc.

**Equipment Sanitization:** Production equipment and cargo should be sanitized before being transported from the warehouse to the venue and vice versa. In addition to that, production crew must identify all shared equipment that requires sanitation/cleaning between users/uses e.g. follow spots, paging mic, battery packs, microphones, consoles etc, and develop a procedure for identifying sanitised equipment. Example: sanitised radio mics are placed on a specific, labelled table; use colour-coded tape or stickers to identify when equipment has been cleaned and is ready for next use.

Additionally, whenever possible, individual microphones must be given to each performer to avoid cross contamination. When unable to provide individual microphones, the equipment must be thoroughly cleaned after each user/use before the next.

**Performers Wardrobe and Props Sanitization:** All props, wardrobes and costumes must be washed and sanitized before being transported to the venue. Each costume must be tagged and dedicated to one performer only and must be washed and sanitised before the next use. The wardrobe crew are required to wear a mask and gloves, should any of the performers require assistance when changing into their costumes. The wardrobe team must also designate an area and a bag backstage to store the used costumes after each performance.
**DURING EVENT SOP**

**EGRESS - AUDIENCE:**

The departure of the audience/attendee must be planned and controlled to ensure safe distancing is maintained.

**Scheduled Egress from Back to Front:** Introduce a system where it is similar to exiting a plane at the end of a flight. The audience leaves the venue in an orderly manner by seating rows or blocks, patrons nearest to the exits should leave first, in order to clear space for patrons further inside to follow.

This will be implemented by the following process:

- PA announcements will be made to explain the process.
- Ushers and event staff will need to ensure that patrons understand the procedure and comply with social distancing requirements by directing them to leave by blocks or rows to the nearest exit until they are in their vehicles or otherwise outside the venue doors.
- Extensive signage will help people return to the parking lot, taxi stands or train station.
- F&B stands and Merch stands will be closed to ensure a prompt departure.
- Hand sanitizers to be available at the exits
*Example of a coloured exit zone layout. Signage such as display cards or stickers can be placed on the table/seats indicating the colour zones. Before the event ends, the DJ/MC would need to remind patrons to remain in their seats and wait for their coloured zone to be called before exiting. Zones/rows nearest to the exits will be called to leave first, the risk mitigation officer would need to monitor the situation to ensure social distancing is maintained and there is sufficient space in the foyer areas before announcing the next zone/row. Eg. Red zone is closest to the exit and will be called first followed by blue, green and finally yellow.
DURING EVENT SOP

EMERGENCY SERVICES:

An emergency is defined as any condition, which exists or is likely to occur that endangers the safety of the occupants in a facility. The actions taken in the initial minutes of an emergency are critical. A prompt warning to employees to evacuate, seek shelter or lockdown can save lives. A call for help to public emergency services that provides full and accurate information will help the dispatcher send the right responders and equipment. Every facility and/or event organiser should develop and implement an emergency plan for protecting employees, visitors, contractors and anyone else in the facility. One of the crucial steps in emergency response planning is assigning a staff member or creating a response team to deal with emergency situations that occur on its premise.

EMERGENCY RESPONSE TEAM (ERT):

The Emergency Response Team (ERT) is a designated law enforcement team, whose members are recruited, selected, trained, equipped and assigned to resolve critical incidents involving a threat to public safety as first responders. The ERT confirms safety aspects at site, including the need for protective equipment, potential evacuation, proper personnel evacuation and safety, potential shut down of building services and utilities, work with responding government authorities, protect and salvage property, and evaluate areas for safety prior to re-entry. They are also tasked to communicate and provide incident briefings to company superiors when appropriate.

TEMPORARY ON SITE MEDICAL SERVICES:

It is important to establish a temporary on site medical facility where visitors and staff can receive medical attention. This may involve rendering assistance, advice and performing a health screening test. Engage with properly trained and qualified personnel to facilitate the temporary medical facility and ensure that they are well-visible so that they are easy to locate.

The deployment numbers of these medical personnel will depend on emerging requirements such as the number of expected crowd, size of the venue or event hall, etc. The on site medical facility can also serve as a temporary isolation area for patrons who feel unwell or start to develop symptoms of Covid-19 during the show. A suitable number of specialised ambulances would need to be allocated to transport the unwell patrons to the nearest hospital or clinic for further treatment.
CLEANING & DISINFECTING:

The transmission of the COVID-19 virus is currently understood to spread through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by close or direct contact with an infected person or through indirect contact with surfaces in the immediate environment, or with objects used by an infected person.

A key way you can protect your patrons, event staff/crew and others from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for your event space. Surfaces must be cleaned with water and soap or a detergent first to remove dirt, followed by disinfection. Cleaning should always start from the least soiled (cleanest) area to the most soiled (dirtiest) area in order to not spread the dirty to areas that are less soiled.

Cleaning is defined as physically removing germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. This may lower germ counts by removing but not necessarily killing them. A detergent is a surfactant that is designed to break up oil and grease with the use of water. Anything labelled as a detergent will work.

Disinfecting is defined as using chemicals to kill germs (bacteria and viruses) on surfaces. It’s important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. For non-healthcare settings, Sodium hypochlorite (bleach / chlorine) may be used at a recommended concentration of 0.1% or 1,000ppm (1 part of 5% strength household bleach to 49 parts of water). Alcohol at 70-90% can also be used on hard surfaces (that is, surfaces where any spilled liquid pools, and does not soak in). These will be labelled as ‘disinfectant’ on the packaging. All disinfectant solutions should be stored in opaque containers, in a well-ventilated, covered area that is not exposed to direct sunlight and ideally should be freshly prepared every day. Where there is uncertainty, the manufacturers or importing suppliers of the substance should be contacted for advice.
DURING EVENT SOP

CLEANING & DISINFECTING THE VENUE:

As we have seen over the last few months, the cleanliness of places of mass gatherings has a significant influence on the spread of COVID-19. As such, our venue cleaning services have become more important than ever to maintain a safe environment for our patrons and artists.

OWNERSHIP

Appoint a member of your management team to monitor the cleaning delivery. Due to the seriousness of hygiene in this new normal, one of your senior team must be responsible for the ongoing delivery of cleaning services with clear deliverables and timeframes set out within the venue PEAPs.

SCHEDULES

To ensure all areas within the venue are adequately managed, a detailed cleaning schedule should be developed. These schedules should clearly describe how each area should be treated and should be supplementary to the venue’s existing cleaning procedures. Cleaning schedules should cover the following phases of venue operation:

- Periodic Deep Cleaning
- Pre – Event Cleaning
- During Event Cleaning
- Post Event Cleaning
DURING EVENT SOP

CLEANING & DISINFECTING THE VENUE:

PERIODIC DEEP CLEANING

Deep cleaning of our venues should be undertaken at least quarterly. The sanitising of the following areas with a disinfectant approved for use against the Covid-19 virus should be adhered to:

High-Touch Areas: Surfaces and objects that are touched frequently, such as the ones listed below, should be regularly cleaned and disinfected using products approved by the applicable health authority.

1. Public Areas (lobby, hallways, dining and food service areas)
   - Door handles, handrails, push plates
   - Barricades the public may touch
   - Handrails for stairs, ramps, and escalators
   - Elevator buttons – inside and out
   - Reception desks and ticket counters
   - Telephones, Point of Sale terminals, and other keypads
   - Tables and chairs
   - Venue seating
   - Beverage stations, water fountains, vending and ice machines
   - Trash receptacle touch points

2. Restrooms (front and back of house as well as portable units)
   - Door handles and push plates
   - Sink faucets and counters, and toilet handles
   - Lids of containers for disposal of women’s sanitary products
   - Soap dispensers and towel dispenser handles
   - Baby changing stations
   - Trash receptacle touch points
DURING EVENT SOP

CLEANING & DISINFECTING THE VENUE:

3. Back of House Offices, Dressing Areas, Green Rooms, Production Areas, Food preparation areas
   - Individual office and other room furniture
   - Door handles, push plates, doorways, railings
   - Light switches
   - Cabinet handles
   - Telephones, computers, other keypads, mouse
   - Microphones
   - Backstage and technical equipment
   - Handles of all kitchen equipment doors, cabinets, push pads
   - Counter surfaces
   - Trash receptacle touch points

Disinfection of all touch points, not limited only to frequently touched surfaces, should be managed by a venue team. To facilitate the process, consider using equipment such as electrostatic sprayers, foggers and misters to ensure hard-to-reach surfaces are not missed

PRE-EVENT CLEANING

The pre-event clean should only consist of a touch-up service to ensure the venue is in presentable and hygienic condition, and that all consumables have been refreshed prior to doors opening. In addition to the venue’s typical pre-event clean, the additional measures should be considered:

- Sanitisation of venue areas, eg. backstage facilities, loading areas, toilets, stage surfaces, etc.
- Mosque and prayer areas will require extensive sanitisation of ablution areas, sanitizer station
- Sanitisation of all shared cleaning trolleys and equipment at the beginning and end of each shift.
- Sanitisation of technical equipment (if provided by venue), eg. microphones, mixers, lighting & sound equipment, etc.
- Treatment of all contact surfaces with an approved disinfectant eg. lifts, escalators, doors, screens, etc.
- Check of all automatic sensor activated equipment to ensure proper operation
- Replenishment of all public sanitiser pump bottles located throughout the venue
- Check of all temporary Covid-19 advisory signage to ensure they remain presentable
- Replenishment of all staff temporary PPE (masks, hand sanitiser and gloves)
# DURING EVENT SOP

## CLEANING & DISINFECTING THE VENUE:

### DURING EVENT CLEANING

The event day cleaning process is essentially a reactionary measure to ensure the venue is consistently hygienic and fit for patron attendance. In addition to the venue’s existing cleaning schedule, the following should be completed:

- Cleaning and housekeeping staff to be directed to focus on more commonly touched areas (door handles, railings, washrooms, parking pay stations, pay machines, elevator buttons, etc.)
- Furniture in the public circulation areas should be sanitised prior to each new setting
- Mosque and prayer areas will require extensive sanitisation of ablution areas, sanitizer station
- Replenishment of all public sanitiser pump bottles located throughout the venue
- Check of all temporary COVID-related advisory signage to ensure they remain presentable
- Clearance of waste bins as required.

### POST EVENT CLEANING

The post-event clean is a comprehensive clean of the venue in preparation of the next event day. In addition to the existing cleaning procedures, the following should be addressed:

- Sanitisation of all shared cleaning trolleys and equipment at the beginning and end of each shift.
- Sanitisation of venue areas, eg. backstage facilities, loading areas, toilets, stage surfaces, etc.
- Sanitisation of technical equipment (if provided by venue), eg. microphones, mixers, lighting & sound equipment, etc.
- Treatment of all contact surfaces with an approved disinfectant eg. lifts, escalators, doors, screens, etc.
- Replenishment of all public sanitiser pump bottles located throughout the venue.
- Check of all temporary COVID-related advisory signage to ensure they remain presentable.
- Replenishment of all staff temporary PPE (masks, hand sanitiser and gloves)
- Complete inventory log and order consumables to replenish to agreed stock levels.
DURING EVENT SOP

CLEANING & DISINFECTING THE VENUE:

**Disposal:** Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before properly disposing of them with other waste.

**Documentation:** Documenting that health and safety practices were followed at the correct intervals can help an organizer/venue show that it behaved reasonably under its circumstances, which would be a key issue in a lawsuit. A supervisor should ensure that cleaning logs are carefully entered and preserved for reference. Events that contract to use a venue cleaning service should request a copy of the company’s cleaning and disinfection plan.

*Example of cleaning & disinfecting*
MANAGEMENT AND DOCUMENTATION:

All records of attendees and event staff shall be compiled and kept up to one month (30 days) after the event ends. This will help the public health authorities to contact and trace those exposed to the Covid-19 virus should anyone fall ill shortly after the event.

If someone at the event was isolated as a suspected COVID-19 case, be prepared to immediately notify the management of the event and/or venue, local health authorities and MKN about this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day. If they develop a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (6 feet) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel history and symptoms.

It is important to establish your communication strategy ahead of time, in order to manage the relationship with all stakeholders and any interested parties reporting on the matter.
CONCLUSION

The proper planning, training, and the implementation of the guidelines and safety measures outlined in this document will help mitigate the risk of transmission, demonstrate to stakeholders and government that you have undertaken appropriate steps to protect live events and the people who create them, while also inspiring patrons to return to the places where we make magic happen.