



**Lao People's Democratic Republic**

**Ministry of Information, Culture and Tourism  
Institute of Mass Media Culture and Tourism**

**Self-assessment  
ASEAN MICE Venue Standard  
Category: Event Venue**



**APPLICANT CONTACT DETAILS**

<b>Name of Organisation, City or Business:</b>	<b>Contact Person:</b>
<b>Province:</b>	<b>Title / Position:</b>
<b>District:</b>	<b>Mobile:</b>
<b>Village:</b>	<b>Email:</b>
<b>Physical Address:</b>	

**AUTHORISATION:**

We certify that all information filled in this application is reliable and true, we also have followed all the procedures and Self - Assessment Guidelines for Lao Tourism Standards.

**Authorised Signature on behalf of the Applicant:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

**ASEAN MICE Venue Standard**  
**Category: Event Venue**  
**Self-Evaluation Checklist**

1	Physical (P)	Yes	No
1.1	<p><b>P01 Venue Conditions</b></p> <p>Within the venue, the followings can be made possible to set-up:</p> <ul style="list-style-type: none"> <li>• Stage</li> <li>• Registration/Check-in area</li> <li>• Food Service Area</li> <li>• Mobile Restrooms</li> </ul>		
1.2	<p><b>P02 Accessibility</b></p> <p>The venue can be accessed by:</p> <ul style="list-style-type: none"> <li>• Road(s)</li> <li>• Public transportation service(s)</li> <li>• Other mode of transports such as air or water</li> </ul>		
	<p><b>P03 Parking &amp; Loading Area</b></p> <ul style="list-style-type: none"> <li>• There is a parking space for participants/delegates within walking distance to the venue.</li> <li>• There are adequate signs and lights both in the parking and walkways.</li> <li>• There is a loading area for set-up vehicles.</li> </ul>		
	<p><b>P04 Food Preparation Area</b></p> <ul style="list-style-type: none"> <li>• There is a set-up area in providing food service for participants.</li> <li>• The area is well organized, clean and well- kept.</li> <li>• Sufficient area for food preparation with basic amenities.</li> <li>• In case needed, a list of suppliers on food services can be provided.</li> </ul>		
	<p><b>P05 Sign and Signage of the Venue</b></p> <p><b>Indoor Venue</b></p> <ul style="list-style-type: none"> <li>• Main entrance sign is permanently installed.</li> <li>• Signs and signages are permanently installed, organized and well- kept.</li> <li>• Display in English message(s)</li> </ul> <p><b>Outdoor Venue</b></p> <ul style="list-style-type: none"> <li>• Main entrance sign is permanently or temporarily installed.</li> <li>• Signs and signages are permanently or temporarily installed, organized and well- kept.</li> <li>• Display in English message(s)</li> </ul>		
	<p><b>P06 Restrooms amenities &amp; facilities</b></p>		

	<ul style="list-style-type: none"> <li>• Comply with ASEAN Public Toilet Standard</li> <li>• Amenities &amp; facilities can be either permanent or set-up.</li> <li>• Appropriate space for each unit.</li> <li>• Provision of adequate facilities for disabled and elderly.</li> <li>• Provision of adequate units/cubicles for ladies and men.</li> </ul> <p>Sufficient amenities provisions such as tissue, soap, etc.</p>		
	<p><b>P07 Waste Handling</b></p> <ul style="list-style-type: none"> <li>• There is a policy on waste handling complying to the local law.</li> <li>• There is basic equipment in handling waste such as garbage bins.</li> </ul> <p>There is a training for staff for waste handling</p>		
	<p><b>P08 Water &amp; Sanitary System</b></p> <ul style="list-style-type: none"> <li>• Water distribution points are in good condition.</li> <li>• The condition of wastewater drain meets the requirements of local standard.</li> <li>• Annual inspection or maintenance documents are present</li> </ul>		
	<p><b>P09 First Aid Facilities</b></p> <ul style="list-style-type: none"> <li>• First-aid facility is available and is in compliance with the local law.</li> <li>• There is a full-time or temporary nurse / qualified staff available during the event, and/or venue to provide Medical Centre and Public Hospital list to organizer to engage on standby for any circumstances.</li> <li>• There is evidence of training for staff on first aid</li> </ul>		
	<p><b>P10 Fire protection</b></p> <p>The fire protection is in compliance with the local law.</p>		
	<p><b>P11 Insurance Policy</b></p> <p>The insurance policy is active, clearly stated in the issued contract, and is in accordance with the local law.</p>		
	<p><b>P12 Traffic Management during Events</b></p> <ul style="list-style-type: none"> <li>• There is systematic traffic management plan.</li> <li>• There is dedicated staff responsible for traffic management.</li> <li>• There is a policy to inform surrounding residents on the event venue traffic.</li> </ul>		
	<p><b>P13 Safety Equipment</b></p> <ul style="list-style-type: none"> <li>• There are CCTV cameras and controlling room, with staff present for the entire time.</li> <li>• Adequate number of CCTV or other security devices in the entire areas of the event venue</li> <li>• Staff monitoring the CCTV is well-trained.</li> <li>• The venue has a policy on CCTV playback.</li> </ul>		

	<p><b>P14 Emergency, Safety and Security</b></p> <p><b>Indoor Venue</b></p> <ul style="list-style-type: none"> <li>• Emergency equipment and fire exits must be in compliance to local law.</li> <li>• Fire exit signs are present in permanent and well-kept conditions.</li> <li>• There is a clearly visible sign board containing a fire-fighting and fire escape instruction.</li> <li>• There is a sufficient number of security guards for the entire event venue as well as around the venue, in compliance with the local law.</li> <li>• Annual inspection or maintenance documents are present.</li> <li>• There is an evidence of an annual fire drill practice.</li> <li>• There is a concrete policy on safety and security in case of the natural disaster &amp; manmade threat.</li> <li>• There is concrete evidence of safety and security training for staff in handling natural disaster, manmade threat, and other safety and security issues.</li> </ul> <p><b>Outdoor Venue</b></p> <ul style="list-style-type: none"> <li>• Emergency equipment and fire exits must be in compliance to local law.</li> <li>• Fire exit signs are present in either permanent or set-up condition, and can be easily seen.</li> <li>• There is a clearly visible sign board containing a fire-fighting and fire escape instruction.</li> <li>• There is a sufficient number of security guards for the entire event venue as well as around the venue, in compliance with the local law.</li> <li>• Annual inspection or maintenance documents are present.</li> <li>• There is an evidence of an annual fire drill practice.</li> <li>• There is a concrete policy on safety and security in case of the natural disaster &amp; manmade threat.</li> <li>• There is concrete evidence of safety and security training for staff in handling natural disaster, manmade threat, and other safety and security issues.</li> </ul>		
	<p><b>P15 Crowd Management &amp; Evacuation Procedures</b></p> <ul style="list-style-type: none"> <li>• Layout for the venue is available.</li> <li>• Emergency evacuation plan is developed.</li> <li>• There is evidence of training for staff on crowd management &amp; evacuation procedures</li> <li>• Evacuation route must be in compliance to local law.</li> <li>• There is an announcement on safety and evacuation at the beginning of an event</li> </ul>		
	<b>Technology (T)</b>	<b>Yes</b>	<b>No</b>

	<p><b>T01 Electrical System</b></p> <ul style="list-style-type: none"> <li>• There is a layout showing power service locations.</li> <li>• There is an electrical safety equipment in compliance to local law.</li> <li>• There are qualified staff on duty during the event.</li> <li>• Annual inspection or maintenance documents are present.</li> </ul>		
	<p><b>T02 Power Generator Installation</b></p> <ul style="list-style-type: none"> <li>• Power generators can be organized in case needed.</li> <li>• There is a space appropriate for temporary power generators to be installed.</li> <li>• Annual inspection or maintenance documents are present.</li> </ul>		
<b>Service (S)</b>		<b>Yes</b>	<b>No</b>
	<p><b>S01 Advanced-booking service</b></p> <ul style="list-style-type: none"> <li>• There is comprehensive information on the floorplan of venue online and on request.</li> <li>• There is comprehensive information on the availability of venue online or upon request.</li> <li>• There is a staff in handling client’s queries</li> <li>• The staff is knowledgeable and is able to provide advice on venue &amp; booking details.</li> <li>• There are variety of payment methods.</li> </ul>		
	<p><b>S02 Staff personality &amp; respect for differences of participants</b></p> <p>Staff are</p> <ul style="list-style-type: none"> <li>• Professionally dressed</li> <li>• Neat and tidy</li> <li>• Aware of differences in races, religions, cultures, genders and ages</li> </ul>		
	<p><b>S03 Foreign language skills of staff</b></p> <ul style="list-style-type: none"> <li>• Most staff can communicate in English or Chinese as the case may be.</li> <li>• Some of the staff can communicate in third language.</li> <li>• There are regular schedules of language training programs for staff both full-time and temporary on an annual basis.</li> </ul>		
	<p><b>S04 Coordination &amp; cooperation with external agencies (e.g., hospital, police station, and fire station)</b></p> <ul style="list-style-type: none"> <li>• There is a key contact person during the event for external coordination &amp; cooperation.</li> <li>• There is a list of contact persons, including the telephone number and email addresses of relevant external agencies.</li> <li>• There is a systematic procedure in coordinating with external agencies</li> </ul>		
	<p><b>S05 Complaints &amp; service evaluation of the organizers and participants</b></p> <ul style="list-style-type: none"> <li>• There are appropriate channels in receiving complaints and feedback</li> </ul>		

	<p>from both organizers and participants.</p> <ul style="list-style-type: none"> <li>• There is a system in handling complaints and feedback.</li> <li>• There is a human resource policy to reward staff in order to prevent problems and complaints.</li> </ul>		
	<p><b>S06 Sound/Noise Management</b></p> <ul style="list-style-type: none"> <li>• There is a policy for sound/noise management in compliance to the local law / practice.</li> <li>• Staff is trained and is able to act according to the policy.</li> <li>• There is a policy to inform surrounding residents in case there is sound/noise that may affect them.</li> </ul>		
	<p><b>S07 Consideration for environment and surrounding community</b></p> <ul style="list-style-type: none"> <li>• There is a policy on environmental sustainability and surrounding community consideration.</li> <li>• Venue organizes activities to support environmental sustainability and the surrounding community on a regular basis.</li> <li>• There is evidence of training and communication policy on environment and surrounding community to staff of the venue.</li> </ul>		
	<p><b>S08 – Environmental Policy (e.g., energy conservation, alternative energy, and garbage and waste management, etc.)</b></p> <ul style="list-style-type: none"> <li>• The environmental policy is clearly determined in writing.</li> <li>• There is an operational plan of the environmental policy.</li> <li>• There is a dissemination of the environmental policy both inside and outside the organization.</li> </ul>		
	<p><b>S09 – Environmental Practice</b></p> <ul style="list-style-type: none"> <li>• Records of environmental practices are available</li> <li>• There are performance reports available</li> <li>• There are follow-up performance reports at least once a year</li> </ul>		