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Convention centres — Guidelines



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Foreword

Rwanda Standards are prepared by Technical Committees and approved by Rwanda Standards Board (RSB) Board of Directors in accordance with the procedures of RSB, in compliance with Annex 3 of the WTO/TBT agreement on the preparation, adoption and application of standards.

The main task of technical committees is to prepare national standards. Final Draft Rwanda Standards adopted by Technical committees are ratified by members of RSB Board of Directors for publication and gazettment as Rwanda Standards.

RS 347 was prepared by Technical Committee RSB/TC 33 on Tourism and Hospitality,

In the preparation of this standard, reference was made to the following standard (s):

1) KS 2363:2012: Convention centers-Guidelines

The assistance derived from the above source is hereby acknowledged with thanks.

Committee membership

The following organizations were represented on the Technical Committee on Tourism and Hospitality (RSB/TC 33) in the preparation of this standard.

Rwanda Standards Board (RSB) – Secretariat

Ministry of East African community Affairs

RWANDAIR

Mount Kenya University

Institute of National Museums of Rwanda

UMUBANO Hotel

Rwanda Development Board

International Tours and Travel

Rwanda Tourism University College

Ministry of Sports and Culture

Rwanda Utilities Regulatory Agency

Hotel Des Milles Collines

Convention centers — Guidelines

1 Scope

This Rwanda standard prescribes requirements to ensure that:

- a) the facilities required in the convention centres regarding structure, layout and technical facilities are available, and
- b) Enhanced event services are provided in a sustainable and professional manner that responds to current and future customer expectations applicable to the local and international event management industry.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

RS ISO 25639-1, *Exhibitions, shows, fairs and conventions — Part 1: Vocabulary*

RS EAS 153: 2014; Ed 2: *Packaged drinking water — Specification*

RS 186-3, *Code of practice for fire safety of building -- Part 3: Fire safety in hotels*

RS 219:2014, *Hotels, restaurants and related establishments — Requirements*

RS ISO 20121:2012, *Event sustainability management systems — Requirements with guidance for use*

RS 115, *Building construction-Design of facilities for people with disabilities -- Code of practice*

RS 181, *Solid waste-Handling, collection, transportation and disposal*

RS 110, *Water quality -- Tolerance limits of discharged domestic wastewater*

RS 186-3, *Code of practice for fire safety of building -- Part 3: Fire safety in hotels*

RS 236:2014, *Acoustics – Noise pollution – Tolerance limits*

3 Definitions

For the purposes of this standard, the following definitions and those provided in RS ISO 25639-1 shall apply.

4.1

ambience

a feeling or mood associated with a particular facility in respect of the interior design, fittings and fixtures, and decor

4.2

convention centre

a large civic building or group of buildings designed for conventions, industrial shows, and the like, having large unobstructed exhibit areas and often including conference rooms, hotel accommodations, restaurants, and other facilities

4.3

exhibition facility

a large venue suitable for major trade shows with enough open space to host public and private business and social events

4.4

incentive

a payment or concession to stimulate greater output or investment

4.5

procedure

the documented way to perform an activity or task

4.6

product

the outcome of certain activities or processes

4.7

record

a document that furnishes objective evidence of activities performed or results achieved

4.8.

convention

organized meeting of industry, profession or organization to share knowledge and experience

4.9

event

planned gathering with respect to time and a place where an experience is created and/or a message is communicated

NOTE: Terms used herein and any other definition not included in the foregoing listing but relevant to this standard shall be in accordance to United Nations World Tourism Organization (UNWTO) definitions.

4 Guidelines

The convention centre shall create a positive ambience and shall contain at least one convention hall, two mini convention halls, one exhibition hall, appropriate number of break-away rooms, one restaurant and parking facilities as per details, given below :-

4.1 Convention hall

The convention hall shall have audio visual conferencing equipment at various levels. The seating capacity shall be in the hall and may be in a theatre style in the following category:-

- a) Above 1500 persons;
- b) 1200-1500 persons;
- c) 800-1200 persons;
- d) Not less than 300-800 persons.

4.2 Skilled manpower

4.2.1 The convention centre shall be supervised by a highly trained and experienced person assisted by several persons with relevant professional qualification in their respective fields. Comprehensive training and staff development programmes shall be in place.

4.2.2. All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests at all times. At least 90 % of the staff shall possess qualifications from industry recognized institutions.

4.3 Regulation of temperature

Through natural ventilation or mechanical means, the target shall be to maintain comfortable levels –considered to be between 15°C-29°C.

4.4 Regulation of noise

The convention center shall comply with RS 236:2014 and other applicable requirements of the relevant regulatory authorities with regards to regulation of noise pollution.

4.5 Mini convention halls

The convention center shall have at least 5 Mini Convention halls for various seminars, committees, meetings etc. The seating capacity therefore, may be in a theatrical or classroom style-to seat as follows:

- a) 200-300 persons;
- b) 100-200 persons;
- c) 50-100 persons;
- d) 20-50 Persons.

4.6 Exhibition

The design of the exhibition facility shall have a capacity to accommodate at least 20 booths of 3 m by 3 m in size excluding circulation space.

4.7 Restaurants

Restaurants in the convention centre shall conform to RS 219:2014 and the requirements of the relevant regulatory authorities.

4.8 Parking

The convention centre shall provide adequate parking space. There shall be parking facilities for not less than 100 cars and 20 coaches. Designated parking for the people with reduced mobility shall be provided.

4.9 Accommodation facilities

This shall be applicable only, if promoters desire to have residential accommodation in the convention complex and shall conform to the existing standards and guidelines laid down by the relevant authority in respect of star category hotels.

4.10 Other infrastructural facilities

4.10.1 Reception area

The reception area shall be appropriate to the size of the convention center to receive and welcome visitors.

The reception area shall have a lobby designed in a way that consider the needs of people with reduced mobility as provide by applicable laws and standards .

4.10.2 Landscaped surrounding environment

The convention centre and its landscaping shall be in harmony with the natural and/or built up environment and in conformity with the building and development regulations applicable to the locality and shall be certified by relevant authority.

All facilities shall be accessible to children and people with reduced mobility in compliance with RS 115, and with other relevant statutory regulations, including provision for those with sight and hearing deficiencies

4.10.3 Administration and management

A defined management with an administrative department shall be in place. There shall be a documented and appropriately updated human resources management policy specifying:

- a) terms and conditions of services; schemes of services; employment reward scheme; incentives
- b) scheme(s);
- c) in-house and external training programmes;
- d) sexual harassment deterrence in line with the statutory requirements.

The administrative department shall ensure that there is a maintenance workshop, complete with relevant equipment and stores to carry out in-house routine maintenance and repairs.

4.10.4 Service providers

Service providers for tourist office, financial services, info/travel desk, press lounge, VIP lounges etc. shall be available and qualified on the basis of appropriate education and training.

4.10.5 Technical facilities

Facilities such as plant room, electric substation, stores, electric power back-up system, fire hydrant etc shall be available.

4.10.6 Electricity and power supply

4.9.6.1 Compliance to applicable electrical safety laws and standards shall be ensured

4.9.6.2 The convention center' electrical installation shall be approved by relevant authorities.

4.9.6.3 All electrical installations shall be well maintained and inspected regularly and an audit record maintained.

4.9.6.4 There shall be provision of appropriate reliable alternative sources of power able to cater for all the energy requirements of the convention centre in the event of failure of main supply.

4.10.7 Gate complex

There shall be a gate complex for stipulating entry and exit. The natural settings shall be sustainably preserved and conserved.

4.10.8 Communication and information booths

4.10.8.1 There shall be adequate and functional internal communication system including public telephone services.

4.10.8.2 Appropriate and relevant guest information shall be available and provide the following:

- a) emergency and fire exit procedures;
- b) information on services rendered;
- c) telephone extension;
- d) information on transport services;
- e) medical and other social services available within the locality; and
- f) events calendar.

4.10.8.3 All information shall be in English/ Kinyarwanda and French and at least one other internationally recognized language.

4.10.8.4 The convention center shall have public information display facilities (e.g. wall screens)

4.10.8.5 The convention center shall have a simple, functional paging system

4.10.9 Entertainment facilities in public area

The convention center shall have entertainment facilities in public areas (reception, lobby, conference halls, restaurants, etc)

4.10.10 Public convenience

4.10.10.1 Cloak rooms shall be proportional to the capacity of the convention centre.

4.10.10.2 Gender privacy shall be assured with segregated access and clearly marked. All doors shall be fitted with appropriate locks.

4.10.10.3 There shall be an adequate number of special designated cloakrooms for people with reduced mobility.

4.10.11 Stationery shops and kiosks

A convenience goods shop with perfectly adequate design and arrangement shall be available.

4.10.12 First aid with doctor on call facilities

4.10.12.1 First aid kits, appropriately stocked (where applicable including anti snake venom serum) and strategically located on premises.

4.10.12.2 There shall be a first aid staff team, well trained in application and techniques.

4.10.12.3 There shall be an arrangement with medical service providers, including an emergency numbers of clinical officer, nurse or doctor on call, as well as ambulance services be posted therein.

4.10.13 Security office and booths for security arrangements

4.10.13.1. There shall be adequate security system including:

- a) a documented security program in place;
- b) strict and courteous control of movement in and out of the premises;
- c) a functional alarm system connected to external rapid response system;
- d) adequate, properly trained and equipped on-site (communication and protection) security personnel;
- e) emergency security contacts available a functional, discreet electronic surveillance system in place.

4.10.14 Storage complex

There shall be a secure lost and found facility appropriately located near the lobby.

4.11 Safety requirements

4.11. 1. Fire fighting services shall be provided in accordance with local fire fighting and prevention by laws and as per RS 186-3

4.11.12 The convention centre shall have a comprehensive insurance against all hazards including fire hazards. Notification, detection and extinguishing devices shall be installed and regularly maintained.

4.12 Sustainability management

4.12.1 The Convention center shall recognize the relationship that exists between its services with and impact on society, and society's expectations of events by:

- a) Identifying unfavorable social, economic and environmental impacts that may arise from the provision of those services ,and
- b) Taking, implementing, and continually improving appropriate actions to reduce the impact may arise from the provision of those services.

4.12.2 The Convention center shall have documented information showing unfavourable social, economic and environmental impacts, and appropriate actions to be taken.

Note: Further guidance on sustainability management may be obtained from RS ISO 20121

4.13 Waste management

4.13.1 The convention center shall plan for adequate regular and ongoing training to all staff on the importance of hygiene so that they understand the hygienic precautions necessary for waste management Records of these trainings shall be kept.

4.13.2 The convention center shall:

- a) comply with RS 181 pertaining with handling, collection and disposal of solid waste, and
- b) comply with RS 110 pertaining with the management of discharged domestic waste water.

4.14 Ancillary facilities

The convention center shall have the following ancillary facilities

- a) handicraft shops, souvenir shop,
- c) facilities, for the people with reduced mobility
- d) where a building is four floors and above, lifts .stair cases; escalators shall be provided;
- e) other facilities for enhancing customer satisfaction.

Bibliography

- [1] AIPC Convention Centre Evaluation Criteria checklist 2012
- [2] East African Community grading systems – The EAC Criteria,2009
- [3] IACC International Association of Conference Centres — Quality Assurance Checklist

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