

Food and Beverage (F&B) Policy

The Kuala Lumpur Convention Centre is the exclusive supplier of food and beverage. No outside food and beverage **may** be brought into the Centre, either by Event Organisers, Exhibitors or third parties for sale, distribution **or** consumption on-site, **without the prior approval of the Centre.**

Concessions

- a) The Centre has the sole right to sell or distribute in the Centre all food and beverages (whether alcoholic or not), tobacco, cigars, cigarettes and other articles and services (including but not limited to, ATM or EFTPOS services, gaming or betting services and computerised information, data communication or interactive services and similar services).
- b) The Centre may sell or distribute those products or services in any way it sees fit (including but not limited to the appointment of agents or distributors).
- c) All revenue from the sale of those products and services belongs to the Centre or its nominee.
- d) The Organiser or any sponsor of the Organiser or of an event must not bring into, receive or provide any such products or services in the Centre unless otherwise agreed by the Centre.

The Centre operates under the Food Act 1983 (Department of Environment, Ministry of Health) and meets the requirements of ISO 22000 Food Safety Management which includes compliance with HACCP standards.

Event Organisers and Exhibitors must comply and adhere to these standards.

Halal Status

All the Centre's kitchens are halal-certified so all food served in the Centre is halal. The Centre also has the exclusive rights to all F&B offered within its premises. In the event the Centre permits any food to be brought into the Centre, the food displayed or offered must be halal and a copy of the halal certificate (for the product or products) submitted to the Centre seven (7) days prior to the event. The Event/Exhibition Coordinator is responsible for providing the necessary documentation for such consent. The Centre has the right to refuse entry to any food without a halal certificate or, set terms and conditions for the food to be brought in which must be strictly complied with.

Event Catering Regulations

No Hirer shall distribute, sell or give away any items of food or drink not supplied by the Centre to their guests. Hirers wishing to sell products at their event must seek written approval from the Centre. On receipt of approval, the Hirer must then obtain the relevant permits from the said authorities. Hirers must also abide by the Food Act 1983 and Hazard Analysis Critical Control Points (HACCP) and the Centre's FOQESH guidelines.

Themed Food

Any Hirer wishing to serve their "Themed Food" for their event must seek written permission from the Centre in strict compliance with the following guidelines:

- Pork and lard products are not allowed to be served in the Centre.
- Submission of the "Themed Menu", complete with an ingredients list and method, no later than sixty (60) days in advance. (Please refer to your Event/Exhibition Coordinator for a copy of the Themed Menu Request Form).

- Upon confirmation of the menu, the Centre will prepare the menu pricing for client's confirmation and payment.
- All ingredients shall be purchased by the Centre's Purchasing Department.
- Full payment shall be received within fourteen (14) days upon receipt of the pro-forma invoice in order to confirm the order.
- Failure to comply with these requirements will result in the Centre not being able to provide the food for the event.
- Hirers need to provide the exact location where the food is to be served.

Visiting or Inviting Chefs to Prepare the Themed Menu

Event Organisers wishing to arrange their own chefs to prepare the "Themed Food" during the event, must seek written permission from the Centre and strictly comply with the following guidelines:

- Pork and lard products are not allowed to be served in the Centre.
- Submission of the "Themed Menu", complete with an ingredients list, no later than sixty (60) days in advance. (Please refer to your Event/Exhibition Coordinator for a copy of the Themed Menu Request Form).
- All ingredients shall be purchased by the Centre's Purchasing Department.
- Full payment shall be received within fourteen (14) days upon receipt of the pro-forma invoice in order to confirm the order.
- A charge will be incurred for using the Centre's kitchen facilities, utensils and cleaning services.
- A deposit must be placed for using the kitchen facilities. The deposit will be used to offset any damage to or loss of equipment.
- Failure to comply with these requirements will result in the Centre rejecting the request.

Invited chefs must comply with the following requirements:

- Submission of full details of invited chefs' arrival details, full name, contact details, etc. to the Centre fourteen (14) days prior to their arrival. Please refer to your Event/Exhibition Coordinator for a copy of the Personnel Bio Data of Visiting Chef Assistant documents.
- Invited chefs shall provide their own assistant(s) during the event.
- Submission of inoculation certificate for typhoid to the Centre fourteen (14) working days in advance.
- Knowledge of HACCP, Food Handling and Food Hygiene Regulations is preferred.
- Compliance with the Centre's culinary policy, procedures and standards.
- The Centre's Executive Chef reserves the right to intervene in the visiting chef's operation in the event that there is any delay in the delivery of the food to the clients as this reflects on the Centre's image.
- The Centre will undertake documented inspection of the working area and the utensils prior to handover to the invited chef and his/her crew.
- Upon completion of the event, a joint inspection will be conducted involving the invited chef and the Centre to check for defects, misuse and damage in the use of the equipment, utensils, etc.
- A report including details of the damage incurred will be submitted to the Exhibitor.
- Appropriate costs will be deducted from the deposit.

Merchandising

Should the Organiser wish to sell merchandising materials at the event, they must declare to the Centre the products and must apply for the necessary license (refer to Licenses and Permit) with a copy to the Centre.

Food and Lifestyle Exhibitions

- Exhibitions meeting the Centre's definition of a "Food" and "Lifestyle" show are permitted to offer finished goods and full-sized snack foods, as they are produced for the retail market or where the product has relevance to the exhibition and the branding and/or the experience offered by the product is devalued if offered in sample size.
- The Centre is the exclusive provider of food and beverage.
- Exhibitors must not distribute, sell or give away food or beverage not supplied by the Centre to public or trade visitors with the exception of Food & Beverage or Lifestyle Shows.
- Exhibitors are prohibited from bringing in popcorn machines, peanut roasters, cotton candy machines or similar items to the exhibition booths.
- Sales and distribution of popcorn and cotton candy is also prohibited inside the exhibition booths.

Food and Beverage Sampling

- The Centre's Management retains the exclusive right to provide and control all food and beverage services for any exhibition or event held in the Centre.
- Food and Beverage sampling is generally not permitted. However, certain exceptions may be granted to trade shows and/or conventions where the products they serve and/or produce are for the purpose of promoting the merchandise.
- Please download a copy of the [Food and Beverage Samples Request Form](#) and submit to the Centre's Management no later than fourteen (14) days prior to the show move-in date.

Sampling Guidelines

Liquor Sampling:-

- Only agents or manufacturers are permitted to supply and dispense their own liquor products for sampling.
- Liquor and non-alcoholic beverage tasting and promotion samples are limited to a maximum sample size glass/cup of 50ml.
- Drinking utensils, such as paper cups and wine tasting cups, must be disposable and must not be re-used. The Centre discourages the use of polystyrene cups or any cups or containers which cannot be recycled in accordance with our Green Globe commitment.

Food:-

- Pork and/or lard products are not allowed to be sampled in the exhibition booths.
- If food products to be sampled are not halal-certified, a "Non-Halal" sign or placard must be displayed.

- Solid food portions should be no larger than “BITE SIZE” - 85gm.
- Samples must be offered in such a manner as to avoid being handled by the public and apportioned with toothpicks pre-inserted.
- Antiseptic hand cream dispensers should be available for visitors wishing to clean their hands prior to and after eating.
- Exhibitors must also abide by the Food Act 1983 and Hazard Analysis Critical Control Points (HACCP) and the Centre’s halal food policy and guidelines.
- Eating utensils such as paper plates, spoons and forks provided by the exhibitors must be disposable and must not be re-used. The Centre discourages the use of polystyrene plates or containers which cannot be recycled in accordance with our Green Globe commitment.

Cooking Demonstrations

- Other than food-related exhibitions, the cooking of food by exhibitors for demonstration in the booth is prohibited unless prior approval has been given by the Centre.
- Written requests should be accompanied by the following details:-
 - a) Location of the booth performing the cooking demonstration.
 - b) Type and quantity of food being cooked.
 - c) Method used to cook the food and for the removal of cooking odours.
 - d) Pork and/or lard products are not allowed in the exhibition booths.

Cooking Demonstration Guidelines

- There are no extraction fans in the exhibition halls, so cooking must be kept to a minimum.
- No deep fat fryers are allowed to be used.
- Only electrical or induction cooking appliances are permitted.
- All heat-generating electrical appliances (hotplates, floodlights, transformers, etc) are to be mounted on non-flammable material. Light fittings may not be mounted on combustible decorations or the likes.
- Current/valid fire extinguishers and fire blankets are to be available for use at the booth and to be readily accessible.
- Cooking equipment must not be operated within one (1) metre of flammable materials.
- Where cooking generates an oily waste that is to be cleaned or disposed of on-site through a sink, the sink must be fitted with an approved grease trap.
- Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oil, etc.

Food Handling and Food Hygiene Requirements

Exhibitors intending to distribute food and drink samples to the public must comply with the following health requirements:-

- a) Perishable packaged foods are required to be refrigerated.
- b) Availability of hand basins with hot and cold water, soap and a drying medium.

- c) Where serving implements or utensils are used, a separate sink with hot and cold water will be required.
- d) Where drainage and water is required, the stand/booth must be located with access to the appropriate service pits.
- e) Refrigerated display and/or storage cabinets must be maintained at the correct temperature if the food is perishable.
- f) Food should be protected from contamination with approved screens or sneeze guards, and trays with fitted covers should be used.
- g) Condiments such as sauces are to be contained in squeeze-type dispensers or individually sealed packs.
- h) All eating and drinking utensils must be disposable e.g. paper cups, plastic spoons, plastic wine glasses, etc, and must not be re-used. The Centre discourages the use of polystyrene cups or any cups or containers which cannot be recycled in accordance with our Green Glob commitment. Bins must be provided and placed in suitable locations by exhibitors offering food to enable disposal in a manner approved by the Centre's Management.
- i) Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oil, etc.
- j) Exhibitors must also abide by the Food Act 1983, Hazard Analysis Critical Control Points (HACCP) and the Centre's FOQESH guidelines.