

**HEALTH AND HYGIENE FACT SHEET – AS AT 14 OCTOBER 2020**

**Kuala Lumpur Convention Centre Health and Hygiene Programme**

The Kuala Lumpur Convention Centre (the Centre) places high priority on the safety and well-being of our clients, our team members, our partners, and stakeholders.

In order to manage the safety of all persons and event attendees, access to the Centre is limited and controlled for attendees, employees, and those contractors, and organisers involved in events taking place at the Centre.

Your health and safety is our primary concern and based on all the Ministry of Health advisories and instructions, and in reference to the World Health Organization (WHO) & Centres for Disease Control (CDC) guidelines, government mandates, and public health advice we will continue to make changes as necessary or appropriate to our protocols and procedures as detailed herein.

The Centre has prepared our venue for operations and our team to commence business in accordance with the National Security Council standard operating procedures (SOP) and other SOPs' issued by the Government of Malaysia.

Here are some of the steps we have prepared and are continually updating in line with the guidelines and directives mentioned above. The key precautionary measures the Centre is deploying is the use of thermal cameras, and enhanced cleaning procedures. The use of footfall analytics to provide an automated and intelligent solution to reporting and managing the number of people who may be accessing a particular event space can be used especially for crowd monitoring for exhibitions. This is in line with the regulatory requirements limiting the number of persons attending events to a strict 1 meter physical distancing as part of necessary risk management.

## Access to the Centre

### **Access**

Access points are limited and controlled for attendees, and the Centre's staff and all contractors

***N.B. The public are not allowed to access the Centre until further notice.***

Any persons registering a body temperature 37.5°C and above will be denied entry and will be directed by our fully trained staff to either our dedicated Isolation facility or to proceed to medical facilities as appropriate.

### **Event Linked Suppliers & Contractors**

Client/Organiser must advise their event company, contractor and sub-contractor to observe the Centre's Policies and Procedures on entering and working in the Centre.

For all event linked suppliers, contractor and sub-contractors' access will be via the loading dock based on the submitted list by Event Organiser/Official Contractor and they will be required to submit the completed Centre's Health Declaration form, submit to temperature testing, and must wear prescribed PPE prior to accessing the building. For foreign crew, they must provide their RT-PCR Covid-19 swab test results together with a valid work permit. They must scan MySejahtera Apps QR-Code for contact tracing and will be issued with a colour wrist band to be worn at all times in the Centre.

***N.B. All contractors appointed by our clients must provide their own personal protective equipment (PPE) to specification as stipulated by the Centre.***

### **Venue Staff and Contractors**

Staff and contractors for the convention centre will access via the concourse level and will be subject to the same stringent testing. PPE for Centre staff will be provided by the Centre.

## Client/Organisers Responsibility & Precautionary Advice

- Client/Organisers must advise attendees **in advance of the event date** on the necessity to keep away and self-isolate if they are displaying any symptoms of COVID-19 or have been travelling or have any high risk underlying medical conditions.
- Client/Organisers must obtain and record all contact details of attendees with their body temperature. Keep such records for a period of three months and make same available to Ministry of Health or Government representatives if required to do so for tracking purposes.
- Clients/Organisers to ensure all attendees agree to and will proceed through temperature screening at access points to the Centre.
- Client/Organisers to ensure all attendees will follow both National Security Council and the Centre's SOPs' with respect to COVID-19.
- Clients/Organisers should advise attendees that persons above the age of 60 years old are not encouraged to attend in line with the standard operating procedures of National Security Council.
- It is mandatory for event organisers of all events to register their delegates/visitors using MySejahtera App\*.

\* ***MySejahtera** is an **application** developed by the Government of Malaysia to assist in managing the COVID-19 outbreaks in the country. It allows users to perform health self-assessment on themselves and their families. The users can also monitor their health progress throughout the COVID-19 outbreak*

## Hygiene & Sanitization Pre & During Events

### Hand Sanitiser

In line with the Ministry of Health's requirements, the Centre has placed hand sanitiser dispensers throughout the common areas in the Centre.

### Common Touch Points

Common touch points will be cleaned and sanitized on a constant, revolving basis and this will include elevator buttons, escalator handrails, stair handrails, washrooms, toilets, Surau/Prayer facilities etc.

**Physical Distancing**

Attendees will be advised to practice physical distancing by standing at least 1 metre away from one another whilst in queues, waiting for elevators or moving around the Centre.

Restaurants and other physical layouts have been arranged to ensure appropriate distancing.

Physical distancing will be applied to all conference and meeting set ups and layouts, as well as meal breaks and any Food & Beverage service.

Attendees are asked to follow staff instructions in this regard at all times.

**After the Meeting/Event**

Clients/Organisers to retain the names and contact details of all attendees for at least three months. This will help public health authorities to trace persons who may have been exposed to COVID-19, if one or more attendees become ill shortly after the event.

- If someone at the event is subsequently suspected or confirmed as having Covid-19, then the Client/Organiser must immediately notify the Centre and all their attendees and/or follow the current Ministry of Health's advice in place at the time for such instances.

*N.B. Clients/Organisers must agree that attendees who fail the access test will be denied entry. Whilst the Centre will take every reasonable precaution and will practice additional Safety and Hygiene measures attendees might unwittingly bring the COVID-19 virus with them.*

*N.B. With COVID-19 it is unavoidable not to put some additional responsibilities onto our Clients/Organisers*

## **Centre Employee Responsibilities**

### **COVID-19 Testing**

All employees have been tested for COVID-19 prior to resuming their duties and following testing, have been trained on all the correct Standard Operating Procedures required.

### **COVID-19 Training**

Our employees have received training on COVID-19 safety and sanitisation protocols. This includes training on the correct use of all sanitising equipment, chemicals and detergents.

All employees have been provided with full training on personal health and hygiene measures. These include frequent hand-washing/sanitising practice, use and disposal of appropriate PPE, physical distancing and other health and hygiene protocols.

Information about these personal health and hygiene protocols are displayed in the Centre for all employees and such information will be updated from time to time in line with guidelines and directives from the Ministry of Health and World Health Organisation.

## **Directional and Advisory Signage**

### **Front of the House Signage**

Health and hygiene reminders have been displayed in print and digital format throughout the Centre.

### **Back of the House Signage**

Signage have been posted throughout the Centre reminding staff of their hygiene training, as well as handling and disposing of masks and face coverings, use of gloves, washing hands, sneezing protocols and to avoid touching their faces etc.

### **Employees & Attendees Health Concerns**

#### **Case Notification**

If the Centre is alerted to a presumptive case of COVID-19, we will follow Ministry of Health's recommended protocols.

## **Summary of the Attendee Journey and Assurance**

### **Attendees Arrival**

- Attendees will enter through designated entry points.
- Attendees will be screened for temperature and then asked to use hand sanitiser. The wearing of a face mask is a mandatory requirement within the Centre.
- Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the Centre.
- Our cleaning staff will constantly rotate to sanitise button panels, handrails and all touch points at regular intervals.
- Clear elevator capacity limit are indicated on the elevator doors.

### **Cleaning of Public Spaces and Communal Areas**

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, check-in/registration/information counters, elevators and elevator buttons, door handles, public bathrooms, escalator and stair handrails, dining surfaces and seating areas and Surau/Prayer facilities etc.

### **Physical Distancing in Function Rooms**

Function Rooms will be set up according to strict physical distancing protocols and physical distancing is based on 1 metre. All surfaces will be sanitised before use and the room will be disinfected after use. The room will again be cleaned and sanitised during meal breaks. Once the event is over the entire cleaning and sanitising process will be repeated.

### **Back of the House**

The frequency of cleaning and disinfecting has been increased in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security entrance, Employee check in desk and training classroom, and Surau/Prayer facilities etc.

### **Air Filter and HVAC Cleaning**

The frequency of air filter replacement and HVAC (heating, ventilation, and air conditioning) system cleaning has been increased and fresh air exchange will be maximized.

### **Cleaning Products and Protocols**

Our Centre uses cleaning products and protocols which meet Malaysia's Ministry of Health (MoH) and World Health Organisation (WHO) guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne and blood borne pathogens.

### **Restaurants**

Seating capacity in restaurants have been reduced to allow for a minimum of 1 metre physical distancing between each seated guest dining together as recommended by National Security Council.

### **Food & Beverage Precautions**

- The Centre's Food Safety Management System includes full certification for ISO 22000, ISO9001 and Hazard Analysis and Critical Control Point (HACCP) are in place to manage food safety risks and prevent food contamination.
- Other prerequisite programmes the Centre practices include good hygiene practices, cleaning and sanitation, checking of transportation delivering food products, zoning of processing areas, supplier control, storage, distribution and transportation, personnel hygiene and fitness to work – all the basic conditions and activities necessary to maintain a hygienic food processing environment.
- Training or Refresher course incorporating hygiene practices, the latest guidelines in regard to food safety, and the correct use of PPE have been conducted before preparing food post Movement Control Order.
- Food will be served in a boxed style and served-buffet by our trained service staff.
- Event coffee break sessions will be extended and scheduled on a staggered basis in accordance with the space/capacity of the coffee break area.
- Advisory information available from Ministry of Health, the World Health Organisation and industry best practice has been implemented.

***N.B. Physical distancing in queues and seating arrangements will be an important element in meal breaks as well as pre, during and post sanitizing.***

### **Meeting and Convention/Event Spaces**

Event set-up arrangements will allow for physical distancing between attendees at all events based on the Ministry of Health and Government recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles to ensure appropriate physical distancing.

Food handlers working in kitchens and F&B outlets are required to wear face masks and gloves.

Frequency of sanitising the dining area and the washroom facilities will be increased on and according to table 'turnover' in the dining area to include tables and chairs.

**Surau/Prayer Rooms & Toilet Facilities**

- Surau and toilet facilities in the Centre are only be available for attendees.
- Surau facilities located at Concourse level is closed to the public.
- Toilet facilities located at Concourse level is open to the public.  
All users of Surau and toilet facilities shall have to adhere to physical distancing and hygiene protocols and bring their own prayer mat and praying attire.
- All Surau and toilet facilities will be cleaned and sanitised regularly as detailed previously.

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