



**KUALA LUMPUR  
CONVENTION CENTRE**

# **Venue's COVID-19 Operating Guidelines for Business Events Organisers**

**Nov 2022**

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## INTRODUCTION

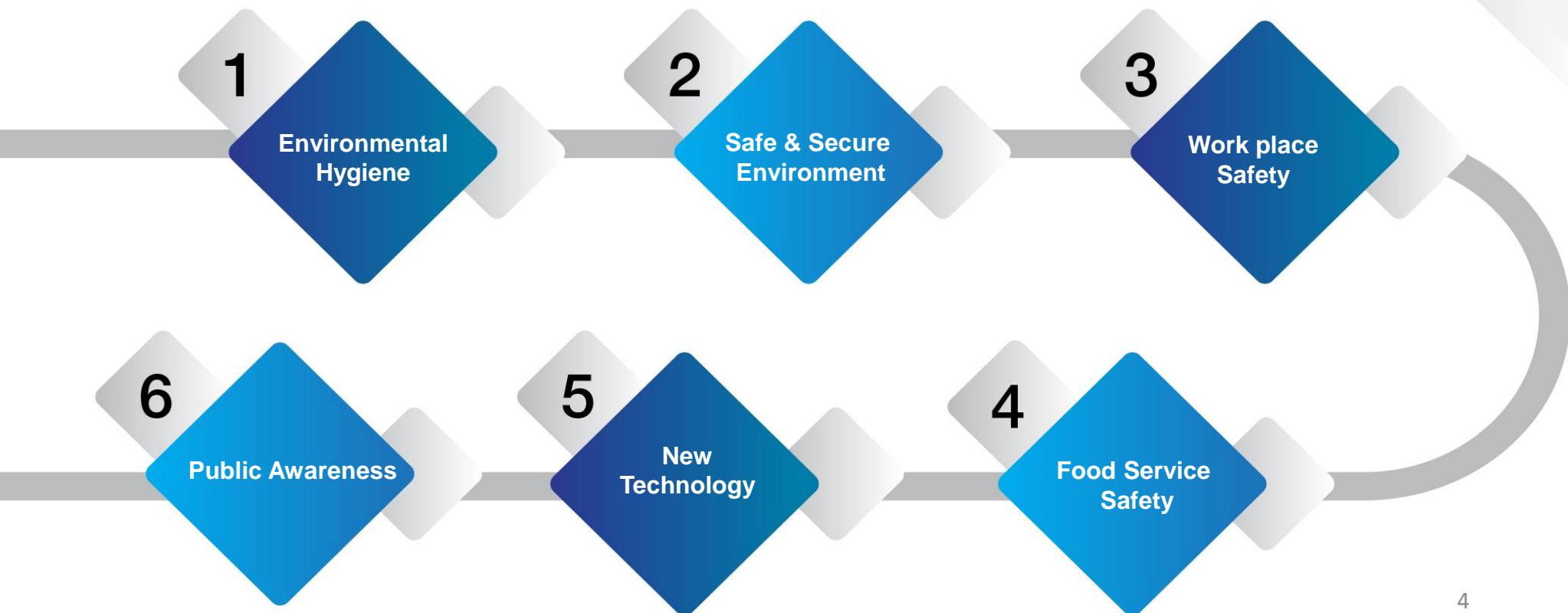
The Centre is proudly managed by Convex Malaysia Sdn Bhd, a joint-venture between KLCC (Holdings) Sdn Bhd and ASM Global, the world's leading venue management and service company.

To provide a safe and controlled venue for events, the Centre, as part of the ASM Global family, has implemented its COVID-19 *Venue Health and Safety* Guidelines premised on the COVID-19 guidelines issued by Malaysia's National Security Council (MKN) and the Ministry of Health, and on ASM Global reopening program and protocols.

We place your health and well-being as our top priority.

# Centre's COVID-19 Operating Guidelines

The Centre's COVID-19 standard operating procedures and guidelines (Venue SOPs) consist of 6 pillars.



# Government SOP on Face Mask



**Wear Face Mask**

According to MYSOP dated September, 2022, the wearing of face mask is optional. However, the wearing of face mask is encouraged to curb the spread of virus. It is mandatory for any person exhibiting symptoms to wear face mask.

# Government SOP on Face Mask

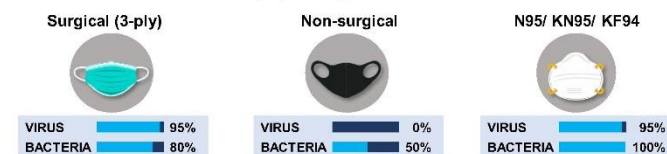


## 3A. Use of Face Masks

Face masks protect us from getting infected by the COVID-19 virus, as it can be transmitted through respiratory droplets while talking, sneezing or coughing.

### Examples of Face Mask and Its Protection Level

Protection levels of face masks vary by mask types as shown below:



### The Benefits of Double-Masking and How to do it Properly

Double-masking (**surgical + non-surgical face mask**) provides better protection from infectious droplets.

Encouraged:



Not encouraged:



### How to Properly Wear a Face Mask in 3 Easy Steps



Source: MOH, Centre for Disease Control and Prevention (CDC)



## 3C. Face Mask for Children and Individuals with Special Needs

The purpose of wearing face masks is to protect ourselves and others. However, additional considerations should be given to the following groups:

### Children ≤5 years old



Wearing face mask is exempted considering the child's safety, developmental needs and inability to wear a face mask without assistance.

### Children ≥6 years old



Wearing face masks is required based on their ability to safely and appropriately wear a mask.

### Individuals with specific special needs



Wearing face mask is exempted for individuals with specific special needs (e.g., individuals with Cerebral Palsy or Autism) or individuals with health conditions involving breathing difficulties (a certified medical report from a registered medical practitioner is required).

Source: WHO





# Pillar 1

## Environmental Hygiene

### Disinfection & Clean Air

To provide a safe venue environment, the Centre has put in place enhanced disinfection measures in response to the COVID-19 pandemic. These measures cover:

- Regular and frequent disinfection of common touch point surfaces such as elevator buttons, escalator and staircase handrails, door handles, washrooms and food court and prayer room facilities.
- 6 cycles of complete fresh air exchange every hour by a ventilation system that uses HEPA filters.



## Pillar 2

### Safe and Secure Environment

- The Centre has put in place the following at designated entry points:
  - Hand sanitisers
  - COVID-19 Health and Safety practice and protocols
- Hand sanitisers and covered bins for disposal of face masks and gloves are provided throughout the public areas in the Centre.
- Isolation room is provided to temporarily quarantine visitors or event attendees who exhibit COVID-19 symptoms.





## Pillar 3

### Work Place Safety

The Centre has implemented various measures to ensure the health and safety of its team members:

- Provision of personal protective equipment (PPE).
- Provision of hand sanitisers and covered bins for disposal of PPE.
- Continuous training on health and safety rules and regulations in line with the government's updated guidelines, from time to time, across all internal departments to ensure full comprehension and adherence to Centre's COVID-19 guidelines.



## Pillar 4

### Food Safety

- The food and beverage in the Centre is prepared in accordance with the high standards of the Centre's Food Safety Management System and ISO 22000.
- In addition, the Centre has updated its procedures for food handling and packaging and provided intensive training for its staff.
- In compliance to the government guidelines, the Centre's food handlers and food & beverage service staff are mandated to wear face masks and/or gloves when handling and serving food and beverage.



## Pillar 5

### New Technology

#### Virtual and Hybrid Studios

- The Centre's event production team could provide at a cost virtual and hybrid meeting facilities with virtual teleportation ability, offering a powerful one-stop solution for digital pivot ranging from production, audio and lighting, live stream, broadcast to full technical service.

#### Contactless Payment Options

- Contactless payment facility, such as eWallet, is provided at food and beverage outlets operated by the Centre.



# Operating Guidelines for Conference and Meeting Organisers



# Conference & Meeting

## Organiser and Centre's Roles and Responsibilities

### *Organisers*

#### **Communication**

- Encouraged to communicate to all delegates to comply with all health and safety protocols, such as sanitise hands regularly and wearing mask is encouraged and for any person exhibiting any symptom

### *Centre*

#### **Hand sanitisers and Covered Bins for Public Use**

Provide allocated number of hand sanitisers and covered bins for disposal of PPE at public area.



# Operating Guidelines for Exhibition Organisers





# Exhibition

## Event Organisers' Roles and Responsibilities

### *Organisers*

#### **Health and Safety Signage**

- Encouraged to install COVID-19 health and safety signage in the event space, at registration counters and entry and exit points.

#### **Exhibition Booth Health and Safety Requirements (Disinfection)**

- Encourage exhibitors provide at least one set of hand sanitiser for public use at all times and disinfect all high-touch points surface within exhibitor's booth regularly.

#### **Floor Marshalls and Safety Protocols**

- Encouraged to provide adequate number of trained "Floor Marshals" holding placards at key locations and in event space to remind exhibitors and visitors to observe COVID-19 health and safety protocols and make regular announcements in national and English languages on SOP compliance in event space.

#### **Emergency Response Team**

- Provide an Emergency Response Team (ERT) and ambulance to handle medical cases of exhibitors or visitors (including those who exhibit COVID-19 symptoms).

# Exhibition

## Venue's Roles and Responsibilities

### *Centre*

#### **Disinfection**

- Upon request by Event Organiser, disinfect the public area in the event space a day before commencement of event and every night thereafter during the period of the event

#### **Hand sanitisers and Covered Bins for Public Use**

- Provide allocated number of hand sanitisers and covered bins for disposal of PPE at public area.

#### **PA System**

- Where required, provide PA system in event space for exhibition organiser to make announcements on observation of health and safety protocols.

#### **Isolation Room**

- Provide isolation room for emergency cases.

#### **Disinfection**

- Disinfect public area and high touch surface areas regularly



# Operating Guidelines for Live Performance Event Organisers





# Live Performance

## Event Organisers and Venue's Roles and Responsibilities

### *Event Organisers*

#### **Floor Marshalls and Safety Protocols**

- Encouraged to provide adequate number of trained "Floor Marshals" holding placards at key locations to remind visitors to observe COVID-19 health and safety protocols and make regular announcements in national and English languages on SOP compliance in event space.

### **Centre**

#### **Hand sanitisers and Covered Bins for Public Use**

- Provide allocated number of hand sanitisers and covered bins for disposal of PPE at public area.

#### **PA System**

- Where required, provide PA system in event space for exhibition organiser to make announcements on observation of health and safety protocols.

#### **Isolation Room**

- Provide isolation room for emergency cases.

#### **Disinfection**

- Disinfect public area and high touch surface areas regularly

*If you have a specific query or would like to have more information, please contact the following departments:*

Exhibition :

[exhibitioncoordination@klccconventioncentre.com](mailto:exhibitioncoordination@klccconventioncentre.com)

Conference, Meetings, Live Performance

Banquet and Corporate Events:

[event-coordinators@klccconventioncentre.com](mailto:event-coordinators@klccconventioncentre.com)

*Useful websites:*

1. [mkn.gov.my](http://mkn.gov.my)
2. [moh.gov.my](http://moh.gov.my)